

## ❖ How it Works (Cont.)

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Unlike a typical call center, CompCare On-Call's approach provides a registered nurse at the beginning of the injury reporting process, where the future cost of the injury can be positively impacted, while providing a higher level of service to the injured employee.

Simultaneously, during the call the nurse gathers all of the information necessary to complete the state-required first report of injury. Within minutes of the call, a report is sent via secure email to human resources, risk management, and VMLIP claims staff.

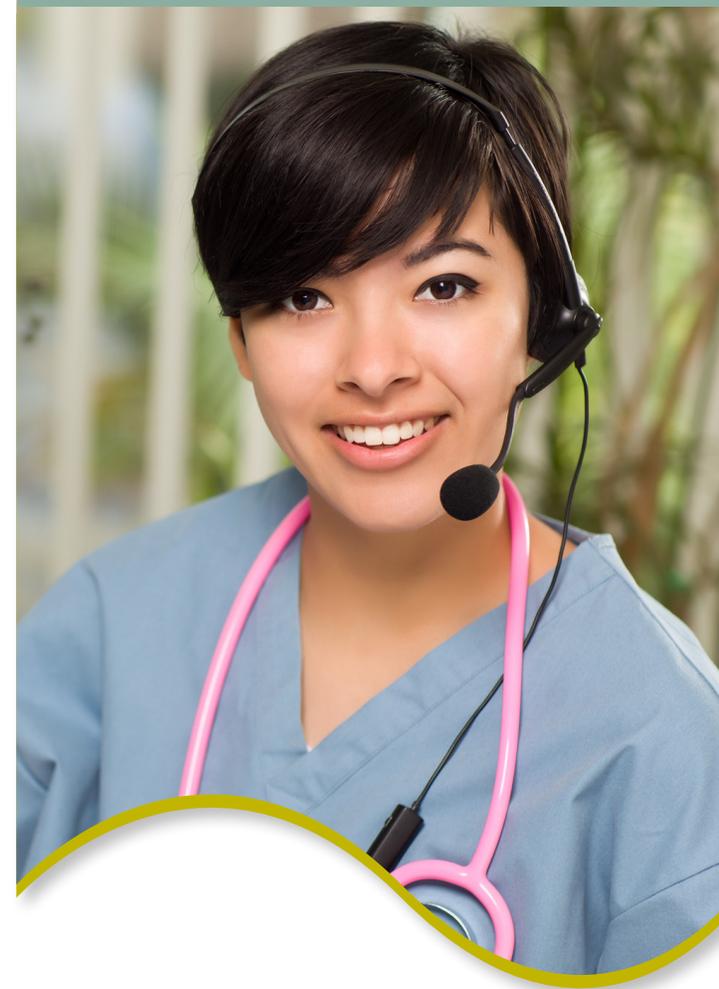
In the workers' compensation world, missed opportunities that "slip through the cracks" can become costly mistakes. CompCare On-Call presents a unique window of opportunity for VMLIP members to manage work injury costs, while providing assistance to their employees. Members that capitalize on this critical opportunity can shape their claim outcomes for the better.

## ❖ To learn more

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For more information on CompCare On-Call, visit our website at: [www.vmlins.org](http://www.vmlins.org) or contact Robin Duvall with VMLIP at: (800) 963-6800 or [rduvall@vmlins.org](mailto:rduvall@vmlins.org).

## Workers' Compensation CompCare On-Call



## ❖ Services

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In addition to comprehensive workers' compensation (WC) services ensuring injured employees receive high quality medical care; VML Insurance Programs (VMLIP) provides nurse triage and claim reporting services for members 24 hours a day, seven days a week through the CompCare On-Call program.

## ❖ CompCare On-Call

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VMLIP has partnered with S1 Medical to offer CompCare On-Call. Through this program, employees are provided with the services of a registered nurse (RN) immediately following a work incident to assist them in their treatment decisions.

CompCare On-Call not only assists the injured employee – but also helps reduce the time employees are out of the workplace and significantly reduces workers' compensation costs.

## ❖ Immediate Medical Assistance Provided to Employees

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The services provided by the employer during the first few minutes following a work related incident largely determines the nature, duration, cost and eventual outcome of a workers' compensation claim. CompCare On-Call will assist members and their employees during this most critical time. The services includes a VMLIP dedicated toll-free number that is available 24 hours a day, seven days a week, 365 days a year, and is answered by highly qualified registered nurses.

Nurse triage services – Within minutes of an on-the-job injury, your employee is provided with the services of medical professions (RNs) to assist with triage and home-care advice. Triage services have proven successful in significantly reducing claim costs.

A comprehensive report is taken by a medical professional, which contains the details of the incident immediately after it occurs. This type of report provides assistance to the claims examiner in making claim adjudication decisions quickly.

Data is delivered by secure e-mail or fax to VMLIP and member contact(s) within minutes of following the call.

### Compelling benefits

- Immediate medical assistance following an workplace incident
- Panel of physicians offered
- Notice to medical provider, which includes triage notes and VMLIP billing information
- Follow-up contact made with employees when home care is provided
- Services are available 24 hours a day, 365 days a year
- Dedicated VMLIP toll-free phone number
- The supervisor/member no longer needs to complete accident reports
- No lag time between employee notification and claims data delivery
- Reduction in claims costs

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### ❖ How it Works

When an injury occurs the injured employee and/or supervisor will place a call to 1 (877) 234-0898, a call center staffed by registered nurses 24 hours a day, seven days a week, 365 days a year. The RN will obtain a history of the injury and with the employee determine the best treatment option based on the symptoms reported. The RN's recommendation can range from simple first aid to recommending the employee seek treatment by selecting a panel physician or emergency care. However, the ultimate decision regarding treatment is the employee's.

