Work-Related Injury Procedures

The City of Saint Paul contracts with a managed care provider, CorVel, for determining medical appropriateness of treatment for work-related injuries and to ensure that employees receive the most appropriate medical treatment as soon as possible.

The City's Risk Management Division will determine if your Workers' Compensation claim will be accepted. As participants in the City and CorVel's Workers' Compensation Managed Care Plan, employees and supervisors are to use the following steps in the event of a work-related injury:

Employees:

- **Call 911** immediately if the injury is life threatening. **For emergency situations**, seek medical care from any available emergency provider.
- For **non-emergency situations**, call **CorVel at 612-436-2500** (Metro) or 1-877-703-4241 (toll free). This telephone number is answered 24-hours a day, seven-day-a-week. You will be speaking to a nurse who will assess your injury and help coordinate a medical care.
- Report the injury to your supervisor immediately. You should be given a Managed Care Plan Instruction Brochure and a Managed Care Identification Card from your supervisor. Bring your CorVel Managed Care ID card with you when seeking medical attention.
- Complete an Employee's Safety Report **within 24 hours** of the injury and submit it to your supervisor. This report must be completed for **all** injuries, even if no medical attention was necessary and/or there was no time lost from work.
- If medical attention is necessary, you must receive that care from a CorVel provider or you may seek treatment from the City's designated clinic at:

  HealthPartners Saint Paul Clinic
  205 South Wabasha Street
  Saint Paul, MN 55107
  Clinic: 651-293-8104; Appointments: 952-967-7473
  Monday - Friday: 8am to 5pm
  Urgent Care Hours: Monday - Friday: 5pm to 9pm;
  Saturday & Sunday: 9am to 8pm
- If you choose not to use the HealthPartners Saint Paul Clinic, you should be seen by a CorVel network physician. Please see the link on the City's webpage for a list or call 612-436-2500. You may see your own doctor instead of a CorVel provider **only** if you have seen that doctor twice within the past two years.
- **Important**: You must seek medical treatment on your **first** day of lost time from work.
- Upon arrival at the clinic, show your CorVel Managed Care ID card to clinic personnel and inform them that you are a participant in CorVel Managed Care. **This is for work-related injuries only.** After each clinic visit, you must obtain a Work Ability form. Return this form to your supervisor immediately.
- Remind the doctor that all tests and procedures (e.g., hospital admission, surgery, MRIs, etc.) must be pre-approved by Corvel, or they might not be paid. **Important:** Tell the provider or pharmacy that **all** bills for work-related injuries **must** be sent to the CorVel Med Check, Suite 610A, 3001 NE Broadway Street, Minneapolis, MN 55413-2658
- If follow-up care is necessary after the initial evaluation, you have three options: 1) Continue to treat with the initial evaluating CorVel provider; 2) Treat with any other provider in the CorVel Workers' Compensation network; or 3) Document an established relationship with a provider outside the CorVel network.
- Contact the City's Risk Management Division at 651-266-6500 if you have any questions about work-related injuries, Workers' Compensation, or these procedures.

Supervisors:

- Provide all new employees with information about how to report work-related injuries by giving employees an Employee Notification Letter when they are hired. **This is REQUIRED BY LAW.** Train your staff about what to do if an employee is injured; review the process with them.
- Display the Managed Care Plan posters in an area that can be seen by all of your employees. **This is REQUIRED BY LAW.**
- At the time of injury, provide the employee with the CorVel Managed Care Plan Instruction Brochure and a CorVel Managed Care ID card, and remind employees to show their ID card to clinic personnel. Tell them they must obtain a Work Ability form from the doctor at each visit.
- For non-emergency work-related injuries requiring medical attention, encourage employees to go to the HealthPartners Saint Paul Occupational Medicine Clinic for care. If an employee chooses not to go to the this clinic, call CorVel at 612-436-2500 to locate another provider.
- If the injury occurs during an evening shift or on the weekend, refer employees to the facilities listed on the other side of this sheet.
- **Important:** Remind employees to inform their medical provider or pharmacy that all bills for work-related injuries **must** be submitted to the CorVel MedCheck, Suite 610A, 3001 NE Broadway Street, Minneapolis, MN 55413-2658. If an employee receives a bill for workers compensation related treatment, the bill should either be sent directly to CorVel or sent via inter-office mail to Risk Management.
- Obtain a Work Ability form from the employee after each visit to a doctor and immediately send it to the Risk Management, Human Resources, 400 City Hall Annex, or fax it to Risk Management at 651-266-8886.
- Review the Work Ability form with the employee to ensure that both you and the employee understand any restrictions, treatments, referrals, and follow-up plans. A Case Manager from CorVel will track and monitor all work-related injuries. They will work with you and the provider to facilitate the injured worker's prompt and safe return to work. You may be called by a Case Manager to discuss an employee's progress and short or long-term job options. You may contact the Case Manager at any time with questions or concerns about the injured employee's medical status and return-to-work capabilities by calling 612-436-2500.
- **Important:** Employees must seek medical treatment on their **first** day of lost time from work.
- If an employee is injured on the job, you must do the following **within 24 hours**, even if no medical attention was necessary and/or there was no time lost from work:
    - Complete a First Report of Injury form. Send the original to the Risk Management, Human Resources, 400 City Hall Annex. This report is to be completed by the supervisor or department liaison, **not** by the injured employee. The only form the employee completes is the Employee's Safety Report.
    - Complete a Supervisor's Safety Report. Send the white copy to the Risk Management, Human Resources, 400 City Hall Annex; keep one copy for the department and one should be kept for you as the supervisor.
    - Obtain the Employee's Safety Report from the injured employee. Send the copy to the Risk Management, Human Resources, 400 City Hall Annex; keep one copy for the department and one should be kept for you as the supervisor.
    - **Please note:** You can obtain additional blank report forms from the Risk Management Division by calling 651-266-6500.
- Maintain a positive relationship with the injured employee, establish a safe return-to-work setting, and communicate effectively with all involved parties.
- Fatal accidents, or accidents where 3 or more employees are hospitalized, must be reported to Minnesota OSHA **within 8 hours** by calling 651-284-5050. If incident occurs outside of business hours, report incident to Federal OSHA at 1-800-321-OSHA.
- Please contact the City's Risk Management staff, Human Resources at 651-266-6500 if you have any questions about work-related injuries, Workers' Compensation, or these procedures.

Risk Management, Human Resources
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