

What is Workers' Compensation?

Workers' compensation is a mandatory program provided by the State of Connecticut, which provides payment of medical expenses and lost wages for employees who suffer work-related injuries or illness. This system may also provide other benefits for those who qualify. Connecticut General Statutes regulate what benefits are due to an injured employee.

Managed Care System

The State of Connecticut operates a managed care program administered by Gallagher Bassett in compliance with Connecticut General Statutes. The program provides a network of medical facilities and physicians that the injured employee must treat within, along with nurse case management support for coordinated care when the injuries are more extensive.

Directories of Network Medical Providers are available at the DMHAS-Human Resources/Workers' Compensation Office and all worksites.

Receiving treatment outside Gallagher Bassett Medical Provider Network may jeopardize your entitlement to available workers' compensation benefits, subject to the jurisdiction of the Workers' Compensation Commissioner.

Injured employees requiring prescribed medications should have their prescriptions filled at a Gallagher Bassett network pharmacy to avoid out-of-pocket expenses.

Directories of network pharmacies are available at the DMHAS-Human Resources/Workers' Compensation Office, all worksites, or call Gallagher Bassett at 1-800-828-2717.

Role of the Third Party Administrator

The workers' compensation claims administrator, Gallagher Bassett, approves or contests claims. The decision is not made by your supervisor/designated charge, Program Supervisor, the HR/WC Office or the Department of Mental Health and Addiction Services.



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CONTACT LIST AND PHONE NUMBERS

Gallagher Bassett (Third Party Administrator)
55 Hartland Street, Suite 400
East Hartford, CT 06106

GB Injury Reporting Hotline 1-800-828-2717

Department of Mental Health and Addiction Services

HR Service Center
Workers' Compensation Office
460 Silver Street
Middletown, CT 06457
Fax: 860-262-5003

Claim Representatives (claims are assigned by employee's last name and facility) - Use the information below to find the phone number of your claim representative:

Elizabeth Riley, HR Associate
Voice 860-262-6741
elizabeth.riley@ct.gov

Harlynn Jackson, HR Associate
Voice 860-262-6742
harlynn.jackson@ct.gov

CVH: A-L **860-262-6741**
CVH: M-Z **860-262-6742**

SWCMHS: A-Z **860-262-6741**

CMHC, CRMHC, OOC
RVS, SMHA, WCMHN: A-Z **860-262-6742**

State of Connecticut
Department of Mental Health & Addiction
Services



Employee
Workers'
Compensation
Information

www.ct.gov/dmhas/hrd/wc

Employee Claim Reporting Procedures

DMHAS processes and reviews workers' compensation claims by coordinating information between the various involved parties: employees, supervisors or program managers, DMHAS HRSC and the Third Party Claim Administrator. These procedures are intended to improve communications between the injured employee, their doctor and the employer to ensure a safe and timely return to work. Failure to follow these procedures may result in a delay or denial of benefits.

What to do if you are injured on the job

If an injury is life threatening, contact 911 for emergency medical response.

Immediately report any new injury or recurrence of a prior injury to your supervisor/designated charge.

Provide the supervisor/manager with all information necessary to complete the DMHAS Workers' Compensation package.

The supervisor/manager in charge must immediately call the **Injury Reporting Hotline 1-800-828-2717** to report the incident. Send the completed forms to the DMHAS HRSC Workers' Compensation Office via fax to (860) 262-5003 (with originals to follow in mail) within 24 hours.**

*****It is the employees responsibility to ensure that the Work Status Report and associated documents are completed and received by the DMHAS HRSC Worker's Compensation Office in a timely manner.***

Recurrences - If this is a recurrence the employee must call the DMHAS HRSC Workers' Compensation Office at **860-262-6712** or **-6777** and provide the following information: employee name, worksite location, date of original injury, date of recurrence of a previously accepted Workers' Compensation claim and where medical treatment is being sought.

IMPORTANT – A claim for recurrence cannot be considered for approval unless the above information is provided to the DMHAS HRSC Workers' Compensation Office and supporting medical documentation is provided.

Medical Treatment

Injured employees seeking medical treatment must go to a provider in the Managed Care Network. After the initial visit, continued care must be coordinated with the Third Party Administrator.

Injured employees are required to present all Work Status Reports and other medical documentation related to the ongoing treatment of their injury to the DMHAS HRSC Workers' Compensation Office.

All medical providers must complete a Work Status Report and fax it to DMHAS HRSC Workers' Compensation Office at (860)262-5003.



Medical Appointments

An injured employee is entitled to his/her average hourly earnings when he/she is absent from work for medical treatments, medical examinations, laboratory tests, X-rays or other diagnostic procedures related to the injury.

If the employee is absent from his/her regular work day for medical purposes for one half of a day or less, the employing state agency absorbs the cost of lost time. The payroll code is WSPC. This absence should be reported to your supervisor through the DMHAS leave slip and a medical appointment verification form must be submitted and attached to the paper timesheet. The Payroll code of WSPC will not be processed if the Workers' Compensation medical verification form is not attached.

If the employee's medical appointment is scheduled after normal work hours, the employee must submit the Workers' Compensation medical verification form to the DMHAS HRSC Workers' Compensation Office for payment through the Third Party Administrator. This time will be paid at the regular hourly rate.



In Case of Time Lost from Work

If the medical provider indicates that the injured employee temporarily cannot return to work due to the work injury, the injured employee must immediately notify his/her supervisor, and the DMHAS HRSC Workers' Compensation Office at **860-262-6712** or **-6777**.

Return to Work

Return to work is authorized by the attending physician in the following two forms:

Regular Duty: The employee must immediately notify the DMHAS Facility HR Office, DMHAS HRSC Workers' Compensation Office and your supervisor when the attending physician outlines a release for regular duty.

Restricted Duty: The employee must immediately notify their DMHAS Facility HR Office and DMHAS HRSC Workers' Compensation Office when the attending physician outlines a return to work restricted duty. Accommodations will be made whenever possible to return the employee to work within their restrictions.

The Work Status Report from the attending physician should clearly indicate the nature and expected duration of the employee's restrictions.

Payroll Deductions

Please note that payroll deductions for health insurance and other items are not deducted from workers' compensation checks. It is the employee's responsibility to make payment arrangements with payroll benefits personnel at (860) 262-5831 to prevent these benefits from lapsing.

Mileage Reimbursement

Injured employees are entitled by law to mileage reimbursement due to a work related injury for medical treatment. It is the employees' responsibility to submit a record of dates and mileage involved to the Third Party Administrator and payment will be sent directly to the injured employee.