

INFORMATION	INSTRUCTIONS
<p>AT TIME OF INJURY CALL</p>	<p><i>If the injury is an emergency, call 911 or seek immediate medical attention.</i></p> <p>If you have a work related injury that is not an emergency call the 24/7 Nurse Triage Line: 1-844-645-2567</p> <p>THE CALL TO THE 24/7 NURSE STARTS THE CLAIM PROCESS AND GENERATES THE INJURY CLAIM.</p> <p>You must notify your Supervisor of the incident and the call to 24/7 Work Injury Nurse Triage.</p>
<p>IF A CLAIM NEEDS TO BE REPORTED AFTER MEDICAL TREATMENT IS RECEIVED</p>	<ul style="list-style-type: none"> • The supervisor, safety officer or manager should call 1-844-645-2567 to report the claim to CorVel. • For claim follow-up questions, call the CorVel Claims Adjuster at 1-833-298-3048.
<p>INFORMATION REQUIRED BY THE 24/7 TRIAGE NURSE</p>	<ul style="list-style-type: none"> • Provide nurse with your employee ID and job title. • 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. • If necessary, inform the nurse of any special language needs. Bilingual nurses are available for Spanish & English. An interpreter will be used for other languages. • The nurse will ask questions to rule out an emergent situation. If necessary, the nurse may request assistance in getting you emergency medical services. • The nurse will complete an assessment and make a recommendation regarding appropriate self-care or medical care. • When a medical care recommendation is made, guidance on the best available provider based on the nature of injury and proximity to your jobsite or home will be provided.
<p>24/7 NURSE TRIAGE FOLLOW-UP AND NEXT STEPS</p>	<ul style="list-style-type: none"> • If the nurse recommends that you see a provider or go to the ER, an Initial Treatment Guide will be sent via email or fax. A copy of the Initial Treatment Guide should be given to the provider and pharmacist if prescription medication is necessary. • If you receive a self-care recommendation from the 24/7 Triage Nurse, the nurse will follow-up with you within 24-48 hours. • 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 CorVel at 1-844-645-2567 so the claim can be properly recorded.
<p>TO FILL A PRESCRIPTION</p>	<ul style="list-style-type: none"> • If you need medical care as a result of the injury, you will receive the Initial Treatment Guide which contains information regarding your pharmacy program and first fill. • You will need to provide the Initial Treatment Guide to the pharmacist. If you need assistance with you prescriptions or need to locate a pharmacy, contact: 1-800-563-8438.
<p>QUESTIONS ABOUT YOUR CLAIM</p>	<ul style="list-style-type: none"> • Contact the CorVel Claims Adjuster at: 1-833-298-3048