

Due to the social distancing measures required during the COVID-19 pandemic, **the Office of Risk Management requires that initial medical treatments for State employee work-related injuries be treated exclusively via telemedicine provided by Concentra**, rather than to medical facilities with a physical location. This follows the Vermont Department of Labor (VDOL) Rule 4.110 that 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 (DFR) for most workers' compensation medical treatment. **Telemedicine is not intended for medical emergencies or serious injuries where the employee must be immediately transported to the hospital.**

Medical appointments via telemedicine ensure the health and safety of both those who need medical services and the dedicated individuals providing those services. Concentra Telemedicine has several years of experience in delivery of occupational telemedicine by physicians. Concentra's medical facilities in Berlin and Burlington have provided quality medical care to State employees for many years. Concentra Telemedicine doctors and registered physical therapists are authorized to provide medical treatment in Vermont, services can be provided 24/7 and cover the entire State of Vermont. The Concentra telemedicine platform provides complete privacy to the employee and is HIPAA compliant. Medical or pharmaceutical bills are submitted to the State's workers' compensation third party administrator, PMA, and are paid through the VDOL medical fee schedule. As always, employees are not responsible for any co-pays or payments related to their workers' compensation medical treatment.

The process is as follows:

- 1. Employee Reports Claim to Employer:** Employee reports work-related injuries to his or her supervisor or manager.
- 2. Employee calls Concentra telemedicine:** The employee calls Concentra at **802-658-5756**. 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. After hours and weekends, login online directly using instructions below.
- 3. 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 medical facility with a physical location. For example, telemedicine is not suitable for medical emergencies, open wounds or injuries requiring stitches. If the employee's injury is suitable for telemedicine, Concentra will instruct the employee how to login to Concentra telemed at

<https://concentratelemed.com> or employee can download the **Concentra Telemed** app using a smartphone.

If this is the employee's first visit, he or she will need to "sign up" and create a password and provide some basic personal information before talking to a physician.

Once the employee is online, the appointment will begin. The employee and telemedicine physician meet online, discuss the injury, next steps such as release to work date with or without restrictions, additional treatment and/or a prescription for medication. The employee is emailed their medical visit summary and any other pertinent medical information.

4. Employer Reports Claim to PMA: The employee's supervisor or manager files the workers' compensation claim online by logging into PMA's website: <http://www.pmacompanies.com> and clicking PMA CINCH.

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

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 PMA. PMA 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.

Please let me know if you have any questions or comments. Thank you,

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