

# REPORTING OF INJURIES

## INJURED WORKER RESPONSIBILITIES

If, as a result of a **work related injury** or illness, you require immediate medical attention, you should proceed to the nearest emergency medical care facility or call 911 for assistance.

You should notify your supervisor immediately (no later than 24 hours).

**Claims can only be reported by a supervisor. Employees cannot call in their own claims!**

After the claim has been reported, a case manager will assist you in obtaining medical care, finding a physician or getting you the appropriate follow-up care. You will be asked to choose an authorized treating physician who will supervise your medical treatment to ensure you are receiving high quality, appropriate care.

## SUPERVISOR RESPONSIBILITIES

As soon as possible after the injury is reported, call Amerisys with the following information:

- ✓ Name and Address of the Injured Employee
- ✓ Name, Address and Telephone Number of Employing Agency
- ✓ Employee's Job Title & Immediate Supervisor
- ✓ Employee Social Security Number
- ✓ Employee's Monthly Wage
- ✓ Date, Time & Location of the Incident
- ✓ Description of Incident
- ✓ Type of Injury (cut, scrape, burn, etc.)
- ✓ Witnesses that were Present
- ✓ How long Injured Employee has been out of work

Call Toll Free: **AmeriSys at 1-877-656-RISK (7475)**  
**24 Hours a Day/ 7 Days a Week**

## DISPUTE RESOLUTION

AmeriSys Managed Care will respond to any dissatisfaction regarding a network provider or managed care service under the employer's plan. If you have a complaint, please contact **AmeriSys Managed Care at 678-781-2848 or 800-900-1582**. The Dispute Resolution Coordinator will discuss your complaint with the appropriate party. The Dispute Resolution Coordinator will respond to you within 24 hours, or the next working day.

A written complaint regarding claims practices or provision of services concerning the Managed Care Plan or its network providers may be sent in writing to:

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**AmeriSys Dispute Resolution Coordinator**  
5 Dunwoody Park, Suite 118  
Atlanta, Georgia 30338

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If the dispute cannot be resolved within 30 days of a written notice by the Managed Care Dispute Resolution Procedure, any party may request intervention by the State Board of Workers' Compensation.

**Please note: If your dispute involves the payment of benefits or aspects of your claims not directly related to the provision of medical care, contact DOAS Risk Management for assistance by calling 404-656-6245 or 877-656-RISK (7475) and select Option#3.**