**PURPOSE:** To provide clarification and to identify areas of responsibility for the NCDEQ Workers’ Compensation Claims process.

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| 1 Employee        | • Report accident/injury to Supervisor/Management immediately.  
• Give treating Physician 1 copy of the Workers Compensation Medical Authorization Form  
• Give treating Physician the Return To Work From  
• Get completed copies of both the WC Medical Authorization Form and Return to Work form from the physician before leaving the treatment facility.  
• If prescriptions are required give 2nd copy of the Medical Authorization Form to the Pharmacist. |

**After the Incident:**

• Provide the necessary forms to supervisor:  
  o Incident Investigation forms/statements to supervisor.  
  o Employee Use of Leave Options  
  o Release of Information Form  
  o Form 25P (Reimbursement if prescriptions were purchased out of pocket)  
• Provide all Return To Work forms and/or work restrictions (from treating physician) to supervisor.
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| 2 Supervisor/Management | • Administer 1st aid or direct/transport employee to a Preferred Provider Facility.  
  o Find Preferred Provider in Corvel  
  - Select “Find a Provider”  
  - Choose “Workers Compensation” from the “Select a Network” drop down menu.  
  - Choose your search method and maximum distance.  
  - Enter: City, County, State, and Zip Code for Search Criteria  
  - Under “Specialty”, Click the “+” beside Emergency Medicine.  
  - Select “Minor Emergency/Urgent Care Center”  
  - Finally click “Find Providers that meet the search criteria”  
  • If incident results in serious/life threatening injury send to local Emergency Room or call 911  
  • Report incident to WC Administrator or HR Manager  
  o WCA or HRM will initiate the claim in Corvel and generate the WC Claim number  
  • Prepare and provide 2 copies of the Medical Authorization Form to the employee  
  • Prepare and provide a copy of the Return To Work form to the employee  

After the Incident  

• Have the employee sign the WC Release of Information  
• Provide the employee with the Industrial Commission Form 18  
• Send all completed forms to the WCA and/or HRM  
• Complete the Incident Investigation (including Witness, employee, and supervisor statements)  
  o Turn in all required forms to WCA  
• Locate and offer Return To Work options that accommodate the treating Physicians limitations.  
• Contact the injured employee weekly (if injured worker is not actively working)  
• Occasionally attend follow up appointments with employee to ensure treating physician is aware of Return To Work accommodations.  
• Notify the WCA of Return To Work date/status.  

Last updated 5/31/2017
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| 3                             | HR Manager        | - Initiate Claim in Corvel.  
- Provide required forms to Supervisor  
  - Medical Authorization Form  
  - Return to Work Form  

**After the Incident**  
- Provide initial copy of Form 19 to WCA  
- Provide form 25P (prescription reimbursement) to employee (if necessary)  
- Provide completed Incident Investigation Form to Safety Director and Safety Consultant.  
- If employee is out more than 7 days notify WCA in writing/email.  
- Notify WCA of Return to Work date and/or restrictions.  
- Assist Supervisors in locating acceptable duties for any employee on restrictive duties. |
| 4                             | Workers’ Comp Administrator (WCA) | - Notify WC Third Party Administrator (TPA) of any urgent Claims  
- Coordinate with Divisions on items missing from submitted Form 19  
- Determine acceptance/denial of liability for submitted claims and make recommendation to Safety Director on in-house retention or TPA involvement  
- Mail completed Form 19’s to WC Third Party Administrator (TPA)  
- Provide completed forms to TPA  
- Maintain copy of files  
  - Retain complete form five (5) years following closure of the claim.  
  - Retired files are sent to DEQ HR  
  - Create seven (7) day suspense file to follow up with supervisor.  
- Reconcile WC Bills  
- Coordinate with Division, Medical/Pharmacy, TPA on claim resolution.  
- Apprise Safety Director on ongoing claims and Return to Work Status. |
| 5                             | Third Party Administrator (TPA) | - Maintain file on employee/accident/Workers’ Comp claim.  
- Reimburse employee for all charges for medications submitted on Form 25P.  
- Submit Form 19 to NC Industrial Commission.  
- Provide appropriate employee related forms to employee as required by law or contract.  
- Review forms; first approval/denial of claims for compliance and recognition of fraud or abuse.  
- Responsible for communicating with DEQ Personnel, Staff & Professionals prior to: mediation, assigning rehabilitative services/nurses, meeting/negotiating with attorneys and investigations.  
- Coordinate with DEQ staff, injured employee and Medical providers, and Rehab Specialists for claims resolution.  
- Request and schedule mediations and hearings upon approval by DEQ  
- Liaison for clincher agreement. (Requires DEQ written approval on clincher form prior to offer.) Coordinate clinchers with DEQ Safety Director and Workers’ Comp Administrator. (DEQ HR Workers’ Comp Administrator will coordinate with Division). |
| 6                             | Division Safety Office/Consultant | - Contact Division Director and DEQ Safety Risk Management regarding serious injuries and fatalities within 2 hours.  
- Work with Division to implement corrective actions. Work with supervisors towards Return To Work for injured employees. |
| 7                             | DEQ Safety Director | - Review submitted DEQ Incident Reports on a sporadic basis to determine any program corrections.  
- Initial review and approval of all clincher agreements.  
- Provide advice and options to Division Directors on WC resolution. |
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| 1                             | Supervisor/Management              | • Notify local emergency service organization, Division Safety Officer, Safety Consultant, Division Director and Division HRM within 1 hour.  
• Prepare Form 19, and DEQ Incident Investigation Report.  
• Send to Division Workers’ Comp Coordinator.  
• Record injury on the form 300 Log and Summary of Occupational Injuries and Illnesses if applicable. |
| 2                             | Division Director                  | • Notify Secretary’s Office, DEQ PIO and DEQ Safety Director.  
• Determine proper person to notify family. (Bereavement Team)  
• Contact WC Administrator to discuss State’s memorial process. |
| 3                             | Secretary’s Office                 | • Notify Governor’s Office                                                                                                                                                      |
| 4                             | DENR Safety Director               | • Provide consultative assistance to Division on notification process to OSHA and OSHR regarding occupational fatalities. (No later than 8 hours) |
| 5                             | HR Manager                         | • Process forms as outlined under Emergency Treatment.  
•Coordinate funeral expense billing under Workers’ Compensation  
• Notify DEQ WC Administrator of funeral arrangements and contacts |
| 6                             | DENR HR WC Administrator           | • For accepted death claim, coordinate with Division HRM and TPA to ensure direct bill to DEQ TPA for employer portion of funeral home expense. Obtain and coordinate any necessary documentation where known to resolve claim. |
| 7                             | HR Manager                         | • Prepare PMSEP, PD135 and timesheet.  
• See Separation Checklist in SOP Section 13-F.  
• Assist family with making request for benefits. |

DEATH OF EMPLOYEE (Occupational)