

What is Workers' Compensation?

Workers' compensation provides benefits to employees who suffer a work-related injury or illness. The State of Connecticut Workers' Compensation Commission oversees workers' compensation and ensures employees receive payment for lost time and medical expenses due to a work-related injury or illness.

Managed Care System

The City of Milford, through its TPA, provides a Workers' Compensation Medical Care Plan 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.

Receiving treatment outside the City's Workers' Compensation Medical Care Plan may jeopardize entitlement to available workers' compensation benefits, subject to the jurisdiction of the Workers' Compensation Commission.

Prescriptions

An employee prescribed medication at his/her initial medical visit should contact his/her supervisor and/or department head or the Risk Manager to request a Temporary Prescription Card to obtain a one-time prescription fill. Upon receipt of the claim, the TPA will contact the employee to review the claim and provide further instruction.

Third Party Administrator (TPA)

The PMA Insurance Group ("PMA") administers the City's workers compensation plan. Once a workers compensation claim is filed with PMA, the adjuster assigned will contact the employee directly to review his/her claim.

Contact List & Phone Numbers

PMA Local Office
203-679-3900

Medical Reports & Invoices
PMA Customer Service Center
P.O. Box 5231
Janesville, WI 53547-5231
Fax: 1-800-432-9762
Phone: 1-888-476-2669

City of Milford Risk Manager
Toni Weeks
City Attorney's Office
110 River Street
Milford, CT 06460
Phone: 203-783-3250
Email: tweeks@milfordct.gov



**CITY OF
MILFORD**

**WORKERS'
COMPENSATION
PROGRAM**

**EMPLOYEE
HANDOUT**

Employee Claim Reporting Procedures

The City of Milford Risk Manager processes and reviews workers' compensation claims by coordinating information between the injured employee, supervisor and/or department head, medical providers, and the Third-Party Administrator ("TPA"). These procedures are intended to improve communications between the injured employee, medical provider, and the City and to ensure a safe and timely return to work. Failure to follow these procedures may result in delay or denial of benefits.

What To Do If Injured On The Job

CALL 9-1-1 IN THE EVENT OF AN EMERGENCY

Immediately report any new injury or recurrence of a prior injury to your supervisor and/or department head. Provide the supervisor and/or department head with all necessary information – date of injury, location of injury, explanation of how injury occurred, type of injury, names of witnesses that observed or were involved in incident – necessary to complete the Supervisor's First Report of Injury. It is extremely important that all information be complete and accurate to ensure timely filing of your claim. The supervisor and/or department head shall send the completed Supervisor's First Report of Injury to the Risk Manager within 24 hours.

Medical Visits

Employees requiring medical treatment **MUST** treat within the managed care system. An employee who is out of work or on restricted duty due to a work-related injury **MUST** be evaluated by his/her treating physician, at a minimum, every 30 days. At each visit, the employee **MUST** obtain a work status note. Following each visit, the employee **MUST** deliver the work status note to the Risk Manager and provide a copy of the work status note to his/her supervisor and/or department head.

Medical Treatment

Initial medical treatment should be at one of the following locations:

CALL 9-1-1 IN THE EVENT OF AN EMERGENCY

For All Injury Types, Including Orthopedic

Concentra Urgent Care
60 Watson Boulevard
Stratford, CT 06106

Mon. through Friday – 8 a.m. to 5 p.m.

Requires pre-authorization – see your supervisor

For Orthopedic Type Injuries ONLY

Orthofast - Milford
321 Boston Post Road
Milford, CT 06460

Mon. – Tues. – Wed. – Thurs.

Fri. – Sat. – 8 a.m. to 5 p.m.

Orthofast – Shelton
760 River Road
Shelton, CT 06484

Telephone: (203) 382-5556

Mon. – Wed. – Thurs. – Fri. – 8 a.m. to 8 p.m.

Tues. – Sat. – 8 a.m. to 5 p.m.

Orthofast – Fairfield
305 Black Rock Turnpike
Fairfield, CT 06825

Mon. – Wed. – Thurs. – Fri. – 8 a.m. to 8 p.m.

Tues. – Sat. – 8 a.m. to 5 p.m.

Sun. – 9 a.m. to 1 p.m.

Orthofast – Monroe
731 Main Street
Monroe, CT 06468

Mon. – Tues. – Wed. – Thurs.

Fri. – Sat. – 8 a.m. to 5 p.m.

For injuries occurring after-hours where immediate medical treatment is needed, the employee should go to the Emergency Room or Urgent Care Facility. If placed out of work by Emergency Room or Urgent Care physician, employee **MUST** visit one of the above primary care locations the next day for follow up.

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-related injury or illness, the employee **MUST** immediately notify the Risk Manager, as well as his/her supervisor. It is the employee's responsibility to obtain a work status note at each visit and immediately provide a copy to the Risk Manager.

Returning To Work

Return to work may be authorized by the treating physician as follows:

Regular Duty: The treating physician clearly indicates the employee is released to regular duty with no restrictions.

Restricted Duty/Light Duty: The treating physician clearly indicates that the employee may return to restricted duty and the nature and expected duration of the employee's restrictions. Accommodation will be made whenever possible to return the employee to work within his/her restrictions. The Risk Manager will notify the supervisor to determine if accommodation can be arranged. The supervisor and/or department head will contact the employee to advise of restricted/light duty assignment.

Employees should provide a current copy of his/her job description in order for the treating physician to have a full understanding of the work performed as part of an employee's regular job duties. Job descriptions may be obtained from the Human Resources Department.

Payroll Deductions

Payroll deductions for pension, health insurance, union dues and other items will continue to be deducted from checks provided through payroll. Workers' compensation benefit checks received through the TPA will not have such deductions and it is the employee's responsibility to make payment arrangements with Payroll and Human Resources Department to prevent these benefits from lapsing.