

Workers' Compensation Injury Reporting Hotline

ADP TotalSource®

Accelerated reporting...

- Gathers all necessary information over the phone – eliminating the need for you to complete and submit any claim forms.
- Electronically sends notice of loss to ADP TotalSource® Claims Unit and a designated Third Party Administrator's (TPA's) claim office for immediate review.
- According to state guidelines, generates any required First Report of Injury notice.
- Allows for immediate physician referral and authorization of initial medical treatment from the dedicated TPA representative during the intake process.
- Claim number and TPA Claim office contact information provided for future reference.

Be prepared with...

0 Facts regarding the injury.

0 Personnel Information:

Social Security Number, Date of Hire, Date of Birth, etc.

What's next...

- Your Workers' Compensation claim will be assigned to a designated TPA adjuster for investigation.
- Any claim involving time off from work will involve medical case management from our TPA's Case Management team dedicated to ADP TotalSource.
- ADP TotalSource Claims Management will monitor Return to Work efforts on all lost time claims and assist where needed.

24 Hours a Day; 7 Days a Week; 365 Days a Year

(800) 553-4681

Is your key to opening the First Report of Injury via the dedicated intake staff at our Third Party Administrator.

For all life threatening emergencies CALL 911 immediately before reporting your claim!

Are you currently enrolled in the Nurse Navigator Program?

If yes.

To report a Work-Related Injury or Illness call:

24 Hours a Day; 7 Days a Week; 365 Days a Year
(888) 551-5605

**For all life threatening emergencies CALL 911
immediately before reporting your claim!**

**Injuries should be reported promptly. If you are calling in an injury after an employee has sought care and as a result you do not need to speak with a nurse, you will have the option to report the injury only by selecting prompt number 1.*

It not, why?

Benefits are clear

- Fewer emergency room visits
- Immediate and appropriate direction of care for injured employees
- Reduced lag time, reporting in hours due to around the clock availability and immediate direction of care
- Faster recoveries and early returns to work
- Reduction in claim costs

Please contact your Risk & Safety Consultant or send an email to ADP.TotalSource.Claims.Management@ADP.com and we can help get you enrolled in this FREE program.

Unplug the fax machine, hang up the phone: the days of calling and faxing in workers' compensation claims, are over. ADP TotalSource® offers clients the flexibility to report workers' compensation claims from the comfort of their desk. With the online claims reporting feature, client administrators can report a workers' compensation claim for any company employee and client managers can report claims for their direct reports. Follow the simple steps below to report a workers' compensation claim online in ADP TotalSource.

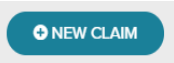
IMPORTANT!

- ◁ If an injury requires immediate medical attention, always call 911 first!
- ◁ OSHA requires employers to report any worker fatality within 8 hours and any amputation, loss of an eye, or hospitalization of a worker within 24 hours. Many states have similar reporting requirements.. ADP TotalSource and your workers' compensation carrier do not report injuries to OSHA. If you are uncertain about OSHA injury reporting requirements, please contact your TotalSource Risk and Safety Consultant.
- ◁ NOTE: If enrolled in the ADP TotalSource Nurse Triage (NT24) Program, please follow that procedure for reporting the claim. Reporting online will bypass the NT24 Program and its benefits. For more information on NT24, please contact your TotalSource Claims Examiner.

Let's Get Started

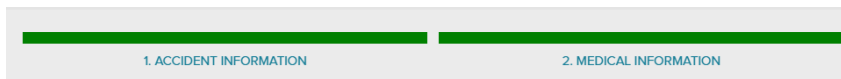
Administrators go to People > Employment > Workers' Compensation Claims in ADP TotalSource

Managers go to My Team > Employment > Workers' Compensation Claims

1. Select the employee for which you are reporting a workers' compensation claim.
2. Click The Workers' Compensation Claim Slider will appear. 
3. Complete all 3 sections: 1. Accident Information, 2. Medical Information, 3. Other Information.

* Denotes a required field and must be filled to complete the section.

- ◆ Users can move between the three sections during the reporting process; however the claim cannot be submitted until each section is complete.
- ◆ When a section is complete, the banner above it will turn green.



4. Click  to send the claim to workers' compensation.

Online Workers' Compensation Reporting In ADP TotalSource Workforce Now

Workers' Compensation Claim

1. ACCIDENT INFORMATION

2. MEDICAL INFORMATION

3. OTHER INFORMATION

Injury Details

Date of Injury *
mm/dd/yyyy

Time of Injury *
hh:mm AM

Part of Body *
Please select

Nature of Injury *
Please select

Is this claim work related? *
 Yes No

Are other WC Claims involved? *
 Yes No

The Accident occurred at? *
 Customer Location Other Customer Location Other Location

Nature of Accident *
Please select

Source of Injury Description *

Full Description of Accident *

Workers' Compensation Claim Slider

NOTE: When indicating where the accident occurred:

- ◆ Customer Location defaults to your company's legal address
- ◆ Other Customer Location provides a drop down of your locations in ADP TotalSource
- ◆ Other Location allows free form entry of address other than your business locations

Once the Claim is Submitted

- ◆ The submitted claim is transmitted to our Third Party Administrator, Helmsman Management Services where it will be assigned to a designated adjuster.
- ◆ Any claim involving time off work will be monitored by a special case management team at Helmsman and the ADP TotalSource Claims Management Team.
- ◆ Contact the ADP TotalSource Claims Management Team with any questions at 844-448-0325.

Find a Network Provider

ADP TotalSource® Workers' Compensation

All ADP TotalSource Workers' Compensation Claims are administered by Helmsman management Services, our third party administrator. Our Workers' Compensation Program maintains an extensive network of health care professionals and facilities that provide need medical care at highly competitive rates.

There is a helpful, easy-to-use online search tool that enables you to find a provider, medical specialist and/or facility within a specified distance from your address. Here's how:

1. Go to www.talispoint.com/liberty/adp_ts/ext
2. Select the tab I am a Customer
3. Click Search by Address
4. Enter employee's site or location address
5. Search Distance (miles), select 10
6. Sort Results By, select Distance
7. Providers per page, select 25
8. Select Continue, a new page will appear
9. Select Occupational Medicine Clinic and Occupational Medicine under the Specialties column.
If there are no Occupational listings in your area, then select Family Practice
10. Select Continue and a list of providers will appear
11. Select the provider, then **Map Listing**, located at the bottom of the page, complete the section **Prepared For to Create Map Listing** for clinic location and print if needed

Remember, you must first report the workplace injury and secure a workers' compensation claim number.

If you have any questions, please call the ADP TotalSource Claims Management Unit at (844) 448-0325



Treating Provider ADP TotalSource® Workers' Compensation

The Workers' Compensation claims are administered by Helmsman Management Services.

Employee Name

Injury Description

Injury Date

Today's Date

Helmsman Claim # & Handling Office

Administer Post-Accident Drug Test? YES NO

All medical bills are to be sent to:
Helmsman Management Services
P.O. Box 7203
London, KY 40742-7203
Fax 714-285-5829

Workers' Compensation Prescriptions

ADP TotalSource[®]

Making It Easy...

To get workers' compensation prescriptions filled.

Optum has been chosen to manage your workers' compensation pharmacy benefits for your employer or their insurer. Below is your First Fill card that will allow you to receive your injury-related prescriptions at your local pharmacy. Please fill out the card based on the instructions below.

Injured Employee:



If you need a prescription filled for a work-related injury or illness, go to an Optum Tmesys[®] network pharmacy. Give this temporary card to the pharmacist. The pharmacist will fill your prescription at low or no cost to you.



If your workers' compensation claim is accepted, you will receive a more permanent pharmacy card in the mail. Please use that card for other work-related injury or illness prescriptions.



Most pharmacies, including Walgreens, our preferred provider, and all major chains, are included in the network. To find a network pharmacy call 1-866-764-7987 or visit tmesys.com.



Questions? Need Help?



1-866-764-7987



LMAdministration@optum.com

WORKERS' COMPENSATION PRESCRIPTION DRUG PROGRAM

Helmsman Management Services	ADP Total Source
CARRIER/TPA	EMPLOYER
INJURED WORKER NAME	
Please provide directly to Pharmacist	
SOCIAL SECURITY NUMBER	DATE OF INJURY (YYMMDD)
<p>Notice to Cardholder: Present this card to the pharmacy to receive medication for your work-related injury. To locate a pharmacy: tmesys.com.</p>	

Attention Pharmacists: Enter RxBIN, RxPCN and GROUP. Member ID # format is the date of injury and SSN combined as follows: **YYMMDD123456789.**

Tmesys is the designated PBM for this patient.

Tmesys Pharmacy Help Desk

1-866-764-7987

	<u>NDC</u>	or	<u>Envoy</u>
RxBIN	004261		002538
RxPCN	CAL		or Envoy Acct. #
GROUP	LMIFF		

NOTE: This First Fill card is only valid for your workers' compensation injury or illness.

Employer:



Immediately upon receiving notice of injury, fill in the information above and give this form to the employee.

The following entities comprise the Optum Workers Compensation and Auto No Fault division: PMSI, LLC, dba Optum Workers Compensation Services of Florida; Progressive Medical, LLC, dba Optum Workers Compensation Services of Ohio; Cypress Care, Inc. dba Optum Workers Compensation Services of Georgia; Healthcare Solutions, Inc., dba Optum Healthcare Solutions of Georgia; Settlement Solutions, LLC, dba Optum Settlement Solutions; Procura Management, Inc., dba Optum Managed Care Services; Modern Medical, dba Optum Workers Compensation Medical Services, collectively and individually referred as "Optum."

Workers' Compensation Claim Red Flags

ADP TotalSource®

Potential Fraud Indicators



Know the red flags:

While states and special investigative units can help to investigate fraud, the actual uncovering of the fraud in the first place is not always an easy task. Experts, however, say that businesses should be aware of the “red flag” indicators of fraud, where past experience shows a greater likelihood of fraud. While fraud indicators do not necessarily mean fraud has occurred, they may prompt a closer review of a claim.

Some indicators include:

- The claimant is a disgruntled employee, or on the verge of being laid-off or terminated for cause
- The claimant has an early Monday morning “accident” before the co-workers or supervisor sees him on the job (real injury may be the result of weekend occurrence off the job)
- The claimant just started working for employer
- The claimant has numerous prior employers
- The accident details are vague or inconsistent
- There are no witnesses present at the time of the injury
- The claimant has a prior claim history
- The claimant is unusually knowledgeable about the workers' compensation statutes, insurance terminology, or future medical prognosis
- The injury is reported days or weeks after the date of accident
- The accident occurs in an area where the employee would normally not be working
- Refusal to seek treatment to avoid drug screen
- The claimant was having prior financial difficulties
- The claimant's spouse is receiving disability benefits
- The claimant applies for social security disability before the workers' compensation disability is established
- The claimant's co-workers or others advise the claimant is working somewhere else

Every time someone files a false workers' compensation claim, everyone in the company pays and everyone loses. Fraud drives up the cost of doing business and drives down productivity.

If you are aware of any of the red flags listed above,
please make sure to report them to the ADP TotalSource® Claims Unit,
(844) 448-0325 for further follow up and investigation.

Think Workers' Comp Fraud is a Victimless Crime?

ADP TotalSource®



Think Again

Every time someone files a false workers' compensation claim, everyone in the company pays – and everyone loses.

Fraud drives up the cost of doing business and drives down productivity. When someone in your company commits workers' comp fraud, your job becomes more demanding and your benefits could be impacted.

So if you think someone is exaggerating an injury, or has filed a workers' comp claim based on information you suspect is false, we want to know about it.

Call the fraud hotline of
Helmsman Management
Services at (800) 932-3969.

Your call will be
completely confidential.