



TeleCompCare®
Nurse Triage and Telemedicine Program

Employee Packet



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- 5 **Employer FAQ:** We have compiled a list of frequently asked questions that delve a bit deeper into the program to help employees better understand how to utilize TCC, what happens during a visit, and how information is shared with the employer and insurance carrier to ensure proper handling of the claim.
- 7 **TeleCompCare Workflow:** This simple chart outlines the steps involved in a TCC visit.
- 8 **Return to Work Note Process:** After a telemedicine visit, it's important that the injured worker obtains a return to work note for their employer. This document shows the three short steps to access the RTW note and treatment summary.
- 9 **Self-Care Text Option:** If self-care is recommended during a nurse triage call, the injured worker has the option to receive their self-care instructions via text message.

Additional Resources: Visit your workers' compensation website below for more information and resources, including a short video about the program.



AccidentFund.com/TeleCompCare



UnitedHeartland.com/TeleCompCare



CompWestInsurance.com/TeleCompCare



3CU.com/TeleCompCare



With TeleCompCare[®], Medical Help Is Just a Call Away

As an expert in workers' compensation, AF Group is committed to providing our customers the resources necessary to help keep their employees safe and assist them when injuries occur at work.

Our newest service, **TeleCompCare[®]**, provides injured workers quick 24/7 access to triage nurses who are trained to offer assessments, refer you to medical care when appropriate and give you a convenient option to connect with an occupational physician via live video conference over your computer, tablet or smart phone.

24/7

Availability of TeleCompCare's nurse triage hotline, ensuring injured workers can receive access to medical care whenever and wherever an incident occurs.

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1

minute or less is the
average wait time to speak
to a triage nurse



15

years of experience in
primary and urgent care
held by TeleCompCare®
doctors

How TeleCompCare® Works

If a workplace injury occurs, and you request medical treatment, your supervisor will direct you to call your workers' compensation carrier's TeleCompCare® contact line. A triage nurse will answer, provide an initial assessment of the injury and evaluate the type of medical care that is appropriate.

If further medical care is deemed necessary, you can be referred to one of TeleCompCare's certified occupational physicians, who can conduct a virtual appointment online via computer, tablet or smart phone. Telemedicine doctors are dedicated occupational physicians who average 15 years in primary and urgent care experience and are board certified, licensed and credentialed.

If you choose not to pursue the telemedicine option, you will be referred to a nearby occupational clinic (depending on state jurisdictional laws) or advised to see your own physician.

The Benefits of TeleCompCare®

- Immediate treatment can occur via a virtual doctor's visit for many workplace injuries, eliminating the need for scheduling and attending an in-person appointment and waiting room delays.
- Virtual doctor visits allow for the ordering of any needed prescriptions or the scheduling of physical therapy to be done promptly and efficiently.
- By connecting you to appropriate immediate quality care, TeleCompCare® can help prevent a minor injury from becoming more complicated and help you keep focused on returning to wellness.

Learn More About TeleCompCare®

Feel free to speak to your supervisor to learn more about the benefits of TeleCompCare®. For more information about your workers' compensation carrier, visit AccidentFund.com, CompWestInsurance.com, 3CU.com or UnitedHeartland.com.

The logo for TeleCompCare, featuring the brand name in a white sans-serif font on a dark blue background. To the right of the text are white icons of a smartphone, a tablet, and a desktop monitor, representing telemedicine technology.

TeleCompCare®

Employee Frequently Asked Questions

What are the hours of operation for nurse triage and telemedicine?

Triage nurses and telemedicine providers are available 24 hours a day, 7 days a week, 365 days a year.

Should the employee still report the injury to their supervisor?

Yes, the employee should first report the injury to their supervisor and the supervisor should conduct their internal investigation as usual. If the employee is requesting medical treatment or is unsure if they need medical treatment, the employee should be instructed to call the TeleCompCare® (TCC) triage nurse.

Does the employee's supervisor need to be on the line or in the room during the nurse triage call and how is the correct employer identified?

When calling the triage nurse, the employee should reference the employer's unique TCC account number. This unique identifier will help the nurse find the correct employer name and location so the claim is set up on the correct policy. The employee provides the triage nurse with their personal information and medical history, so the supervisor should give the employee privacy for the call.

What happens if an employee has an incident, but does not wish to seek medical treatment?

The supervisor/HR representative can report the claim to us online via the appropriate brand claim reporting portal or they can call the nurse triage line. After pushing option #2, they will be directed to our intake department. The supervisor will need to know the employer's policy number to use this option.

How does the triage nurse decide recommended treatment options after speaking with an employee?

With the aid of a computer program, the triage nurse follows evidence-based medical guidelines and specific triage algorithms to determine the proper treatment recommendation. The three treatment recommendations are: Nurse self-care instructions, virtual telemedicine visit or referral to an occupational clinic.

Can an employer choose their own clinic if an employee is referred for treatment?

Absolutely. If the employer already has a relationship with an occupational clinic, the employer should supply this information to our TeleCompCare® team at the time of TCC enrollment and it will be provided to our triage nurse vendor. If a clinic referral is recommended, the employee will be directed or soft channeled (per state laws) to the preferred clinic. In states where a panel is to be provided to the employee, the employee will be referred back to their supervisor to obtain a copy of their employer's panel.

What happens if an employee is recommended to receive treatment via a virtual telemedicine visit?

If the triage nurse recommends a telemedicine visit, they will be transferred to a concierge agent who will help the employee download the virtual telemedicine visit app and create their own personal account. He/she will stay on the phone with the employee until the provider is available.

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What if the employee does not want to participate in a telemedicine visit and would prefer to go to a clinic?

If the triage nurse recommends a telemedicine visit and the employee does not feel comfortable with this option, they always have the choice to decline the telemedicine visit. In this case, the employee will be sent to an occupational clinic or employer's preferred clinic.

How is a return to work addressed during a virtual telemedicine visit?

After the telemedicine visit is complete, the employee will receive an email with instructions to log into the telemedicine application to retrieve their return to work slip which they'll provide to their supervisor/HR rep. A copy of the return to work slip will also be sent to the employer contact listed during initial enrollment.

What percentage of cases are referred for telemedicine, self-care and clinic referral?

On average, 15% of referrals result in a telemedicine recommendation, 43% of referrals are self-care and 42% are referred to an occupational clinic.

How is the first report of injury created after an employee speaks with a nurse?

The triage nurse report is sent to our intake team, where triage information is entered into our claim system and a new loss is created. The employer is no longer required to report the claim separately to AF Group.

Who receives a copy of the nurse triage reports?

The employer can designate who at their company should receive the triage nurse reports for each of their locations. The report can go to several people at each location, however, we will need to obtain a distribution list from the employer.

Is there a cost to use the TeleCompCare® (TCC) program?

If the triage nurse recommends self-care, there is no cost to use the program and the claim is simply recorded. If the nurse recommends treatment such as clinic referral or telemedicine, a charge is applied to the claim file under the medical expense. The employer will not receive a separate bill.

How is the telemedicine virtual appointment paid?

The physician visit is billed and paid to the claim file, the same as an in-person physician visit at a clinic.

How is this program rolled out to an organization?

The TCC team can provide marketing material and support to aid in the rollout to employees, however, the employer rollout is unique to their organization and culture. Typically, TeleCompCare® is rolled out similarly to other employee benefits, like open enrollment. This can be done by distributing the employee marketing packet, posting intranet videos and conducting staff meetings.

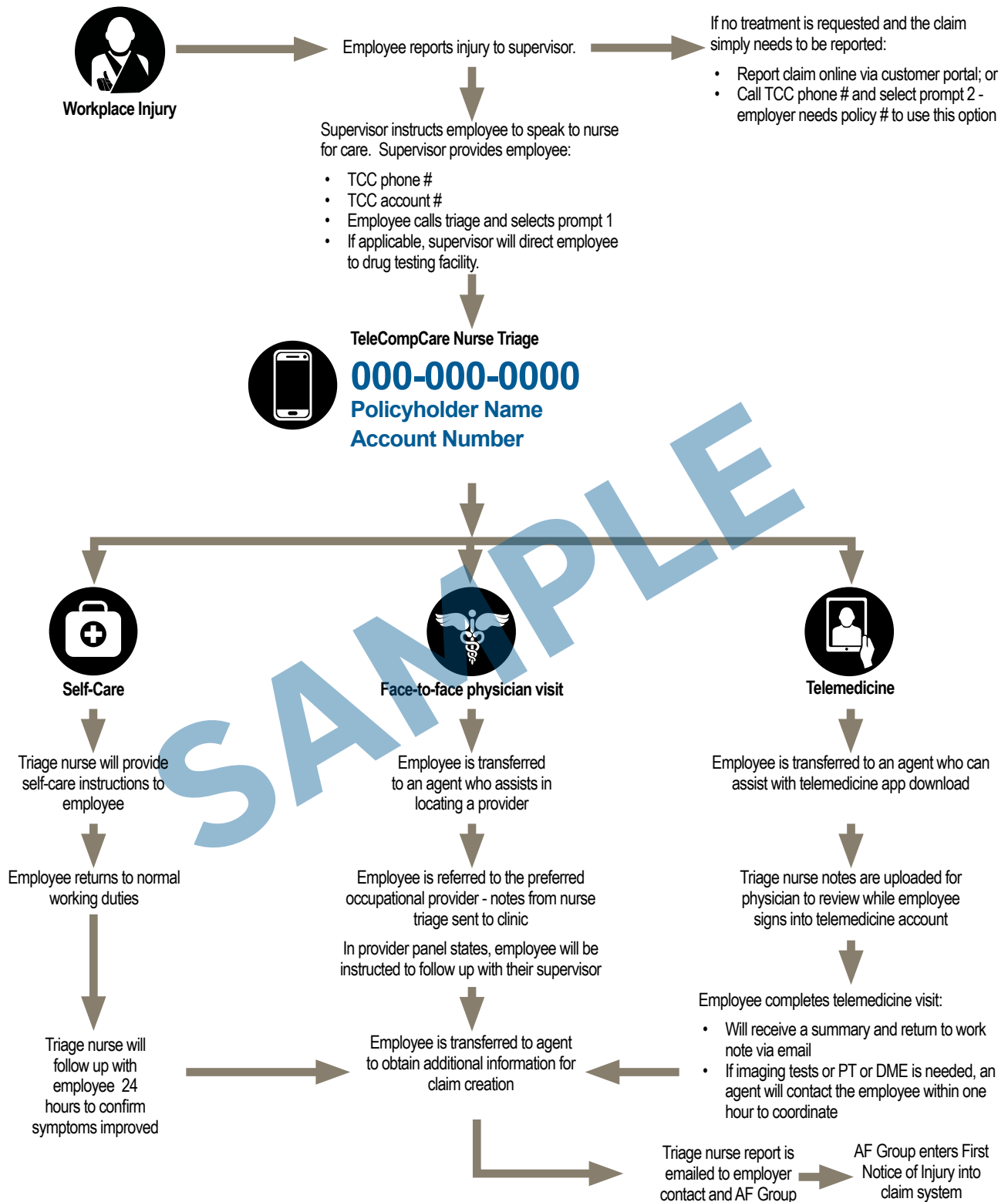
Are there multilingual nurses available to speak with an employee?

Yes, the employee has an option to push #9 to connect to a Spanish-speaking nurse. All other translation services are available as well through our vendor partner.

What is the process if the employer mandates post-accident drug testing?

If post-accident drug testing is a mandatory process for the employer's injury reporting process, the supervisor should provide the employee with instructions on how to complete this (per the employer's policy). The triage nurse will not instruct the employee to submit to a drug test.

TeleCompCare® Workflow



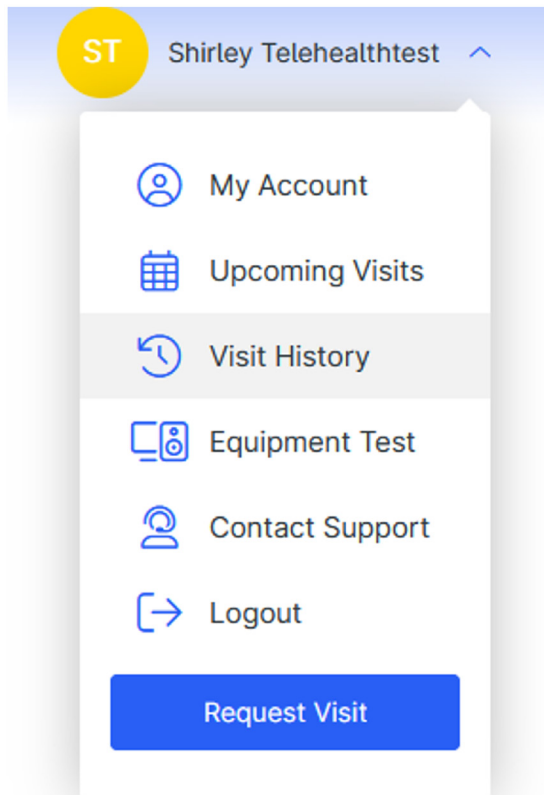
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Telecompcare[®]

Return to Work Note

Instructions for accessing return to work notes after a telemedicine physician appointment.



After a telemedicine visit, injured workers can retrieve their return-to-work note and view their visit summary with the provider by following these instructions:

- Log into the Corvel eVisits telemedicine website
- Scan the top right corner and select the dropdown box
- Select Visit History – this will default to all visits
- Select a specific date
- Access the work note as part of the visit summary

The return-to-work note will also be emailed to injured workers' employer upon completion of their visit.

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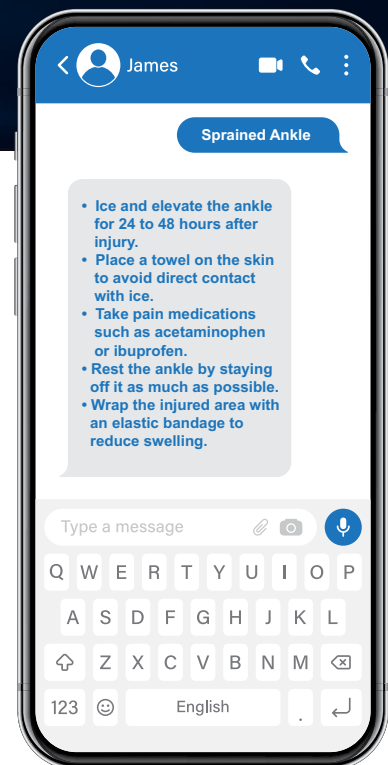


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Self-Care Text Option

AF Group's TeleCompCare® enables an injured worker to report their workplace injury and speak with a registered nurse who will assess the severity of the injury and recommend one of three treatment options: telemedicine, in-person doctor visit or self-care.

If self-care is recommended during a nurse triage call, the injured worker has the option to receive their self-care instructions via text message. After opting in, the injured worker will receive a text with a self-care document link, allowing them to reference this information and share it with their employer. This added option helps avoid confusion and aids the injured worker during their recovery.



Self-care instruction examples for a sprained ankle.



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UnitedHeartland.com/TeleCompCare



CompWestInsurance.com/TeleCompCare



3CU.com/TeleCompCare