

Supervisor procedure checklist

6 steps to take

1. **If injury is serious or life threatening, call 911 immediately. Administer first aid, if trained.**
 - If necessary, injured worker seeks prompt medical attention with a Preferred Medical Provider in your Managed Care Organization's (MCO) network.
2. **Report and Investigate**
 - Injured worker completes the appropriate incident report (general accident report or occupational disease report)
 - Supervisor gathers witness statements, where appropriate
 - Supervisor reviews the incident for "Common Warning Signs" (see reverse)
 - Supervisor completes the "Supervisor's Investigation Report" or statement
 - Supervisor submits paperwork to Workers' Comp Coordinator within 48 hours
3. **Obtain medical documentation**
 - Supervisor requests medical documentation such as the Ohio Bureau of Workers' Compensation (BWC) MEDCO-14, which will provide a diagnosis, relationship to injury, and any work restrictions.
 - Supervisor and/or Workers' Compensation Coordinator encourage employee to return physician's paperwork same day, if possible.
4. **Meet with Workers' Compensation Coordinator to discuss plan of action**
 - Identify a position, possible duties or tasks, within physician's restrictions to allow for offer of transitional duty before calendar day 8 of disability.
5. **Return to work protocol - Supervisor and/or Workers' Compensation Coordinator**
 - Obtain a written list of physical or hourly restrictions from the physician, if the injured worker is released to restricted duty.
 - Make a formal written offer of transitional duty to employee by certified mail and USPS, or make offer face to face.
 - If offer is being made face to face:
 - Present offer in writing
 - Provide a witness at the meeting
 - Document meeting
 - Notify Sedgwick when offer is made, accepted or refused and injured worker returns to work.
6. **Maintain contact with injured worker - Supervisor and Workers' Compensation Coordinator**
 - Establish regularly scheduled mini-conferences, to include the MCO Transitional Duty Case Examiner, Workers' Compensation Coordinator, Supervisor and injured worker to assess status and progress.

- In order to assist the employee from transitional duty to his regular position, request updated medical forms (MEDCO-14) to be completed by the physician with regular office visits.
 - Suggestion: Injured worker can submit to Workers' Compensation Coordinator when they pick up their paycheck.
- Obtain full duty release, in writing, from physician of record.
- Make a formal offer of transitional duty to employee, in writing, by certified mail.
- Notify Sedgwick when restrictions are decreased or injured worker is released to full duty.
- Employee has poor attendance record or frequent disciplinary problems; job performance declined just prior to injury
- Injured worker can't be reached; is never home to answer the phone or is "sleeping and can't be disturbed"
- Injured worker has moved out of the state or country, or uses a mailing address other than his/her permanent residence
- Injury coincides with layoffs, end of seasonal work, or plant closing (dollar amount of workers' compensation benefits is generally higher for an injured worker than unemployment benefits); or injured worker is in line for "early retirement"

Common warning signs

The following, in and of themselves, and especially when considered separately, are not a valid basis for an Industrial Commission denial of a claim; they are listed only as a frame of reference for use in conjunction with a claim investigation either at the time of the initial report of injury or in administering an ongoing claim.

- Injured worker has been employed by company for short period of time; accident occurs near end of probationary period
- Late reporting
- Date, time and place of accident "unknown;" specific details of injury not recalled
- Cross-outs, erasures and "white-outs" on report
- Reported Monday morning, after the weekend; or accident occurred immediately after employee's scheduled days off
- Minor incident becomes major injury
- Physical injury does not match incident or is not consistent with nature of business
- Injured worker refuses diagnostic procedures to confirm injury
- Multiple parts of body injured (especially "entire back")
- No witnesses to accident; or witness statements are inconsistent
- Employee terminates own employment just prior to or just after injury
- History of similar problems; outside activities that could cause injury (i.e. sports)
- Employee is known to engage in secondary or self-employment
- Employee was involved in a non-work related accident prior to injury (for example, a motor vehicle accident)
- Employee's wages were recently subject to garnishment or liens
- Employee made major purchases just prior to injury, or recently purchased a private disability policy
- Tips from co-workers
- Excessive demands for permanency award or lump sum settlement
- Immediate representation by an attorney
- Same attorney/doctor combination have previously handled related claims
- Injured worker changes physicians when a release to return to work is issued

You have a right to question claims

Your rights include contacting the BWC Fraud Section (at no cost), retaining legal counsel (at your cost) or contracting with a private investigator (at your cost). If you feel there is an issue of fraud, discuss your options with a Sedgwick Account Manager.