



# **Worker's Compensation Procedures & Claim Filings**

## Key Information:

- **Insurance Provider:** West Bend Mutual Insurance Company
- **Claims Service Team:**
  - **Kelly Bedusek – Claims Manager**
    - Assists with issues or account questions
    - **Phone:** (262)309-6652
    - **Email:** kbedusek@wbmi.com
  - **Vicky Kitzrow – Claims Representative**
    - Handles less complex claims w/ no lost time
    - **Phone:** (262)278-4724
    - **Email:** vkitzerow@wbmi.com
  - **BeaJae Thompson – Claims Specialist**
    - Handles lost time, complex/extended treatment claims
    - **Phone:** (262)309-6648
    - **Email:** bethompson@wbmi.com

# Post Accident Procedure:

First Report of Injury should be completed prior to going to see a preferred provider unless emergency treatment is required. A call should be made in advance to the #1 preferred facility (see pgs 5 - 9) & an appointment made in advance when the situation allows.

\*Note: The First Report of Injury packet has been updated and is available through HACAP Core Docs. Using the updated packet is vital to a smooth process.

- **First Report of Injury Packet completed & submitted to:**
  - **HR Inbox:** [hresources@hacap.org](mailto:hresources@hacap.org)
    - **CC:** [jkunde@hacap.org](mailto:jkunde@hacap.org)
  - **HR Direct Fax:** (319)540-8815

## After Hours / Immediate Need Cases:

- If the #1 preferred facility does not have availability or is closed, employees should be sent to #2 preferred facility or nearest Urgent Care.
- If the #2 preferred facility is closed and no Urgent Care is available, employees should be sent to the nearest Emergency Room for treatment. **Do Not** wait until the morning to send them for treatment.

## Employee Refusal of Treatment:

- If an employee refuses treatment a first report of injury still needs to be completed with a declination of treatment & submitted.
- Refusal of treatment does not prevent an employee from requesting treatment at a later time.
- **IMPORTANT:** It is important to complete the first report of injury! If an employee chooses to seek treatment at a later time due to lack of improvement; prompt reporting and sending employees to preferred providers

reduces questions, concerns and processing times from the Work Comp insurance carrier.

### **Filing A Claim:**

Claims need to be filed within 24 hrs to avoid possible fines.

There are multiple ways to file a claim, and a claim can be initiated even if you don't have all the information about the injury.

Claims should be filed by the HR Department. If you are unable to connect with someone from the HR Department to begin the claim file within 24 hours; please do not hesitate to submit information via email to the normal parties required & a claims representative and initiate a claim by doing any of the following:

- **Calling:** 1-800-236-5010 ext. 5247 (see call preparation guide pg 10 )
- **Faxing a First Report of Injury to:** 888-926-9299
- **Email a First Report of Injury to:** directconnect@wbmi.com

# Preferred Treatment Facilities:

## Cedar Rapids / Linn County Employees:

- #1 Mercy Occupational Health – Prairie Creek Campus
  - This should be the first option for initial visits & follow-up visits.
  - Please call to inquire about availability.
  - **Address:** 777 76<sup>th</sup> Ave Dr. SW, Cedar Rapids, IA 52404
  - **Phone:** (319) 558-0342
- #2 Mercy Urgent Care
  - Urgent Care should be the next option for immediate needs that cannot be met.
  - Please call ahead to inform them of work comp injury incoming.
- #3 Mercy Emergency Department (Hiawatha Preferred)
  - The ER should be the last resort when Mercy Occ. & Urgent Care cannot help.
  - **Address:** 1195 Boyson Rd Suite 101, Hiawatha, IA 52233
  - **Phone:** (319) 832-3950

## Anamosa / Jones County Employees:

- #1 Jones County Regional Medical Center – Occupational Medicine
  - This should be the first option for initial visits & follow-up visits.
  - Please call to inquire about availability.
  - **Address:** 1795 Highway 64 East, Anamosa, IA 52205
  - **Phone:** (319) 481-6147
- #2 Jones County Regional Medical Center - Urgent Care
  - Urgent Care should be the next option for immediate needs that cannot be met.
  - Please call ahead to inform them of work comp injury incoming.
  - **Address:** 1795 Highway 64 East, Anamosa, IA 52205
  - **Phone:** (319) 481-6291

- #3 Jones County Regional Medical Center – ER
  - The ER should be the last resort when Occ. Medicine & Urgent Care cannot help.
  - **Address:** 1795 Highway 64 East, Anamosa, IA 52205
  - **Phone:** (319) 481-6131

### **Dubuque Area Employees:**

- #1 Tri-State Occupational Health
  - Tri-State Occ. Health should be the first option for initial visits & for all follow-up visits.
  - Please call to inquire about availability.
  - **Address:** 4155 Pennsylvanian Ave., Dubuque, IA 52002
  - **Phone:** (563) 584-4600
- #2 Medical Associates Clinic - Acute Care
  - Accute (Urgent) Care should be next option for immediate needs that cannot be met.
  - Please call ahead to inform them of work comp injury incoming.
  - **Address:** 1000 Langworthy St., Dubuque, IA 52001
  - **Phone:** (563) 584-3455
- #3 MercyOne Dubuque Emergency Care
  - The ER should be the last resort when Occupational Health & Acute Care cannot help.
  - **Address:** 250 Mery Dr., Dubuque, IA 52001
  - **Phone:** (563) 589-9666

### **Iowa City/ Coralville Area Employees:**

- #1 UofI Occupational Health – Iowa City or Coralville
  - Occupational Health should be the first option for initial visits & for all follow-up visits.
  - Please call to inquire about availability.
  - **IC Address:** 269 North 1<sup>st</sup> Ave, Iowa City, IA 52245 (Lower Level – Back of Bldg)

- **IC Phone:** (319) 339-3921
- **Coralville Address:** 2591 Holiday Rd, Coralville, IA 52241
- **Coralville Phone:** (319) 356-3335

- #2 UofI Urgent Care (Closest Available Option)
  - Urgent Care should be next option for immediate needs that cannot be met.
  - Please call ahead to inform them of work comp injury incoming.
- #3 UofI - Emergency Department (Closest Available Option)
  - The ER should be the last resort when Occupational Health & Urgent Care cannot help.

**Manchester Area Employees:**

- #1 Manchester Regional Medical Center – Occupational Health
  - This should be the first option for initial visits & for all follow-up visits.
  - Please call to inquire about availability.
  - **Address:** 709 West Main Street, Parking Lot 4 – Entrance G, Manchester, IA 52057
  - **Phone:** (563) 927-7777
- #2 Manchester Regional Medical Center – Urgent Care
  - Urgent Care should be next option for immediate needs that cannot be met.
  - Please call ahead to inform them of work comp injury incoming.
  - **Address:** 709 West Main Street, Parking Lot 4 – Entrance G, Manchester, IA 52057
  - **Phone:** (563) 927-7777
- #3 Manchester Regional Medical Center – ER
  - The ER should be the last resort when Occ. Health & Urgent Care cannot help.

- **Address:** 709 West Main Street, Parking Lot 2 / 3 – Entrance E, Manchester, IA 52057

### **Vinton Area Employees:**

- #1 Virgina Gay Hospital – Vinton Family Medical Clinic
  - Family Medicine should be the first option for initial visits & for all follow-up visits.
  - Please call to inquire about availability.
  - **Address:** 504 North 9<sup>th</sup> Avenue, Vinton, IA 52349
  - **Phone:** (319) 472-6300
- #2 Virgina Gay Hospital – Vinton Family Medical Clinic Urgent Care
  - Urgent Care should be next option for immediate needs that cannot be met.
  - Please call ahead to inform them of work comp injury incoming.
  - **Address:** 504 North 9<sup>th</sup> Avenue, Vinton, IA 52349
  - **Phone:** (319) 472-6300
- #3 Virgina Gay Hospital - ER
  - The ER should be the last resort when Family Medicine & Urgent Care cannot help.
  - **Address:** 502 North 9<sup>th</sup> Avenue, Vinton, IA 52349
  - **Phone:** (319) 472-6200

### **Dyersville Area Employees:**

- #1 Tri-State Occupational Health Nurse - Dyersville
  - Occupational Health should be the first option for initial visits & for all follow-up visits.
  - Please call to inquire about availability.
  - **Address:** 1121 3<sup>rd</sup> Street SW, Dyersville, IA 52040
  - **Phone:** (563) 875-6152
- #2 MercyOne Dyersville Medical Center – Urgent Care

- Urgent Care should be next option for immediate needs that cannot be met.
- Please call ahead to inform them of work comp injury incoming.
  - **Address:** 1111 3<sup>rd</sup> Street SW, Dyersville, IA 52040
  - **Phone:** (563) 875-7101
- #3 MercyOne Dyersville Medical Center - ER
  - The ER should be the last resort when Occupational Health & Urgent Care cannot help.
    - **Address:** 1111 3<sup>rd</sup> Street SW, Dyersville, IA 52040
    - **Phone:** (563) 875-7101

### **Maquoketa Area Employees:**

- #1 Tri-State Occupational Health
  - Tri-State Occ. Health should be the first option for initial visits & for all follow-up visits.
  - Please call to inquire about availability.
    - **Address:** 4155 Pennsylvanian Ave., Dubuque, IA 52002
    - **Phone:** (563) 584-4600
- #2 Medical Associates Clinic - Acute Care
  - Accute (Urgent) Care should be next option for immediate needs that cannot be met.
  - Please call ahead to inform them of work comp injury incoming.
    - **Address:** 1000 Langworthy St., Dubuque, IA 52001
    - **Phone:** (563) 584-3455
- #3 Jones County Regional Health Center - ER
  - The ER should be the last resort when Occupational Health & Urgent Care cannot help.
    - **Address:** 601 Hospital Drive, Maquoketa, IA 52060
    - **Phone:** (563) 652-2474

### **Washington Area Employees:**

- #1 UofI Occupational Health – Washington County Hospital
  - Occupational Health should be the first option for initial visits & for all follow-up visits.
  - Please call to inquire about availability.
    - **Address:** 400 East Polk St, Entrance 8 – Specialty Clinics, Washington, IA 52353
    - **Phone:** (319) 863-3936
- #2 QuickVisit Urgent Care
  - Urgent Care should be next option for immediate needs that cannot be met.
  - Please call ahead to inform them of work comp injury incoming.
    - **Address:** 2489 Highway 92, Washington, IA 52353
    - **Phone:** (319) 206-9383
- #3 Washington County Hospital and Clinics - ER
  - The ER should be the last resort when Mercy Occ. & Urgent Care cannot help.
    - **Address:** 400 East Polk St, Hospital Entrance #1, Washington, IA 52353
    - **Phone:** (319) 653-5481

# Work Comp Claims: Call Preparation Guide

## 1-800-236-5010 ext. 5247

### Policy #: 1708158-14

Please have the following information prepared when reporting a claim:

#### **Accident Information:**

- Date and time of accident.
- Date injury/occurrence was reported to employer
- Time the accident was reported.
- To whom did the employee report the claim?
- Employee's supervisor.
- Accident location (street address, city and state).
- Does employer think the claim is questionable?
- What was the employee doing at time of the incident?
- Any other employees involved?
- Did the accident result in fatality?
- Number of days employee expected to lose because of accident.
- Last date employee worked.
- First full day of work employee missed due to accident
- Is employee receiving regular salary while off work due to injury?
- Has employee returned to work?
- Date employee returned to work.
- Any witness(es) to the accident?
- Name, address and phone number of witness(es).

#### **Employee Information:**

- Name.
- Social Security Number.
- Home phone number.
- Physical home address.
- County in which employee resides
- Date of birth.
- Gender.
- Regular occupation (job title).
- Department in which employee regularly works.
- Was employee injured in the course of their regular job?
- What language does the employee speak?
- State in which the employee was hired.

#### **Medical Provider Information:**

- Name of any doctor's office, clinic or hospital that treated the injured employee.
- Address any doctor's office, clinic or hospital that treated the injured employee.