

## CompCare On-Call

Virginia Risk Sharing Association (VRSA) has partnered with S1 Medical to offer CompCare On-Call workers' compensation nurse triage and reporting services.

All VRSA members have been enrolled for this service and are encouraged to participate in CompCare On-Call, regardless of the number of workers' compensation claims that are reported each year. The assistance provided by an employer immediately following a work-related incident greatly determines the outcome of a workers' compensation claim (time lost from work, cost, etc.). With CompCare On-Call employees have the opportunity to speak with a registered nurse (RN), immediately following the work-related incident. The RN provides triage services and provides advice to the employee for appropriate care.

The RN will also collect the information necessary to complete the state required Employer's Accident Report. Following the call with CompCare On-Call, an accident report will be sent to the member and VRSA. If these services are utilized, the supervisor / member no longer needs to complete an Employer's Report of Injury, Quick Fax form, or report the claim on line to VRSA.

Nurse triage services have been successful in providing medical assistance to injured employees and significantly reducing workers compensation costs. Members that have enrolled have experienced a reduction in treatment due to home care recommendations where appropriate, panel of physicians being utilized in lieu of emergency rooms, reduction in time employees are out of work, and significant improvement in the lag time for reporting claims.

### CompCare On-Call Services

- VRSA dedicated toll-free number (1-877-234-0898). This number is for VRSA members only.
- CompCare On-Call is available 24-7-365
- Triage advice provided by a registered nurse
- Nurse follow-up with injured employees who receive homecare advice
- Immediate access to a registered nurse
- CompCare On-Call will review the entire panel of physicians with the employee if the employee is not provided a panel by the member. \*\*\*VRSA recommends that members provide the employee with a copy of the panel of physicians prior to calling CompCare On-Call, when possible. Doing so, makes the process easier for the employee and lessens the time the employee is on the phone.
- Option available to report an injury only (without nurse intervention). This is available for supervisors reporting injuries on the employee's behalf, record only claims, employees that do not wish to speak with a nurse, etc.
- Injury reports sent via secure email
- Wallet cards that include the member name and VRSA member number to ensure accuracy of notification and claim set up
- Members will be provided a monthly report of all claims reported.
- Following the call, care instructions are sent via text to the employee when home care advice is provided by the nurse
- When treatment is recommended by the nurse and /or the employee plans to seek treatment, a text is sent to the employee following the call, providing information regarding the physician the

- employee selected from the panel (facility, address, and phone number)
- A Provider Notice is faxed to the panel physician selected by the employee, notifying the medical provider the employee is on the way for treatment. The provider notice includes CompCare On-Call's nurse triage notes and VRSA's Medical First Report form. This form includes VRSA's address, telephone, and fax number for billing purposes. The medical provider will complete the Medical First Report with the employee's work status, fax it to VRSA, and return the report to the employee. The employee will provide the completed report to their supervisor/employer, so the employer is aware of the employee's return to work capabilities or work restrictions.
  - The first fill prescription card is sent via text to employees that seek medical treatment.
  - Easy and efficient method for members to provide employee demographics to CompCare On-Call, which reduces the time employees are on the phone providing this information and ensures accuracy in reporting.
  - *Coming Soon:* A triage phone app for supervisors/managers to download. The app replaces the need for carrying wallet cards; a supervisor may simply pull up the app and touch to call and report an injury. Pictures of an injury may also be uploaded and sent to the nurse to better assist with injuries.

#### Whitelist Domains to Receive Secure Emails

Injury reports will be sent via secure email to members. Registration and a password are not required to view, print, and save these reports. To ensure receipt of the secure emails, please whitelist the following secure email domains:

- S1-medical.com
- Triagenow.net
- Sendgrid.com
- Sendgrid.net

For additional information regarding CompCare On-Call visit our website: [www.vrsa.us](http://www.vrsa.us) or contact Robin Duvall, Director of Workers' Compensation Claims by calling 1-800-963-6800, Ext. 7340 or via email at: [rduvall@vrsa.us](mailto:rduvall@vrsa.us)

## **FOR ADDITIONAL ASSISTANCE WITH WORKERS' COMPENSATION MATTERS PLEASE CONTACT:**



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