

WORKERS' COMPENSATION PROCEDURES FOR REPORTING ON-THE-JOB INJURY/ILLNESS/DEATH

Workers' Compensation Provider Information

The Division of Risk Management has partnered with **OptaComp** to provide services to state employees that are injured at work. **OptaComp** provides around the clock (24/7/365) claim reporting through a Triage Unit. At the time the claim is reported, the triage nurse will orient the employee to the Workers' Compensation system, determine the level of medical care required and make the necessary medical referral. After the employee is directed for medical care, the claim will be assigned to the Nurse Case Manager and adjuster team who will manage the claim to conclusion.

Reporting An On-The-Job Injury/Illness

Employees are responsible for reporting all accidents/injuries as soon as possible to his/her supervisor or the supervisor on duty and request first aid or medical treatment if needed. The following information provides specific reporting instructions:

- In the case of a medical emergency, call 911.
- The supervisor should immediately contact **OptaComp** at (877) 518-2583 to report the claim, even if the incident is not an emergency.
- Supervisors must notify their Director by email of any Workers' Compensation accident or injury within 24 hours or by the next working day and copy their Deputy Secretary and Betty J. Clark, Program Administrator - Agency-Wide Programs.
- Whenever possible, the injured employee should be present with the supervisor when the claim is reported. The **OptaComp** triage nurse will assess the employee's medical needs and direct and facilitate the medical treatment.
- If the employee is off site in need of immediate treatment and unable to reach a supervisor, the employee may call **OptaComp** directly, at (877) 518-2583, to report the accident/injury and arrange for medical treatment. The employee must report the accident/injury to his/her supervisor as soon as possible after receiving approved medical treatment.
- Once the injured employee's medical needs have been taken care of, the triage nurse will then collect the following information for completion of the Florida First Report of Injury claim form, DFS-F2-DWC-1:
 - [4 digit Agency Location Number](#)
 - Employee's Name, Social Security Number, Home Address, Home Phone Number, Occupation (Class Title), Date of Birth and Sex (Male or Female);
 - Date and Time of Incident (Injury or Illness);
 - Description and Cause of Accident/Injury;
 - Part of Body Affected;
 - Name and Address of the DEP as follows:
 - Department of Environmental Protection
 - Bureau of Personnel Services, MS 70
 - 3900 Commonwealth Blvd.
 - Tallahassee, Florida 32399-3000
 - Date that Accident/Injury was Reported by Employee or Supervisor;
 - Employee's Date of Employment;
 - Employee's Salary;
 - Employee's Work Address, Phone Number and County; and Employee's Supervisor and Supervisor's Phone Number.

- The triage nurse will then immediately transfer the case to the Nurse Case Manager and adjuster team for continued handling.
- **OptaComp** will mail a copy of the [Injured Employee Orientation Booklet](#) to the employee. The booklet contains an acknowledgement form that **must** be signed and returned to **OptaComp** in the postage-paid envelope (included with booklet). The form contains an authorization to release related medical information, an acknowledgement by the employee as to their understanding of the fraud statement and receipt of the required Facts for Florida's Workers' Compensation Brochure.
- The Nurse Case Manager, following the clinician visit, will obtain the results of the initial medical encounter including diagnosis, treatment plan and any injury-related restrictions. This information will be provided to the supervisor immediately after the clinician visit.
- Injured workers are generally instructed to return to work immediately following each visit. Please be prepared to speak with and collaborate with the Nurse Case Manager regarding stay-at-work/return-to-work matters, such as modified or transitional duty.
- DEP's concern is for the injured employee's well being. The employee and supervisor should focus on recovery and full duty release and regular communication to alleviate any fear or uncertainty on the employee's part and to reduce possible litigation.
- If we are unable to accommodate restrictions, or modified duty, immediately notify the DEP Workers' Compensation Coordinator in the Bureau of Personnel Services regarding the employee's out of work (OOW) status at (850) 245-2518. The DEP Workers' Compensation Coordinator will provide further specific instructions on proper timesheet completion and payroll processing. General timesheet information and instructions are as follows:
 - Full time employees (FTE) should record any time used for medical treatment appointments and/or clinician prescribed time off from work for up to the initial 40 hours missed as disability leave (hours type 0065) on their People First timesheet. When an FTE employee has been off work status for 40 hours and will need to continue being off work based on the clinicians orders, they will be considered a **lost time** case and will begin receiving Workers' Compensation benefits from the Division of Risk Management until they are able to return to work and/or reach maximum medical improvement (MMI).
 - The supervisor is responsible for ensuring each on-the-job injury or illness is recorded by the division/district/organizational unit. The incident report and related backup documentation should be maintained for three calendar years as required by the DEP Safety Office.

Reporting An On-The Job Death

If a job-connected injury or illness results in the death of an employee, Florida law requires that the death be reported to the Department of Financial Services, Division of Risk Management, Workers' Compensation Section, **within 24 hours** by telephone at (850) 413-1601 or fax (850) 921-2572. The supervisor in charge shall provide this 24 hour notification as follows:

- Notify OptaComp as you would any other claim toll free at (877) 518-2583.
- Notify the Workers' Compensation Coordinator in the BoPS by telephone at (850) 245-2511 and coordinate contacting the Division of Risk Management. Additionally, the BoPS will ensure the DEP Safety Officer is notified of such an event.