PROCESS for WORKERS' COMPENSATION

Employee

1. Encounters an on- the-job injury or illness

2. If urgent, call 911 or go to the Emergency Room. Otherwise, inform Manager of injury and then calls CorVel at **833-400-7222**

4. CorVel assists employee determining best course of treatment including: self care, Telehealth, visiting Yale's Employee Health

7. Receives notification from adjuster to obtain additional information and communicates next steps.

8. If approved, continues with treatment
If denied, files Leave of Absence with The Standard

CorVel

3. Registered nurse conducts initial intake of medical issue and recommends treatment options

5. If outside treatment is recommended, claim is assigned to an adjuster (after manager completes claim) for a 3-point contact to the employee, manager, provider. After contact are made, a review of claim details and medicals will determine compensability.

6. Adjuster communicates decision to the employee.

Manager

1. Receives notification of an on-the-job injury or illness from employee

If manager is nearby, speaks with CorVel after employee initiates claim

If manager is not nearby, completes claim by calling 1-833-400-7222, press option #2 as soon as they are able.

7. Manager will be notified if the claim is denied. Any need to continue to miss work should be handled through a nonwork LOA.

After Initiating a Workers' Comp Claim

MANAGER

- If receives a Form 30C, forwards to Yale's Workers' Comp team *immediately*.
- Is responsive to claim inquiries.
- Raises questions or concerns to CorVel and WC Manager.
- Partners with Yale's Workers' Comp team and CorVel for return to work.
- Ensures employee reaches out to after every office visit to inform manager of new work status and next office visit.

EMPLOYEE

- If not working, keeps in touch with manager and CorVel regarding work status and next medical appointments.
- If working, keeps in touch with Yale manager and CorVel adjuster regarding all appointments related to the claim.
- Utilizes the CorVel app (CorVel My Care) to manage their claim.

CorVel

- Coordinates medical appointments in partnership the employee.
- Is available to answer University inquiries.
- Ensures employee receives benefits.
- Works with employee and medical providers to support a safe return to work.