Managing Workers’ Compensation

Preventing and Responding to Workplace Injuries
INTRODUCTION

It is every employee’s responsibility to work safely.

Unfortunately, situations do arise where employees are injured while in the performance of their duties.

As a manager or supervisor, you play an important role in both preventing injuries and dealing with accidents and injuries when they occur.
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Understanding Workers’ Compensation
WHAT IS WORKERS’ COMPENSATION?

The State of Connecticut Workers’ Compensation Act provides for compensation and medical care if an employee is injured or becomes ill due to a work related circumstance.

- The program is centrally administered by the CT Department of Administrative Services (DAS).
- DAS contracts with Gallagher Bassett Services, a Third Party Administrator (TPA).
- The role of the TPA is to process claims, manage treatment and assist in the return-to-work process.

Workers’ Compensation is a “no fault system”. Employees may be eligible for benefits, regardless of who is at fault.
Promote a Safe Workplace
SAFE WORKPLACE

Your responsibilities in promoting a safe workplace include:

• Know and understand the safety rules
• Encourage and enforce safe work habits, safe working conditions, and safety regulations.
• Conduct periodic workplace inspections and use findings to guide improvements.
• Provide multiple opportunities for employees to report unsafe conditions.
• Advise employees to immediately notify you of any work related injury.
SAFETY RESOURCES

Safety and Health Committee
General workplace safety, accident prevention and review

UConn Health Ergonomist
Work station and work process assessments

Contact Us
For a workstation assessment, please contact:
Dr. Jennifer Garza
Ergonomist
Phone: 860-679-5418
Email: garza@uchc.edu
Take Action
When an Injury Occurs
When a work-related injury occurs, you must immediately take action to assist the employee:

- Obtain first aid or other necessary medical attention.
- Correct any immediate hazards.

Next steps include:
- Report the injury to the TPA.
- File a workers’ compensation claim.
- Provide additional claim forms to the injured worker.
MEDICAL ATTENTION

Determine if the employee needs first-aid or medical treatment.

In a Medical Emergency

Dial 7777 on a Farmington campus phone

Call 911 on a cell phone or off-campus

Call for emergency response if the employee isn’t able to drive safely.
MEDICAL ATTENTION

When emergency response is **not** needed:

Direct the employee to the authorized [Provider Directory](#)

Instruct the employee to submit a [Worker Status Report](#) from the treating provider.

For these resources, visit the Human Resources website.
MEDICAL ATTENTION

Worker Status Report

The provider completes this report at each appointment and indicates the employee’s work capacity:

- Full Duty
- Light Duty
- Total Disability - Out of Work

You must collect all worker status documents from the employee and submit to HR.
Next, you must report the injury and begin the claim process. Together with the employee if possible:

**Call** Gallagher Bassett (the TPA) 1.800.828.2717

**Complete** the required forms:
- [DAS WC-207](#) First Report of Injury
- [DAS 207-1](#) Accident Investigation

**Submit** completed forms to Human Resources by the end of the shift. Fax to: 860.679.4660.
An employee has a right to file a claim. The TPA determines if a claim will be initially accepted.

Start the claim process even if no medical treatment is needed.
THE CLAIM PROCESS

First Report of Injury
You will use this form to record and report information to the TPA. Be sure to capture detailed and accurate information.

Your report is critical; it sets the foundation for the claim.
THE CLAIM PROCESS

Supervisor’s Accident Investigation Report

You will use this form to identify and record suspected causes of the incident.

This information will guide corrective actions for reducing the potential for future accidents or injuries.
After the injury has been reported, additional claim forms must be completed. You are responsible for the following:

**Locate** the packet of claim forms on the HR Benefits website.

**Provide** the injured employee with the packet and instruct him/her to complete the additional forms.

**Collect** completed forms and submit to HR via fax at 860.679.4660 by end of shift.

In many cases, the packet can be completed at the time the injury is reported.
Conduct Accident Investigation
After the initial injury, you must conduct a thorough investigation.

**Take** corrective actions to remove immediate hazards.

**Visit** the accident scene if possible and document observations.
- Take multiple photographs if possible.
- Interview witnesses and obtain written statements.
- Request and obtain any available video footage.
- Review procedures and training guides.

**Send** findings to HR as information becomes available.
Maintain Contact
If an injured employee is out of work, contact him/her on a regular basis to:

**Offer** support and encouragement.

**Check** on his/her status, including any changes in work restrictions.

**Collect** a Worker Status Report following each provider appointment.

**Identify** and **arrange** light duty assignments, as appropriate.

**Report** all updates to HR as soon as possible.

**Maintain** confidentiality at all times.
Facilitate Return to Work
The medical provider will determine the work capacity of an injured employee and indicate one of the following on the Worker Status Report:

- Full duty
- Light duty
- No duty

**Full Duty**

If the report indicates a **full duty** release, you must return the employee to her/his regular position for the next scheduled shift.
RETURN TO WORK PROCESS

Light Duty
If the report indicates the employee **is capable of modified duty**, you must:
- Make every reasonable effort to provide suitable work within the employee’s department.
- Contact HR for assistance identifying options within other departments, as needed.

No Duty
If the report indicates the employee **is not able to perform any work duties**, contact HR for guidance.
Managing Complex Issues
Employees who file a workers’ compensation claim must still follow your department’s established call out procedures.

• All absences must be reported in a timely manner consistent with collective bargaining agreements and institutional policies.

• An employee cannot call out for a workers’ compensation related reason without providing supporting medical documentation.

• Backdated Worker Status Reports are not accepted.
While workers’ compensation offers an injured employee certain protections, it does **not**:

- excuse poor performance; or
- exempt the employee from complying with policies, procedures and work rules.

As a manager, you must continue to set expectations and address any performance concerns.

For assistance, contact your designated HR Consultant.
The injured worker may request a hearing with the Workers’ Compensation Commission. The purpose of these hearings may include:

• Appealing a denial
• Requesting transfer to light duty work
• Addressing the need for additional medical treatments
• Obtaining additional benefits

UConn Health is represented at these hearings by Gallagher Bassett and/or the Office of the Attorney General.

You and any witnesses may need to participate and/or testify.
Workers’ Compensation fraud is a widespread concern that can happen in many forms. Some examples include:

- Staging accidents
- Misrepresenting physical capabilities to the treating provider
- Collecting temporary total benefits while working a second job
- Forging medical documentation

If you suspect fraud, notify HR and provide all available information or evidence.

Concerns may also be anonymously reported to the Workers’ Compensation Fraud Hotline at 1.800.927.0456.
ADDITIONAL RESOURCES

Visit:
- UConn Health Workers’ Compensation Website
- DAS Workers’ Compensation Website
- Workers’ Compensation Commission Information Packet
- Workers’ Compensation Physician Provider Directory
- Workers’ Compensation Pharmacy Locator
- Flow Chart

Call:
- UConn Health Human Resources
  860.679.2426
- Gallagher Bassett
  860.256.3400