

Employee's Responsibilities

- 1 You should follow written rules of safety and other reasonable policies and procedures of the employer.
- 2 You must report any accident immediately, but not later than 30 days after the accident, to your employer, your employer's representative, your foreman or immediate supervisor. Failure to do so may result in the loss of the benefits.
- 3 An employee has a continuing obligation to cooperate with medical providers in the course of their treatment for work related injuries. You must accept reasonable medical treatment and rehabilitation services when ordered by the State Board of Workers' Compensation or the Board may suspend your benefits.
- 4 No compensation shall be allowed for an injury or death due to the employee's willful misconduct.
- 5 You must notify the insurance carrier/employer of your address when you move to a new location. You should notify the insurance carrier/employer when you are able to return to full-time or part-time work and report the amount of your weekly earnings because you may be entitled to some income benefits even though you have returned to work.
- 6 A dependent spouse of a deceased employee shall notify the insurance carrier/employer upon change of address or remarriage.
- 7 You must attempt a job approved by the authorized treating physician even if the pay is lower than the job you had when you were injured. If you do not attempt the job, your benefits may be suspended.
- 8 If you believe you are due benefits and your insurance carrier/employer denies these benefits, you must file a claim within one year after the date of last authorized medical treatment or within two years of your last payment of weekly benefits or you will lose your right to these benefits.

- 9 If your dependent(s) do not receive allowable benefit payments, the dependent(s) must file a claim with the State Board of Workers' Compensation within one year after your death or lose the right to these benefits.
- 10 Any request for reimbursement to you for mileage or other expenses related to medical care must be submitted to the insurance carrier/employer within one year of the date the expense was incurred.
- 11 If an employee unjustifiably refuses to submit to a drug test following an on-the-job injury, there shall be a presumption that the accident and injury were caused by alcohol or drugs. If the presumption is not overcome by other evidence, any claim for workers' compensation benefits would be denied.
- 12 You shall be guilty of a misdemeanor and upon conviction shall be punished by a fine of not more than \$10,000.00 or imprisonment, up to 12 months, or both, for making false or misleading statements when claiming benefits. Also, any false statements or false evidence given under oath during the course of any administrative or appellate division hearing is perjury.

The State Board of Workers' Compensation will provide you with information regarding how to file a claim and will answer any other questions regarding your rights under the law. If you are calling in the Atlanta area the telephone number is **(404) 656-3818**, outside the metro Atlanta area call **1-800-533- 0682**, or write the State Board of Workers' Compensation at: 270 Peachtree Street, N.W., Atlanta, Georgia 30303-1299 or visit our website: <http://www.sbwc.georgia.gov>.

A lawyer is not needed to file a claim with the Board; however, if you think you need a lawyer and do not have your own personal lawyer, you may contact the Lawyer Referral Service at **(404) 521-0777** or **1-800-237-2629**.



Risk Management Services

Workers' Compensation Benefits for Injured Workers

Our Pledge to Employees

If you are injured on the job, you have certain rights, benefits and responsibilities. Your employer also has obligations and responsibilities regarding all employees. The main focus of DOAS is to assist job-related injured workers in receiving immediate and quality medical care, to administer workers' compensation claims from the initial injury until the closing of the claim, and to safely return lost time employees to productive employment. We believe that a healthy, safety conscious and productive workplace is the result of healthy, safety conscious and cooperative employees.

The staff of DOAS understands an employee's and a family's concern when a wage earner is injured on the job and cannot work. We are here to help you through this difficult time.

We pledge to:

- give each injured employee individual attention.
- handle your claim in a prompt and courteous manner.
- fully inform you of all Workers' Compensation income benefits you are entitled to receive and to pay these benefits to you in a timely manner.
- pay all authorized medical expenses in a prompt and accurate manner.
- make every effort to work with you in returning you to your regular job should your injury require you to lose time from work.

**Georgia Department of Administrative Services
Risk Management Division**

Bill of Rights for the Injured Worker

As required by law, O.C.G.A. §34-9-81.1, this is a summary of your rights and responsibilities. The Workers' Compensation Law provides you, as a worker in the State of Georgia, with certain rights and responsibilities should you be injured on the job. The Workers' Compensation Law provides you coverage for a work-related injury even if an injury occurs on the first day on the job. In addition to rights, you also have certain responsibilities. Your rights and responsibilities are described below.

EMPLOYEE'S RIGHTS

- 1 If you are injured on the job, you may receive medical rehabilitation and income benefits. These benefits are provided to help you return to work. Your dependents may also receive benefits if you die as a result of a job-related injury.
- 2 Your employer is required to post a list of at least six doctors or the name of the certified WC/MCO that provides medical care, unless the Board has granted an exception. You may choose a doctor from the list and make one change to another doctor on the list without the permission of your employer. However, in an emergency, you may get temporary medical care from any doctor until the emergency is over, then you must get treatment from a doctor on the posted list.
- 3 Your authorized doctor bills, hospital bills, rehabilitation in some cases, physical therapy, prescriptions, and necessary travel expenses will be paid if injury was caused by an accident on the job. All injuries occurring on or before June 30, 2013 shall be entitled to lifetime medical benefits. If your accident occurred on or after July 1, 2013 medical treatment shall be limited to a maximum of 400 weeks from the accident date. If your injury is catastrophic in nature you may be entitled to lifetime medical benefits.
- 4 You are entitled to weekly income benefits if you have more than seven days of lost time due to an injury. Your first check should be mailed to you within 21 days after the first day you missed work. If you are out more than 21 consecutive days due to your injury, you will be paid for the first week.

- 4 Accidents are classified as being either catastrophic or non-catastrophic. Catastrophic injuries are those involving amputations, severe paralysis, severe head injuries, severe burns, blindness, or of a nature and severity that prevents the employee from being able to perform his or her prior work and any work available in substantial numbers within the national economy. In catastrophic cases, you are entitled to receive two-thirds of your average weekly wage but not more than \$800 per week for a job-related injury for as long as you are unable to return to work. You also are entitled to receive medical and vocational rehabilitation benefits to help in recovering from your injury. If you need help in this area call the State Board of Workers' Compensation at (404) 656-0849.
- 5 In all other cases (non-catastrophic), you are entitled to receive two-thirds of your average weekly wage but not more than \$800 per week for a job related injury. You will receive these weekly benefits as long as you are totally disabled, but no longer than 400 weeks. If you are not working and it is determined that you have been capable of performing work with restrictions for 52 consecutive weeks or 78 aggregate weeks, your weekly income benefits will be reduced to two-thirds of your average weekly wage but no more than \$533.33 per week, not to exceed 350 weeks.
- 6 When you are able to return to work but can only get a lower paying job as a result of your injury, you are entitled to a weekly benefit of not more than \$533.33 per week for no longer than 350 weeks.
- 7 Your dependent(s), in the event you die as a result of an on-the-job accident, will receive burial expenses up to \$7,500 and two-thirds of your average weekly wage, but not more than \$800 per week. A widowed spouse with no children will be paid a maximum of \$320,000. Benefits continue until he/she remarries or openly cohabits with a person of the opposite sex.
- 8 If you do not receive benefits when due, the insurance carrier/employer must pay a penalty, which will be added to your payments.



Dispute Resolution

AmeriSys Managed Care will respond to any dissatisfaction regarding a network provider of managed care services under your employer's plan. If you have a complaint, please contact AmeriSys Managed Care at 678-781-2848 or 800-900-1582. The Dispute Resolution Coordinator will discuss your complaint with the appropriate party and respond to you within 24 hours, or the next working day.

A written complaint regarding claims practices or provision of services concerning the Managed Care Plan or its network providers may be sent in writing to:

AmeriSys Dispute Resolution Coordinator
P.O. Box 641002
Orlando, Florida 32861-4002

If the dispute cannot be resolved within 30 days by the managed care dispute resolution procedure, any party may request intervention by the State Board of Workers' Compensation.

Upon request of the injured party, DOAS Risk Management Services may become involved at any time during the dispute process.

Please Note: If your dispute involves the payment of benefits or aspect of your claims not directly related to the provision of medical care, contact DOAS Risk Management Services at 404-656-6245 or 877-656-RISK (7475) and select Option #3 for assistance.

State of Georgia Workers' Compensation Program

AmeriSys..... Your Managed Care Company
 Enlyte's ScriptAdvisor..... Pharmacy Network
 Coventry Health Care Provider Network
 DOAS Claims Administrator



Department of
Administrative Services

200 Piedmont Avenue, SE 1220 West Tower
 Atlanta, GA 30334
 Phone: 404-656-6245
 Email: risk.management@doas.ga.gov
www.doas.ga.gov

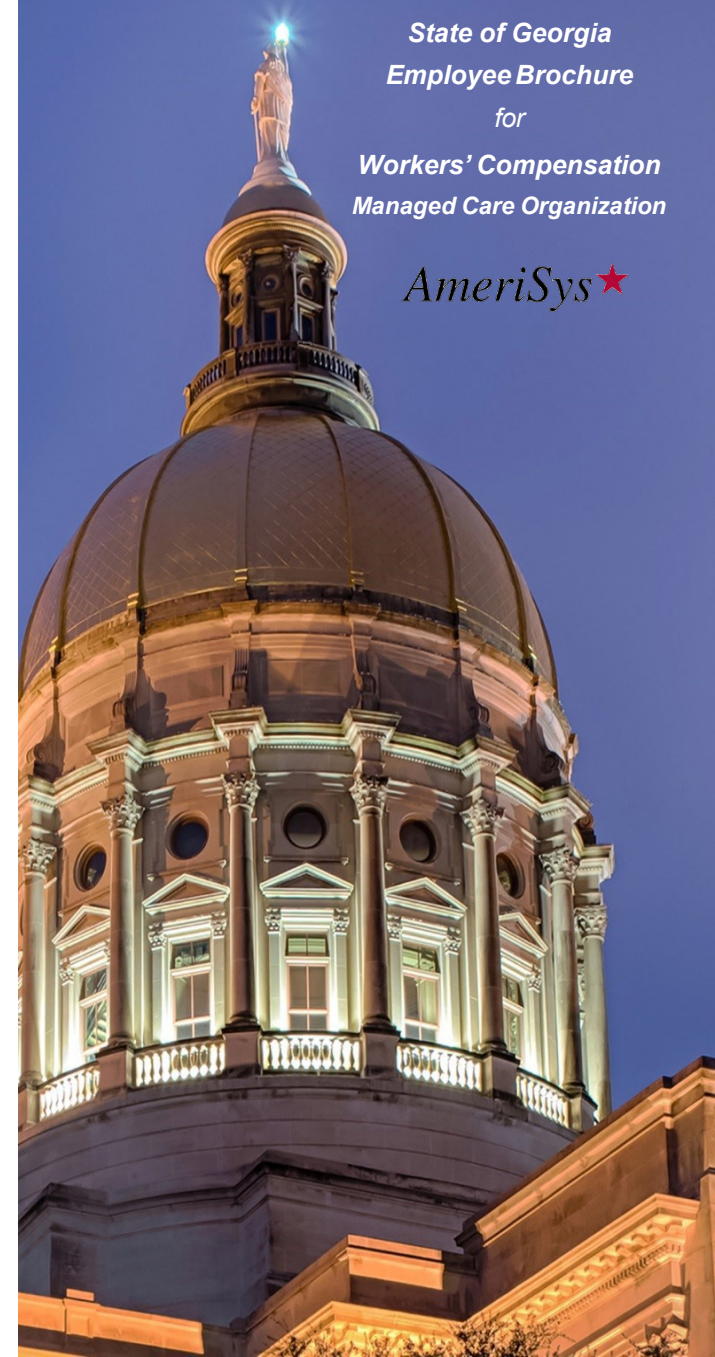
Georgia Department of Administrative Services

Risk Management Services

State of Georgia
Employee Brochure
for

Workers' Compensation
Managed Care Organization

AmeriSys★



Dear Employee:

Welcome! You are now part of the State of Georgia Workers' Compensation Program, which is administered by the Department of Administrative Services (DOAS). The state has a Managed Care Organization plan with AmeriSys which provides care for job-related injuries. Medical services will be provided through the Coventry Health Care Network of physicians, customized for the state of Georgia. DOAS Risk Management Services and AmeriSys want you to receive quality medical care and help you return to work as soon as you are medically able.

If you are injured on the job, you must report the injury to your supervisor immediately. Your supervisor should report your injury to DOAS by calling 877-656-RISK (7475), and then call AmeriSys at 678-781-2848 or 800-900-1582 to speak with a case manager who will assist you in selecting a physician, scheduling an appointment, and obtaining follow-up care.

This guide will serve to answer any questions you may have regarding the services available to you in the event you have a work-related injury or illness.

Most importantly, you will be provided with information regarding how to find an authorized treating physician, who will direct your medical care. Please read the guide carefully and if you should have any additional questions, please ask your supervisor or other designated employer representative.



Emergency Care

If, because of a work-related injury or illness, you require immediate medical attention, please proceed to the nearest emergency medical care facility or call 911 for assistance.

Following your emergency admission, service or procedure, you or your designated representative must notify AmeriSys Managed Care of your injury by calling 678-781-2848 or 800-900-1582.

If you require additional care, contact AmeriSys Managed Care at 678-781-2848 or 800-900-1582 to speak with a case manager who will assist you in selecting an authorized treating physician. Your authorized treating physician will then evaluate your treatment plan and make further recommendations.

Injured Worker Responsibilities

If you experience a workers' compensation injury, you should notify your supervisor immediately (no later than 24 hours).

The next step is to call AmeriSys Managed Care at 678-781-2848 or 800-900-1582 and speak with a case manager who can assist you in obtaining medical care, finding a physician or getting you the appropriate follow-up care. You will be asked to choose an authorized treating physician who will supervise your medical treatment to ensure you are receiving high quality, appropriate care.

You may change your authorized treating physician, within the DOAS Physician Network, one time during your treatment simply by calling your assigned adjuster as well as AmeriSys Managed Care. Any further change of physician will require the concurrence of Risk Management and the nurse case manager.

Referral to Specialist

Your authorized treating physician is responsible for determining the medical necessity for referrals to specialists if needed. Your authorized treating physician is required to contact AmeriSys Managed Care for referral approval within the network. Authorization for non-participating physicians will be considered only in special circumstances when required for specialized care not available within network.

Treatment by Non-Participating Providers

You are required to receive all medical care through a participating network provider. The only exception will be under special circumstances as approved by the Nurse Case Manager and Risk Management jointly and in compliance with State Board of Workers' Compensation Rule 208.

Case Management

The AmeriSys Case Manager will be in contact with you from the time of your injury ensuring that you are receiving the best medical care to enable you to return to work as quickly as possible. The nature and severity of your injury will determine the extent of the case management services provided. Your medical case manager is a licensed, registered health care professional whose responsibilities include helping you make informed decisions regarding your care. Your case manager will also work with your employer in developing a return to work plan that is approved by your authorized treating physician.

Amerisys Responsibilities

AmeriSys will make sure that all medical services are provided by licensed, qualified providers. If you have any complaints about your care, AmeriSys will provide you with the information needed to file for dispute resolution. AmeriSys will also help you with questions regarding your medical care.

DOAS Risk Management Responsibilities

DOAS Risk Management is responsible for paying all *authorized* medical treatment and/or other benefits that may become due. If you need to speak with someone in Risk Management, call 404-656-6245 or 877-656-RISK (7475) and select Option #3.