

Worker's Compensation FAQ

1) What if I experience a work-related injury/illness?

- a. Seek appropriate medical treatment.
 - i. In case of a serious injury, employees have access to the Clements University Emergency Department. If the employee is not able to make it to the ED please contact the UT Southwestern Police Department at 214-648-8911 to report the accident and request assistance. The Police Department will arrange for an appropriate emergency medical response unit to be dispatched.
 - ii. For any other injury/illness, employees can visit Occupational Health for easy, convenient care. A UT Southwestern physician at the campus Occupational Health Clinic is part of the IMO Med-Select Network. No appointment is necessary.
 - iii. The IMO Med-Select Network features a wide range of physicians and medical specialists who are committed to providing their patients with the best medical care should a work-related injury or illness occur.
 - iv. In situations involving blood or body fluid exposure, follow the established Blood/Body Fluid Exposure Control Program protocol. Contact the Occupational Health Department for questions regarding protocol.

- b. Complete the Electronic First Report of Injury (eFRI) via [RL Solutions](#)

2) Can I see my primary care physician for a work place injury/illness?

- a. No. As part of the University of Texas System Workers' Compensation Insurance benefit, and agreed upon during employee orientation, all employees who sustain a work-related injury or illness must seek medical care from a treating physician who is part of the IMO Med-Select Network through Injury Management Organization, Inc.

3) Will any of my accruals be used if I cannot appear for work after a workplace injury/illness?

- a. Like most disability leaves, Workers' Compensation has a statutory waiting period in which the employee is not eligible for income benefits. UT Southwestern employees are given the right to choose how to be compensated following an injury at work by electing paid or unpaid leave.
 - i. By choosing paid leave, the employee may remain on payroll by utilizing Sick Leave or other paid leave. Sick Leave must be exhausted prior to being eligible for income benefits but the use of other paid leave is optional. Therefore, an employee that exhausts Sick Leave may choose to receive income benefits through WCI or remain on payroll by utilizing other paid leave. Similar to other forms of disability benefits, income benefits through WCI are not the same as pre-disability wages. This reduction in wages is one reason why the employee is afforded the option to choose how to be compensated while not working.
 - ii. If the employee chooses to be unpaid for the waiting period, the assigned claims adjuster will review the employee's eligibility to receive Temporary Income Benefits (TIBS) to supplement the employee's loss of wages, following 7 days of absence.

b. Employees are required to complete the Request for Paid Leave and submit it to the department manager for review as WCI will not edit the employee's time card.

4) What is the process of a Workers' Compensation Claim?

- a. Once the eFRI is completed and submitted to the WCI Division the employee will receive a system generated email confirming receipt of the form.
- b. The incident is then documented and if the employee incurred a medical bill or missed a day of work following the date of injury a claim is created.
- c. The claim is then assigned to an adjuster with CCMSI who will make contact with the injured employee and the employee's supervisor. UT Southwestern's WCI Division does not investigate each claim or determine if an injury is compensable. Please contact your adjuster with any questions about your claim payments or status.
- d. The adjuster with CCMSI will then assign a Nurse Case Manager with Injury Management Organization, Inc. (IMO) who will assist employees with approving reasonable and necessary care as well as making appointments that do not interfere with an employees work schedule. Please contact your Nurse Case Manager with any questions about the status of your treatment or care plan.
- e. Once the employee is seen by an IMO Network physician the records are sent to the adjuster with CCMSI for review. The adjuster will consider the doctors opinion and any other evidence provided to make a decision as to whether or not the injury is compensable as defined by the Texas Labor Code.

5) If I have to miss work for a doctor's appointment how is the missed time documented?

- a. UT Southwestern employees are given the right to choose how to be compensated following an injury at work by electing paid or unpaid leave. By choosing paid leave, the employee may remain on payroll by utilizing Sick Leave or other paid leave and Sick Leave must be exhausted prior to being eligible for income benefits. If the employee chooses to be unpaid for the waiting period the assigned claims adjuster will review the employee's eligibility to receive Temporary Income Benefits (TIBS) to supplement the employee's loss of wages, following 7 days of absence.
- b. Employees are required to complete the Request for Paid Leave form and submit it to the department manager for review as WCI will not edit the employee's time card. The form must be completed every time an employee is not able to work due to the workplace injury or illness.

6) What if I received a medical bill?

- a. Reasonable and necessary medical treatment will be considered for reimbursement by the assigned claims adjuster with CCMSI. You may send the bill to the assigned adjuster using their Billing Information.

7) What if my question was not answered in the FAQ?

- a. Please contact Risk & Insurance Services at 214.648.2250 or via email at RiskandInsurance@utsouthwestern.edu