What is Workers’ Compensation?

Workers’ Compensation is a state mandated insurance program that covers lost wages and medical treatment resulting from an employee’s work-related injury or illness. It also covers services needed to help an employee recover and return to work. Each claim will be reviewed for eligibility by Yale’s third party administrator, FutureComp.

An employee has been injured. What do I do?

Seek medical attention immediately. If this is an emergency, call 911 or help the injured employee get to the hospital. For non-emergency injuries, most employees go to the Employee Health department, within the Yale Health Center (55 Lock St.) for their initial treatment. If the injured employee will go to Employee Health, either you or the employee should call ahead at: 203-432-7978, to alert them of the impending arrival.

Once an employee reports an injury, you, the supervisor or manager, are responsible for reporting the injury to FutureComp online. Please refrain from making assessments about the injury. Your role is to report the facts as they are explained to you and/or as you observed. FutureComp will investigate the claim. If you have any questions about this process, or concerns about the injury, please contact:

Yale Workers’ Compensation (WC) team in the Absence Management office of Human Resources at 432-9830 or 432-9831

Reporting the injury

From the It’s Your Yale website, type “Workers’ Compensation” in the search bar.

When the results appear, the link for reporting injury will appear right at the top:

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Workers’ Compensation

https://your.yale.edu/work-yale/managers/workplace-health-and-safety/workers-compensation

Reporting an Injury? Employee injury information should be submitted electronically using the Online First Report of Injury form. Once reported, it is...

If you have questions or need help with this form, contact your WC team at the number above.
Please complete the First Report of Injury immediately so the adjusters at FutureComp can begin to gather the necessary information about the claim and initiate the employee’s medical treatment, if necessary. As part of the First Report of Injury intake process, the adjuster will contact both you and the employee after report is received, to gather further details about the claim. Please answer all questions to the best of your ability.

What are the next steps after an employee has come forward with a claim?

- In cases of an injury where specialty care is necessary, injured employees may need to be seen by a specialist. There are a number of specialists affiliated with the Managed Care Provider Network that is approved by the State of Connecticut Workers’ Compensation Commission Chairman.
- Treatment for Workers’ Compensation injuries must be with the active providers on the managed care list. Copies of the list of providers are located at Employee Health, the Absence Management office at 221 Whitney Avenue, and can also be found on the Workers’ Compensation web site: https://your.yale.edu/work-ya...safety/workers-compensation
- When a decision is made about the claim (approved or denied), you and your HR Generalist will be notified by your Yale WC team through an email communication.

What is my role throughout an active and approved claim?

If you hear from the injured employee, offer support throughout the recovery process. This will have a positive impact on the employee’s response to the injury and can potentially lead to a quick recovery and return to work.

Note that every employee who is out of work due to a work-related injury is advised that they must contact their direct supervisor to provide an update after every doctor visit, specifically regarding their out-of-work status, if there is an approximate projected return to work, and also to inform you of the date of the next doctor’s appointment. If you do not hear from the employee, please contact your Yale WC Team to obtain status updates, and receive guidance on next steps.

What is my role after a claim has been denied?

If the employee is absent from work and continues to be out, they will be contacted by the Absence Management team in the office of Human Resources and asked to complete the necessary paperwork for a leave of absence. If you are in touch with the employee, you may also recommend they contact the Employee Services Center, to obtain paperwork for a leave of absence, if there is a continued need to be out of work continuously.

How do I track the absences, and/or pay for an approved claim?

Workers’ Compensation payments are approximately 66% of an employee’s average weekly wages. The payments are distributed by FutureComp. Employees have the option of supplementing with their
accruals to restore their weekly pay to no more than 100% of pre-injury earnings. There are some different processes regarding supplementing based on the various applicable collective bargaining agreements.

**Local 35:** Members of Local 35 will supplement with sick time unless they request not to do so. The supplement will be added to each weekly timecard. If you notice the supplement is missing from the injured employee’s timecard, please notify us.

**Local 34, Security:** Employees in these bargaining units may request to supplement with paid time off accruals by submitting a request to workerscompensation@yale.edu, or by calling our internal WC team.

**Police:** Officers and M&P Command Staff will be supplemented by the department and will not have to use any of their accruals.

**M&P, Excluded CT:** Employees may request to supplement with paid time off accruals by submitting a request to workerscompensation@yale.edu, or by calling our internal WC team.

**Note:** For those working 37.5 hours per week, the amount of supplement is 2.5 hours per day.

Your Yale WC team will input the proper tracking codes into Kronos when a claim has been approved. You will notice that all related codes have the word “tracking” as part of their designation. These code entries track time away from work and are not affiliated with pay.

**Kronos tips**

For the date of the injury, employees are to be paid in full by the department, no matter what time the injury occurred. Kronos should always reflect Hours Worked for that day.

For continuous absences longer than 1 day, the State of Connecticut has a 3-calendar day waiting period before compensation may be collected for an injury covered under workers’ compensation. The day of the injury does not count towards the 3-day waiting period. During the waiting period paid time off accruals may be used in full (days 1-3 after the injury).

- Note: as this is a calendar day waiting period, if the employee is not scheduled to work Saturday or Sunday, accruals would not be used over the weekend. For example, if an injury occurred Friday, the waiting period would be Saturday (day 1), Sunday (day 2) and Monday (day 3). Accruals would only be used for Monday.
- For an employee out of work for 7 days or longer, an approval may be issued retroactively to begin on the date after the injury (above referenced “day 1”). Your Yale WC team will adjust the timecard accordingly.

Most employees return to work the next day. Employees can continue to obtain medical treatment for an approved claim, if they are working. For time away from work due to medical appointments, physical therapy, or medical evaluations you, as the manager or supervisor, should enter the pay code of Dept.
Paid WC into Kronos. For these appointments, employees are paid as if they are working and should not be asked to use any paid time accruals.

My injured employee has notified me that they can return to work with modified duty. What do I do?

If an employee is returned by the doctor to temporary modified duty, the employee will have written parameters of the restrictions. Your Yale WC team and the FutureComp adjusters are here to help, once the employee is released to modified work. Please consult with your Yale WC team or your HRG in coming to agreement with the employee about a temporary modified assignment. In cases of permanent restrictions, we partner with the Office for Equal Opportunity Programs, through its Accommodations Program, to assess ability to return to work and/or modifications that allow for return to work.

My injured employee will not be able to return to work. What do I do?

In these cases, we will work together with you and your HR Generalist on next steps.

Your Yale Workers’ Compensation team is here to answer any of your questions or discuss concerns. Please call us at: 432-9830 or 432-9831