



Injury Treatment Information for Employees

The City of Omaha has chosen CorVel to administer its workers' compensation program. CorVel has a network of highly dedicated doctors and other health care providers who will provide all necessary treatment for work-related injuries.

What should I do if I have an injury at work or a work-related illness?

- 1. Immediately notify your supervisor.**
- 2. Seek medical treatment if needed.**
 - **If it's an emergency, call 911 immediately**
 - **In a non-emergent case, call CorVel's 24/7 Nurse Triage Hotline at 1-800-825-9543.**
 - A representative from CorVel will answer the call and ask for important demographics and then connect you with a registered nurse.
 - Depending on the severity of the injury you will be transferred to the First Notice of Loss (FNOL) line. The FNOL line will take down specific information about the incident which will eliminate the need for the employee to complete paperwork about the initial injury (though department paperwork may still be required)
 - At the end of your call, please request the claim number for future reference after all information is complete.
 - ***NOTE-This is strictly for reporting the injury. If further follow-up is needed, please contact your claims adjuster or nurse case manager. ***

Who should report my work-related injury?

The employee must call to report the injury, if able. Preferably, the employee and the supervisor will call in the injury together. However, if it is an emergent case and the employee is incapacitated, the supervisor may call in on behalf of the employee.

What information do I need when calling in my work-related injury?

You should identify yourself as a City of Omaha employee. Be prepared to have the following information ready:

- Social Security Number
- Date of Birth
- Date of Hire
- Wage Information

If this information is unavailable, it can be provided at a later date.

How do I seek treatment if I'm injured at work?

Call the 24/7 Nurse Hotline at 1-800-825-9543. The nurse who takes your call will assess your injury and provide recommendations regarding medical treatment.

What health care providers are available through CorVel?

As appropriate, you may receive treatment from a medical doctor, or specialist. A directory of these health care providers, called a preferred provider list, is available through www.caremc.com.



Under what circumstances can I receive services from a provider other than a CorVel preferred provider?

- For emergency medical treatment related to your injury/illness.
- At the time of injury, you will be given a Choice of Physician. If you designate a Choice of Physician, the physician must have a documented history of treatment for you or an immediate family member, pursuant to Rule 50.
- If you need major surgery related to your injury/illness, you have the option to designate a Choice of Surgeon.
- *NOTE: If your Work Comp claim is denied, payment of medical services will be your responsibility, unless the claim is later determined to be compensable.

How do I receive my prescription for my work-related injury?

CorVel will provide your physician with the information necessary for you to get a prescription for your work-related injury. The information will be included in the Return to Work instructions provided by the physician. CorVel will also provide you a prescription card by text or email.

What should I do if I am unable to work due to my work-related injury?

If you have any restrictions or are unable to work, you must immediately notify your supervisor so that they are aware of your situation. You must provide all Off Work notes from your doctor to your supervisor if you miss work. It is also your responsibility to request Return to Work forms from your physician and provide these forms to your supervisor.

Do I need to fill out any forms?

Yes. You must complete the following forms:

1. Choice of Physician Form (Form 50). The Choice of Physician Form can be found online:
2. Initial Report of Injury
3. Investigation Report

What is the role of the CorVel claim adjuster?

The claims adjuster will assist you through the workers' compensation process. Their role is to coordinate healthcare services, pursuant to the work comp laws, to keep the City of Omaha apprised of your medical status. They will discuss your treatment options and return-to-work plan with you.

What if I have questions regarding worker's compensation?

If you have any additional questions regarding your workers' compensation case, you may find more information here: <http://www.wcc.ne.gov/>