

# WORKERS' COMPENSATION CLAIM REPORTING AND TELEMEDICINE INSTRUCTIONS FOR ALL STATE EMPLOYEES

## Including separate instructions for Department of Corrections

If a workplace injury or accident occurs, follow this process:

1. **Employee Reports Claim** to his or her supervisor or manager.
2. **Employer Reports Claim to CorVel** : The employee's supervisor or manager reports their employee's workers' compensation claim online by either:

**CALLING 800-801-4604 and select option 2** to speak with CorVel Intake Specialist

**EMAIL** First Notice of Loss form to [FNOL\\_FAX@CORVEL.COM](mailto:FNOL_FAX@CORVEL.COM)

**FAX** to (866) -777-1668

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**RIGHT BEFORE OR AFTER EMPLOYER IS REPORTING CLAIM TO CORVEL, EMPLOYEE IS REQUIRED TO CALL TELEMEDICINE. DEPARTMENT OF CORRECTIONS EMPLOYEES USE CONCENTRA TELEMEDICINE. ALL OTHER STATE EMPLOYEES CALL CORVEL.**

**Risk Management REQUIRES that INITIAL medical treatments for ALL State employee work- related injuries be treated via Telemedicine.**

**Telemedicine is not intended for medical emergencies or serious injuries where the employee must be immediately transported to the hospital. Call 911 in an emergency.**

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**The process for all State employees **except Corrections** is as follows:**

**Employee calls CorVel Triage Nurse:** The employee calls **800-801-4604 and selects option 1**. This line is open 24/7. A registered nurse will speak with the employee to determine the best treatment option. Employee must provide the name of their manager or supervisor and their contact information.

**THE PROCESS FOR **CORRECTIONS TELEMEDICINE** IS AS FOLLOWS:**

1. After you get hurt at work, report your injury to your supervisor- Supervisors need to call CorVel to report the injury- 800-801-4604 option 2.
2. To use Concentra Telemed, find a private location for your visit. Have your photo ID ready.
3. Using a Computer, Tablet or Smart Phone, go to <https://concentratelemed.com> OR download the Concentra Telemed application from the app store. **There is no call-in option for Concentra Telemed.**
4. Click "Sign Up" if this is your first visit, or "Log In" if you've used Concentra Telemed before.
5. If this is your first visit, you'll need to create a password and provide some basic personal information before you can talk to a clinician.
6. Once you're done signing in, click on "Available Care Coordinator."
7. The care coordinator will check you in to prepare you to see the clinician.
8. After you're done checking in, the care coordinator will connect you with the clinician for evaluation, diagnosis, and treatment.

The employee lets the Concentra center know they are employed by the State of Vermont, have a work-related injury and want to be treated via Telemedicine.

**Telemedicine appointment:** The Concentra telemedicine care coordinator will initially screen an injured worker. If they determine that telemedicine is not appropriate, the injured worker will be referred to a physical medical facility from State of Vermont's preferred provider list.

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There may be exceptions to the claim reporting process depending on the circumstances of the claim, time of day of the accident and personnel present. Claims reporting to CorVel should not be delayed if employee decides not to seek medical treatment or delays seeking medical treatment. VDOL rules state claims need to be reported within 72 hours of receiving notice of an accident.

Vermont Department of Labor (VDOL) Rule 4.110 permits an employer to designate a health care facility to initially treat an injured worker. Telemedicine is authorized by VDOL and the Vermont Department of Financial Regulation for workers' compensation medical treatment.

Per Vermont law, employees have the right to change health care providers from the one assigned to them by their employer, regardless of the reason for the change, at any time during the course of treatment after the first appointment. In order to do so, employees fill out the VDOL Form 8 (Notice of Intent to Change Health Care provider) and send or scan and email back to their CorVel adjuster. CorVel mails a Form 8 along with other VDOL required forms to employees that have filed workers' compensation claims. Risk Management strongly encourages all employees currently on workers' compensation to continue their medical treatment or switch their existing medical treatment to telemedicine.

Medical appointments via telemedicine ensure the health and safety of both those who need medical services and the dedicated individuals providing those services. Medical or pharmaceutical bills are submitted to the State's workers' compensation third party administrator, CorVel. Employees are not responsible for any co-pays or payments related to their workers' compensation medical treatment.