FLORIDA COMMUNITY COLLEGES RISK MANAGEMENT CONSORTIUM
EMPLOYEE INFORMATION

WORKERS’ COMPENSATION

As you are aware, your college participates in a program of self-insurance for its workers’ compensation program along with 26 other community colleges in the State of Florida. The Florida Community Colleges Risk Management Consortium coordinates this program of self-insurance and has contracted with Gallagher Bassett Services to coordinate medical services and to adjust the claim.

WHAT IS A MANAGED CARE ARRANGEMENT?

Florida is one of the few states that has undergone a major reform in workers’ compensation legislation. Gallagher Bassett Services will serve as the Manage Care Arranger (MCA). The three primary reasons for the reforms are:

1. Establish systems whereby high quality cost effective care is delivered
2. Establish a self-executing, return-to-work system versus a litigation driven system, and
3. Retain significant cost savings

At the time of your injury, your employer will refer you to a Medical Care Coordinators (MCC) for treatment. You will also be given an Identification Form to present to the MCC at the time of treatment. Your employer will report the injury to Gallagher Bassett Services and the MCA process will begin.

Treatment received outside of your Workers’ Compensation MCA may not be paid unless authorized by a MCC prior to the treatment date, except for emergencies.

HOW WILL I BENEFIT FROM THIS PROGRAM?

You will benefit from the MCA by receiving medical services, which facilitate your recovery and return to work.

WHAT IS THE REFERRAL PROCESS?

Any time it becomes necessary to receive additional health care services from a provider other than your Medical Care Coordinator (MCC), a referral is made by your MCA to the appropriate specialist qualified to provide the medical care needed for recovery and return to work. It is required that the referrals be made by your MCA to a participating network provider unless the referral is for emergency treatment is not available within the network.

WHAT IS THE PROCEDURE FOR CHANGING A PROVIDER?

You are allowed to change to another provider one time within the provider network. You are instructed to call or write your current MCA with your request to change to another provider. The MCA will then review your
request within two (2) business days. The MCA will then identify another provider, within the network and of the same specialty. Any special request (i.e., provider closer to home, work, etc.) will be considered and every attempt will be made to meet any requests. A letter will be mailed to you informing you of the approval with the new provider’s name, phone number and address, within 10 business days of receipt of your request. A copy of the letter will be sent to the new provider.

**HOW CAN I EXPRESS CONCERNS REGARDING TREATMENT?**

Any time that you are dissatisfied with the Workers’ Compensation Managed Care Arrangement or with the medical care provided under the Managed Care Arrangement, you have the right to express that opinion by calling 800-851-5663, to speak to a Claim Representative or by writing to:

**Gallagher Bassett Services**
ATTN: Grievance Department
Post Office Box 785071
Orlando, FL 32878
(800) 843-8999 Ex. 553; Fax Number (877) 8879713

You are also encouraged to express to your college’s Workers’ Compensation Coordinator any dissatisfaction with the Workers’ Compensation Managed Care Arrangement or with any medical care provided for you.

**PLEASE NOTE:**

* A grievance is considered formal by the state if received in written format (pursuant to Florida Statute 440.134).

* Please contact your employer’s Human Resources Department for appropriate forms to document your grievance if you desire to initiate a “formal” grievance.

* All grievances will be processed within 60 days of receipt by the Managed Care Arrangement. You will be notified in writing of the outcome of your grievance.

**WHAT IF I REQUIRE NON-EMERGENCY CARE?**

In case of an injury or illness on the job, notify your employer immediately. Your employer will refer you to a Medical Care Coordinator (MCC) for treatment.

**WHAT IF I REQUIRE EMERGENCY CARE?**

In the event of an emergency, call 911 and proceed immediately to the nearest emergency facility.

Follow-up emergency room care cannot be provided through the emergency room facility, but must be obtained through a MCC. After emergency room treatment, you may call TCC’s Human Resources Department 201-8510 or call **Gallagher Bassett Services** 1-800-755-7501, for an assigned MCC.
PROCEDURES FOR HANDLING WORK-RELATED INJURIES

It is the responsibility of the EMPLOYEE to report any accidents/incidents to the appropriate supervisor. Failure to report an accident/incident can result in disciplinary measures.

If the injury does not require emergency medical treatment, the supervisor must instruct the employee to contact or report to the Human Resources Department to complete required forms and to receive authorization to seek non-emergency medical treatment, if needed. If the employee cannot report the accident/incident, it is the responsibility of the SUPERVISOR to do so. Failure to handle a workers compensation incident in a timely manner will result in severe penalty to the College.

If additional medical service or treatment is required, an employee must get approval from Gallagher Bassett Services at 1-800-851-5663. Human Resources will arrange contact with Gallagher Bassett Servcies

MEDICAL EMERGENCY

CALL 911 IMMEDIATELY. No authorization is needed from the Human Resources Department for any medical emergency. When an employee has an emergency injury the information below are addition steps to follow:

1. If at all possible, have someone stay with the injured person until assistance arrives.
2. Notify the Campus Police Department immediately at 201-6100 (24 hour assistance).
3. Notify the supervisor or second level supervisor of the employee’s injury.
4. If possible, notify the Human Resources Department at 201-8510. Appropriate staff will complete the necessary paperwork for to allow medical treatment under Workers’ Compensation.

NON-EMERGENCY INJURY (NO MATTER HOW SMALL)

1. The employee must notify the appropriate supervisor immediately.
2. The employee must then report the injury to the Human Resources Department.
3. If the injury requires medical attention on a non-emergency basis, the Human Resources Department will give the employee the authorization forms to seek College-approved medical treatment.
4. Transportation Options:
   a. The employee should assume responsibility for his/her transportation, if possible in a non-emergency setting.
   b. If the employee is unable to drive, the supervisor should contact Human Resources for the designated “emergency contact person” for the employee. Grants may also have employees provide them with emergency contact information for housing on site.
   c. If the emergency contact person is unavailable, the employee or supervisor should call a family member or friend to transport the injured employee.
   d. College employees may volunteer to transport the employee, if two employees accompany the injured employee and the volunteering employees use leave time. The volunteering employees must also receive authorization from their supervisor(s) to be absent from campus/worksite. The injured employee must sign a release form relieving both the College and the volunteering employees of any liability. Contact Human Resources for the release form.
   e. If no other transportation is available, an ambulance can be called at 921-0900 to transport the injured employee.
WORKERS' COMPENSATION FOR OUT OF WORK EMPLOYEES
(If you are unable to work due to a work related injury)

1. Workers’ Compensation Leave (WCMP) may be used only if you have been given a doctor’s excuse for time off work. You must provided your supervisor with a copy of the excuse. Leave taken without a worker’s comp doctor’s excuse will be deducted from sick leave (SICK), personal leave (PERS) or listed as Leave Without Pay (LWOP). Note: The doctor must indicate each day the injured worker is to be off work. The injured worker is not allowed to make such a decision.

2. You must have prior authorization for additional medical attention or opinion.

3. Keep your appointments with the College authorized doctor.

4. If you fail to report to work on the day that you have been released to return to work, your absence will be charged to LWOP.

5. If your doctor recommends that you perform temporarily modified duties, the doctor should send a written statement outlining the limits and restrictions.

WORKERS’ COMPENSATION IS A BENEFIT FOR YOU, THE EMPLOYEE. Use it correctly.
Filing Fraudulent Workers’ Compensation Claims is a Crime
AUTHORIZED MEDICAL FACILITIES

Authorized medical facilities:

LEON COUNTY

Patients First Medical Center (All seven locations)
505 Appleyard Drive 576-8988  Mon-Fri 8:00 am - 5:00 pm
Area’s Workers’ Compensation Office 576-1310  Mon-Fri 8:00 am - 5:00 pm
1690 N. Monroe Street 385-2222  Sun - Sat 8:00 am - 10:00 pm

Area’s Workers’ Compensation Office
2907 Kerry Forest Pkwy 668-3380  Mon-Fri 8 am - 8 pm, Sat 9 am - 6 pm
3258 N. Monroe Street 562-2010  Mon-Fri 8:00 am - 8:00 pm
1160 Apalachee Pkwy 878-8843  Mon-Fri 8:00 am - 5:00 pm
3401 Capital Cir NE 386-2266  Mon-Fri 8 am - 8 pm, Sat 9 am - 6 pm
1705 E. Mahan Drive 877-7164  Mon-Sat 8 am - 6 pm

GADSDEN COUNTY

MUST HAVE APPOINTMENT

Gadsden Medical Center
Jessie Furlow, M.D. 875-9500  M, W, Th-Fri 8:30 am - 5:00 pm
Jeffrey D. Wasserman, D.O.  Tue. 8:00 am - 8:00 pm
Lefall Drive (Behind Gadsden Memorial)
U.S. 90 West
Quincy, FL 32352

Tallahassee Memorial Family Medicine at Quincy
George Whidden, MD 875-3600  Mon.- Fr. 8:30 am - 5 pm
Cyneetha Strong-Smith, MD
Charles Kent, M.D.
600 La Salle Lefall Dr.
Quincy, FL 32351

Family Practice
Abby Strickland, ARNP 663-4643  Mon-Fri 8:00 am - 5:00 pm
409 High Street
Chattahoochee, FL 32324

*If an accident occurs during the clinic closings, proceed to:
Capital Regional Medical Center 656-5000
2626 Capital Medical Blvd.
Tallahassee, FL 32308

Tallahassee Memorial Healthcare 431-1155
1300 Miccosukee Road
Tallahassee, FL 32308

Capital Regional Medical Center Gadsden 875-6000 FAX 627-5185
23186 Blue Star Highway
Quincy, FL 32351

AMBULANCE SERVICE 921-0900

Pharmacy:
Most pharmacies will accept workers’ comp prescriptions. Pharmacists may ask for verbal authorization prior to filling the prescription, in such a case, the Human Resources Department will provide authorization. Call 201-8510 or 201-6076 for authorization.

For Billing information call 1-800-851-5663 or mail to Gallagher Bassett Services at PO Box 23812 Tucson, AZ 85734.
PROCEDURES FOR WORK RELATED ACCIDENTS
AFTER HOURS OR EMPLOYED IN CITIES OTHER THAN TALLAHASSEE
Employees assigned to work in areas outside of the City of Tallahassee must report all accident (no mater how small) to Human Resources as soon as possible.

Human Resources Department: (850) 201-8510
After 5 P.M., report accidents to Campus Police: (850) 201-6100 24 Hrs.

MEDICAL TREATMENT:

± Call 911 if life threatening and go to nearest hospital.

± If medical treatment is needed, and you are in Tallahassee, go to one of the gatekeepers listed above.

± If none of the gatekeepers (primary care giver associated with CorVel Corporation) are open, go to the emergency room at TCH, TMH, or Gadsden Memorial.

± If you are outside the city of Tallahassee, go to the nearest hospital emergency room.

REPORTING THE ACCIDENT:

± Notify your supervisor immediately or as soon after the accident as possible. If your immediate supervisor is not available, notify the next higher level supervisor in your office or contact TCC’s Human Resources Department.

± If the accident takes place after 5 P.M., contact TCC’s Campus Police (850) 20-6100 and notify Human Resources the morning of the following business day.

± The accident MUST be reported to the Human Resources Office no later than 9 a.m. or as soon as possible on the next College business day after the accident. Notification may be made by either the employee or the employee’s supervisor, depending on the circumstances. Appropriate paperwork will be completed by Human Resources staff once notification is received.

All reported accidents will be investigated. After the workers compensation carrier reviews the claim investigation, the claim may not be deemed work related and could be denied.
Notification of Social Security Number
Collection and Usage

In compliance with FL Statute 119.071(5), this document serves as notification regarding the collection and use of your Social Security number.

Tallahassee Community College (TCC) collects and uses your social security number only for the purpose of performing the college’s duties and responsibilities. To protect your identity TCC will secure your social security number from unauthorized access, never release your social security number to unauthorized parties, and assign you a unique student/employee identification number when appropriate. This unique identification number is used for all associated employment and education purposes at TCC.

3/3/09