

## What to Expect When You File a Workers' Compensation Claim

The Workers' Compensation Coordinator will provide you with a Workers' Compensation Packet containing:

- Workers' Compensation Claim Form(DWC1)
- Employee's Report of Work Injury/Illness
- Employee's Responsibility
- What to do if you are injured or ill
- Workers' Compensation Facts
- Workers' Compensation Benefits

- You submit the **Workers' Compensation Claim Form (DWC-1)** and **Employee's Report of Work Injury/Illness** to the Workers' Compensation Coordinator. The Workers' Compensation Coordinator will follow up with your supervisor regarding the filing of a *Supervisors Injury/Illness Incident Report*.
- You are eligible for medical treatment. The Workers' Compensation Coordinator will determine if an **Authorization for Treatment** form is necessary. The **Authorization for Treatment** does not constitute an acceptance or denial of your claim. If prior to the injury, you filed a **Notice of Pre-designation of Personal Physician** form in Workers' Compensation Coordinator, you may choose not to be seen by the University's designated physician network.
- You will receive a telephone call from Sedgwick CMS, CSU East Bay's workers' compensation carrier, to address your claim.
- Sedgwick CMS will then mail a packet of information within 5-7 days requesting authorization for medical releases for past medical history. Please submit these forms promptly to ensure timely processing of your claim. The packet will also include a *Mileage Reimbursement* form. Please submit your form once a month or on a quarterly basis to Sedgwick CMS. **Please keep a copy for your records.** In addition, Sedgwick CMS may assign a representative to interview you, the supervisor, and any witnesses regarding this claim.
- If a claim is delayed, Sedgwick CMS has up to 90 days from the date of the claim to accept or deny a claim. You will receive written notification of the decision. Reports normally take 30-45 days to be reviewed by Sedgwick CMS.
- If deemed necessary, you will be sent to a Qualified Medical Evaluator (QME) to determine if the illness is industrially related (arises out of or in the course of employment). Prior to the exam, the physician will receive past medical records and any information that could be helpful in the exam and in making a determination on your injury/illness. **If you are scheduled an appointment with a QME, you do not need to use your accruals (sick, vacation, CTO) if the appointment is scheduled during working hours.** Please have your supervisor contact the Workers' Compensation Coordinator to confirm appointment date and time.
- **Medical Notes, doctor's appointments, physical therapy, or additional treatment**  
When your doctor officially releases you to work, please provide your release to return to full-time work or modified duties to the Workers' Compensation Coordinator. **A medical release must be provided to the Workers' Compensation Coordinator prior to your return to work. The Workers' Compensation Coordinator must discuss possible accommodations with your supervisor/manager PRIOR to your return to work.**

Once you are returned to work but are still under the care of a physician, the CSU policy states--"If an employee loses work time for doctor's appointments, physical therapy, medical procedures...such absences shall be charged to the employee's leave credits".

- If Sedgwick CMS determines the claim is industrially related (arises out of or in the course of employment), you will be notified by mail and medical services will continue to be paid through them. Please note that all medical treatment must be authorized through Sedgwick CMS.
- **Please contact Sedgwick CMS and the Workers' Compensation Coordinator immediately if you have a loss of time due to your work-related injury.** All Industrial Disability Leave of absences must be certified by the treating physician. The Workers' Compensation Coordinator will provide you with information regarding benefits under Workers' Compensation and an **Industrial Disability Leave Plan Fact Sheet**. IDL payments are authorized by Sedgwick CMS and then paid through the State Controller's Office.

The Information and Assistance unit of the Division of Workers' Compensation is also available to answer your questions. Their telephone number is (800) 736-7401. You may also receive assistance by contacting:

Sedgwick CMS, P.O. Box 14629, Lexington, KY, 40512-4629 Telephone: (916) 851-8000 Fax: (916) 851-8089

Labor laws provide protections against retaliation for filing a workers' compensation claim. Claim information will be handled in a confidential manner.