



## Priority Care 365 Quick Reference Guide



Information	Instructions
<p><b><u>INJURY CLAIM INTAKE—AT TIME OF INJURY CALL:</u></b></p> <p><b><u>1-844-645-2567 TO SPEAK TO A NURSE</u></b></p>	<p><i>If the injury is an emergency call 911 or seek immediate medical attention.</i></p> <p>If you have sustained a work related injury that is <b>not</b> life, limb or eyesight threatening call Priority Care 365 service and press 1 to speak with a nurse at:</p> <p style="text-align: center;"><b>1-844-645-2567</b></p> <p style="text-align: center;"><b>1-844-MIL-CLMS</b></p>
<p><b><u>IF A CLAIM NEEDS TO BE REPORTED AFTER MEDICAL TREATMENT IS RECEIVED</u></b></p>	<ul style="list-style-type: none"> <li>• The Supervisor, Safety Officer or Manager should call 1-844-645-2567 and press 2 to report the claim to Gallagher Bassett.</li> <li>• Any follow-up questions regarding the claim should be directed to the GB Claim Adjuster (Resolution Manager) at 414-258-1200.</li> </ul>
<p><b><u>INFORMATION REQUIRED BY THE PC 365 NURSE</u></b></p>	<ul style="list-style-type: none"> <li>• Provide nurse with your employee ID and job title.</li> <li>• Make sure you are in a private area- the nurse may require current and past medical history, as well as information about current medications or allergies you may have.</li> <li>• If necessary, inform the nurse of any special language needs. Bilingual nurses are available for Spanish and English. An interpreter will be used for other languages.</li> <li>• The nurse will ask questions to rule out an emergent situation. If necessary, the nurse may request assistance in getting you Emergency Medical Services.</li> <li>• The nurse will complete an assessment and make a recommendation regarding appropriate care: self-care or medical care.</li> <li>• When a medical care recommendation is made, guidance on the best available provider based on nature of injury and proximity to your jobsite or home will be provided.</li> </ul>
<p><b><u>PC 365 FOLLOW-UP AND NEXT STEPS</u></b></p>	<ul style="list-style-type: none"> <li>• If the Nurse recommends that you see a provider or go to the ER, a Medical Awareness Card (MAC) will be made available via email or fax. A copy of the card should be given to the provider. You will need the MAC if prescription medication is necessary. Information to be given to providers can also be sent via text.</li> <li>• If you receive a self-care recommendation from the PC 365 nurse, the nurse will follow-up with you within 24-48 hours.</li> <li>• If you initially receive a self-care assessment and it changes to medical care after a nurse follow-up call or you seek medical treatment on your own, you must notify GB at 414-258-1200 so that the claim can be properly recorded.</li> <li>• You must notify your Supervisor of the incident and about the call to PC 365.</li> </ul> <p><b>THE CALL TO THE NURSE STARTS THE CLAIM PROCESS AND GENERATES THE INJURY CLAIM.</b></p>
<p><b><u>TO FILL A PRESCRIPTION</u></b></p>	<ul style="list-style-type: none"> <li>• If you need medical care as a result of the injury, you will receive the MAC which contains information regarding your pharmacy program and first fill.</li> <li>• You will need to provide the MAC to the pharmacist. If you need additional assistance with your prescriptions or need to locate a pharmacy contact: 866-764-4795.</li> </ul>
<p><b><u>QUESTIONS ABOUT THE STATUS OF YOUR CLAIM</u></b></p>	<ul style="list-style-type: none"> <li>• Contact the GB Claim Adjuster (Resolution Manager) at 414-258-1200.</li> </ul>