

**AmCares Nurse Triage**  
**To Speak with a**  
**Registered Nurse**  
**Regarding a Work-**  
**Related Injury Call:**  
**1-833-385-1317**

POLICY #WWC3659332

**Service Available 24/7/365**



\*Please note, callers are directed to press 1 to speak to a nurse to determine if treatment is needed and appropriate level of care. Option 2 may be selected if the injured worker has already sought care and call will transfer to AmTrust claims reporting.

## AmCares Nurse Triage Reference Guide

Information	Instructions
<p><b><u>TO REPORT A WORK-RELATED INJURY OR ILLNESS CALL:</u></b></p> <p><b>1-833-385-1317</b></p> <p><b>24 HOURS PER DAY/365 DAYS PER YEAR</b></p>	<p>If an employee sustains a work-related injury that is not life, limb or eyesight threatening, call the AmCares Nurse Triage service and speak with a nurse at:</p> <p style="text-align: center;"><b>1-833-385-1317</b></p> <p style="text-align: center;"><b>NOTE: Policyholder to add WC policy #</b></p> <p>Please note, callers directed to press 1 to speak to a nurse to determine if treatment is needed and appropriate level of care. Option 2 selected if the injured worker has already sought care and call will transfer to claims reporting.</p>
<p><b><u>INSTRUCTIONS FOR MANAGER REGARDING PROCESS WITH THE NURSE:</u></b></p>	<ul style="list-style-type: none"> <li>• Provide a private and secure area for employee to speak with the nurse.</li> <li>• Inform the nurse of any language needs; bilingual nurses are available; Spanish and English. For other languages, the nurse will bring in an interpreter prior to speaking with the employee.</li> <li>• The nurse will ask questions to rule out an emergent situation. If the nurse does assess a life, limb or eyesight threatening situation, they may request assistance in getting Emergency Medical Services.</li> <li>• The nurse will complete an assessment and derive at a medical care or self-care disposition.</li> <li>• The nurse will ask the employee to place the manager back on the phone and will communicate instructions given to the employee.</li> </ul>
<p><b><u>AFTER THE EMPLOYEE SPEAKS WITH THE NURSE:</u></b></p>	<p>Once the employee has completed their call:</p> <ul style="list-style-type: none"> <li>• The manager will assist per company policy to ensure that the employee is able to follow the nurse's recommendation.</li> <li>• The manager will complete any internal reporting required per company policy.</li> </ul>
<p><b><u>TO GET A PRESCRIPTION FILLED:</u></b></p>	<p>If an employee needs to go for medical care, the nurse can offer to provide the phone number to the employee. Employee will have to provide the pharmacy with the below:</p> <p style="text-align: center;">Optum - RX Bin – 004261; RXPCN – CAL; Group FF; Help Desk: 866-599-5426</p>
<p><b><u>CLAIM AND MEDICAL BILLING INFORMATION:</u></b></p>	<ul style="list-style-type: none"> <li>• Send all bills to <b>P.O. Box 94405, Cleveland, OH, 44101</b></li> <li>• For Claim Questions call <b>1-888-239-3909</b></li> </ul>



Guía de referencia para Nurse Triage (NT24) de  
Coventry



Información	Instrucciones
<p><b><u>PARA INFORMAR UNA LESIÓN O UNA ENFERMEDAD RELACIONADAS CON EL TRABAJO, LLAME AL SIGUIENTE NÚMERO:</u></b></p> <p><b>1-833-385-1317</b></p> <p><b>EL AÑO, LAS 24 HORAS DEL DÍA, LOS 7 DÍAS DE LA SEMANA.</b></p>	<p>Si un empleado sufrió una lesión relacionada con el trabajo y NO tiene riesgo de morir, perder una extremidad o la vista, llame al servicio NT24 de Coventry y pida hablar con un enfermero.</p> <p style="text-align: center;"><b>El número es 1-833-385-1317</b></p>
<p><b><u>INSTRUCCIONES PARA EL GERENTE SOBRE LA LLAMADA AL ENFERMERO:</u></b></p>	<ul style="list-style-type: none"> <li>• Proporcione al empleado un área segura donde hablar con el enfermero.</li> <li>• Hágle saber al enfermero si el empleado habla otro idioma. Hay enfermeros bilingües que hablan inglés y español. Para otros idiomas, el enfermero conseguirá un intérprete antes de hablar con el empleado.</li> <li>• El enfermero le hace preguntas para determinar si es una emergencia. Si, según su criterio, están en riesgo la vida, una extremidad o la vista, es posible que solicite asistencia para obtener servicios médicos de emergencia.</li> <li>• El enfermero completa una evaluación y determina si el empleado mismo puede tratar la lesión o si necesita atención médica.</li> <li>• Luego, le pide al empleado que vuelva a comunicarlo con el gerente, para explicarle las instrucciones que le acaba de dar.</li> </ul>
<p><b><u>DESPUÉS DE QUE EL EMPLEADO HABLE CON EL ENFERMERO:</u></b></p>	<p>Una vez que el empleado termina la llamada:</p> <ul style="list-style-type: none"> <li>• Siguiendo la política de la compañía, el gerente verifica si el empleado es capaz de cumplir con lo que le recomendó el enfermero.</li> <li>• El gerente redacta un informe interno, según lo exija la política de la compañía.</li> </ul>
<p><b><u>CÓMO ABASTECER UNA RECETA:</u></b></p>	<p>Si el empleado necesita atención médica, el enfermero le ofrecerá darle el número de teléfono de uno. El empleado debe darle al personal de la farmacia lo siguiente:</p>
<p><b><u>INFORMACIÓN SOBRE RECLAMOS Y LA FACTURACIÓN DE LOS SERVICIOS MÉDICOS:</u></b></p>	<ul style="list-style-type: none"> <li>• Envíe todas las facturas a la siguiente dirección:</li> <li>• Si quiere hacer preguntas sobre reclamos, llame al siguiente número:</li> </ul>

## AmCares Tips & Tools

### How long does a call take?

A call will usually take 25-30 minutes. The injured worker speaks to a registered nurse and then may transfer to a Care Coordinator to obtain all information required to complete the Point of Injury report and provide information on local in-network facilities if treatment is needed. Certain questions are needed so complete and accurate information is obtained if the incident needs to be reported. Calls may go over 30 minutes for language translation, if there are multiple injuries, the injured worker has several questions, or a facility search is needed.

### How do I ensure that the injured worker is seen on a timely basis if treatment is needed?

Please ensure that the injured worker presents to the recommended facility with the **WC policy number** and AmTrust billing address. The billing address is below:

AmTrust Financial  
P.O. Box 94405  
Cleveland, OH 44101

### Why wasn't the Point of Injury report received after a call to triage?

- 1) **Caller may have selected to transfer to AmTrust claims reporting-** Immediately after calling triage 800 #, callers are prompted to select:
  - **Option 1 to speak to a nurse** if the injured worker needs care OR
  - **Option 2 to report the claim** if the injured worker has already received care. If selected, call transfers directly to AmTrust claims reporting and no triage occurs, thus no Point of Injury report is generated.
- 2) **Check Junk Folder in email-** Emails from unknown senders may route to Junk Folder so check there for the report. To prevent going forward:
  - Launch Outlook, and under the Home tab select Junk option.
  - Select Junk Email Options in drop down menu, select Safe Senders and add email [WCCARports@genexservices.com](mailto:WCCARports@genexservices.com) and choose "Also trust email from my Contacts" and select Ok.
- 3) **Employer & location match-** Point of Injury reports are sent to the contacts listed on the AmCares set up form when a match is made during call for customer name and location. For example, if caller indicates they work for an entity or address which wasn't listed on the set up form, the customer contacts may not receive the Point of Injury report to ensure it isn't sent to an incorrect contact and personal information is protected.

### Why wasn't a claim created after a call?

Calls that result in a recommendation of self-care only are not reported to AmTrust. If the status changes later and the injured worker seeks treatment, please call triage again and select option 2 to report the claim or contact AmTrust directly (888-239-3909 or [WorkersCompClaimReport@amtrustgroup.com](mailto:WorkersCompClaimReport@amtrustgroup.com)).

### Where should I send requests to update Point of Injury recipients or policy locations?

Please send all requests to [AmCaresNurseTriage@amtrustgroup.com](mailto:AmCaresNurseTriage@amtrustgroup.com).

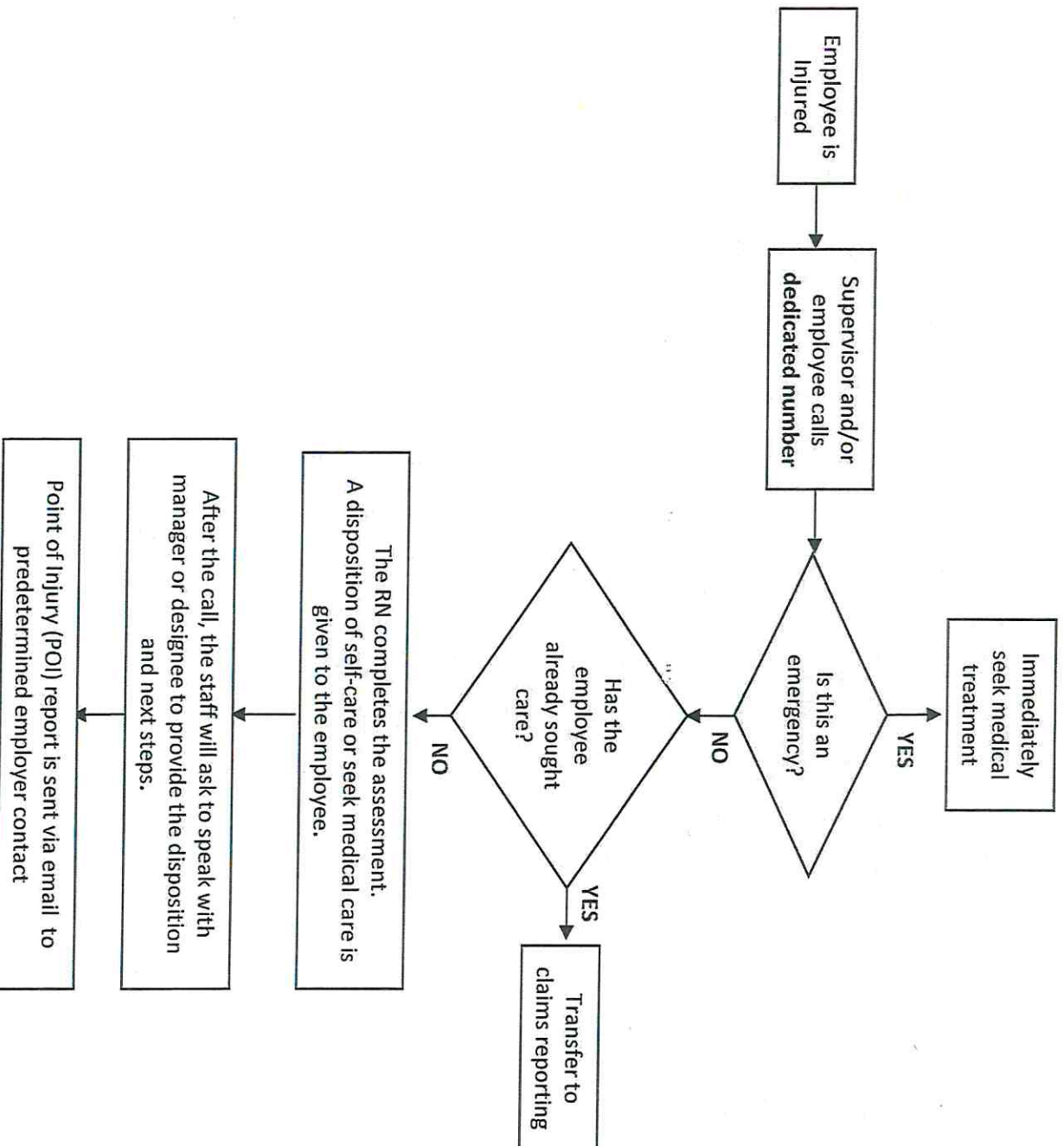


# AmCares



- AmTrust Nurse Triage

- AmCares® is a 24/7 nurse line available to injured employees where nurses use nationally recognized triage guidelines to identify the appropriate level of care for an injured employee's injury :
  - Self care
  - Telemedicine
  - Occupational Clinic
  - Urgent Care
  - Emergency Room
- Benefits include:
  - Decreased medical cost
  - Decreased indemnity days
  - Increased network penetration
  - Emergency room avoidance
  - Decreased attorney representation
  - Decreased lag time
    - Less need for case management as claim develops
- Service includes triage, claim reporting to AmTrust (if treatment needed), a follow up call for self-care, and point of injury reports for the carrier and employer.
- Established claims will have an \$85 medical charge on the claim, self-care or no claim established will not incur a charge.
- Process is seamlessly incorporated as part of AmTrust medical management capabilities.
- One phone call addresses nurse triage and claims reporting.



- Injury occurs on the job site. If nonlife threatening, supervisor and/or the employee calls Nurse Triage
- Company name and location need to be provided
- Registered Nurse (RN) assesses injury & identifies level of care needed - urgent or self care
- RN educates the employee on self-care treatment or directs employee to most appropriate level of care facility.
- Call may be transferred to Care Coordinator to obtain caller's demographic information and assist with provider referral, if appropriate.
- The Point of Injury Report sent within 30 minutes to the predesignated customer contacts and to AmTrust claims reporting if medical treatment needed.
- Please note, calls in which the employee doesn't need medical care (i.e. self-care) will not be reported to AmTrust. Employer should report the claim or contact AmCares if later determined care is needed.
- Follow-up phone calls for all self-care cases.
- RN staff available 24/7 for medical questions related to this injury