



# ADMINISTRATIVE PROCEDURES

<b>SECTION:</b> 500 – Health, Safety and Security		<b>PROCEDURE #:</b> 504 - A
<b>TITLE:</b> Risk Management Program Rules - Workers' Compensation and Temporary Modified/Transitional Duty		<b>IMPLEMENTS POLICY #:</b> 504
<b>SPONSORING DEPARTMENT/DIV:</b> Support Services/Risk Management		
<b>EFFECTIVE DATE:</b>	<b>REVIEWED:</b>	<b>REVISED:</b> 4/10/2017

**OBJECTIVE:** To establish procedures for assisting employees in seeking appropriate medical care after being injured during the scope and course of County employment, administering workers' compensation claims and returning employees who have been injured while in the course and scope of assigned work duties to temporary modified/transitional duty if needed and ultimately, regular full duty.

## PROCEDURES:

1. Responsibilities When an Employee Has Been Injured and DOES NOT Seek Medical Treatment:
  - 1.1. Injured Employee is responsible for:
    - 1.1.1. Notifying their supervisor within 24 hours of the incident.
    - 1.1.2. Calling the employee injury call center - Currently administered by CorVel Corporation at: 877-764-3574
    - 1.1.3. Following up with the call center at the requested frequency of the call center and complying with section 2 of this policy should medical treatment be necessary at a later date.
  - 1.2. Supervisor is responsible for:
    - 1.2.1. Completing the Supervisor's Investigation Report and submitting it to the Workers' Compensation Analyst in the Risk Management Division within 2 days of the incident.
  - 1.3. Risk Management is responsible for:
    - 1.3.1. Ensuring the injury is properly documented and that documentation is preserved.
    - 1.3.2. Working to mitigate any immediate or systemic hazards that may have caused the injury.
    - 1.3.3. Running periodic audits of injury logs in order to mitigate any frequently occurring injury types or causes of injury.

2. Responsibilities When an Employee Has Been Injured and DOES Seek Medical Treatment:
  - 2.1. Injured Employee is responsible for:
    - 2.1.1. Notifying their supervisor before the end of his/her work day.
    - 2.1.2. Calling the employee injury call center - Currently administered by CorVel Corporation at: 877-764-3574.
    - 2.1.3. Providing their supervisor with a written document from a medical provider detailing their work status (off work, modified duty, full/regular duty) within 24 hours of the injury.
    - 2.1.4. Continuing to provide their supervisor with written documentation from their medical provider detailing their work status following each doctor's visit or at least every 30 days after injury until they are cleared by a written document from a medical provider for regular duty.
    - 2.1.5. Cooperating with requests for information from the Risk Management Division, third party claims administrator or the employee's supervisor.
  - 2.2. Supervisor is responsible for:
    - 2.2.1. Completing the Supervisor's Investigation Report and submitting it to the Workers' Compensation Analyst in the Risk Managements Division within 48 hours of the incident.
    - 2.2.2. Forwarding copies of all written documentation from the employee's medical provider to the Workers' Compensation Analyst in the Risk Management Division within 24 hours of receipt.
    - 2.2.3. If the employee is either off work on or modified duty, maintaining contact with the injured worker on at least a biweekly basis until such time as the worker is cleared by a written document from a medical provider for regular duty.
    - 2.2.4. Working with the Workers' Compensation Analyst in the Risk Management Division to identify, establish, and continuously evaluate return to work options including, but not limited to, developing a modified/transitional return to work plan.
    - 2.2.5. Working with the department/division payroll liaison with direction from the Workers' Compensation Analyst in the Risk Management Division to ensure that the injured employee's timecard is coded appropriately each pay period in which the injured worker does not have a release to work full, regular duty.
    - 2.2.6. Working with the Workers' Compensation Analyst to organize temporary modified duty when the employee is able, and keeping the Risk Management Division aware of any issues related to the workers' compensation claim.
    - 2.2.7. Working with the County's Environmental Health & Safety Analyst to mitigate hazards or improve work systems in order to prevent future injuries.
  - 2.3. Risk Management Division is responsible for:
    - 2.3.1. Ensuring the injury is properly documented and preserved.
    - 2.3.2. Providing information to employees and supervisors and answering questions regarding the claim process.

- 2.3.3. Working to mitigate any immediate hazards that may have caused the injury.
  - 2.3.4. Running periodic audits of injury logs in order to mitigate any frequently occurring injury types or causes of injury.
  - 2.3.5. Working with the claims administrator, and legal counsel when necessary, to manage the workers' compensation claim to medically stationary closed status.
  - 2.3.6. Working with the department/division supervisor to identify, establish, and continuously evaluate return to work options including, but not limited to, developing a modified/transitional return to work plan.
3. Responsibilities When Returning to Modified or Transitional Duty:
- 3.1. Injured Employee is responsible for:
    - 3.1.1. Providing their supervisor with a written document from a medical provider detailing their modified duty restrictions, using DCBS Form 440-3245 "Release to Return to Work" or an equivalent.
    - 3.1.2. Working with their medical provider to provide additional information related to modified duty restrictions if needed by the County.
    - 3.1.3. Continuing to provide their supervisor with written documentation from their medical provider detailing their work status following each doctor's visit or at least every 30 days after injury until they are cleared by a written document from a medical provider for regular duty.
    - 3.1.4. While on temporary modified duty, the employee cannot perform work outside of the restrictions outlined by the medical provider. If the employee believes he/she cannot perform work that falls within the listed restrictions, the employee is to return to their medical provider to discuss the possibility of revised restrictions.
  - 3.2. Supervisor is responsible for:
    - 3.2.1. Obtaining written documentation from the injured employee completed by a medical provider detailing the injured employee's modified duty restrictions, by using DCBS Form 440-3245 "Release to Return to Work" or an equivalent.
    - 3.2.2. Working with the Workers' Compensation Analyst to outline a modified/transitional duty work assignment that falls within the employee's current restrictions.
    - 3.2.3. Ensuring the injured employee continues to provide written documentation from their medical provider detailing their work status following each doctor's visit or at least every 30 days after injury until they are cleared by with a written document from a medical provider for regular duty.
    - 3.2.4. While on temporary modified duty, the employee cannot perform work outside of the restrictions outlined by the medical provider. If the employee believes he/she cannot perform work that falls within the listed restrictions, the supervisor should tell the employee to return to their medical provider to discuss the possibility of revised restrictions and notify the Workers' Compensation Analyst.

- 3.3. Risk Management is responsible for:
  - 3.3.1. Working with the injured employee's supervisor to outline a modified/transitional duty work assignment that falls within the employee's current restrictions.
  - 3.3.2. Monitoring the injured employee's work status and reporting to the third party claims administrator until the employee is cleared by with a written document from a medical provider for regular duty.
  - 3.3.3. Assisting and guiding the injured employee, supervisor and payroll liaison through the modified duty and time-coding process.
- 3.4. Payroll Liaison is responsible for:
  - 3.4.1. Ensuring the injured employee's timesheet is coded appropriately for the pay period as one of the following pay types until they return to regular duty:
    - 3.4.1.1. Work Comp – Off Work – Paid
    - 3.4.1.2. Work Comp – Modified Duty – Paid
    - 3.4.1.3. Work Comp – Off Work – TTD (Temporary Total Disability) - when the 180-day pay continuation period has expired. The Workers' Compensation Analyst should be contacted before this coding is utilized.
    - 3.4.1.4. Work Comp – Off Work –TPD (Temporary Partial Disability) - when the modified duty period has expired. The Workers' Compensation Analyst should be contacted before this coding is utilized.