

Workers' Compensation for BEMS Employees

OVERVIEW

In an effort to ensure that Commission employees receive quality and timely treatment after a work-related injury, the City of Boston's Workers' Compensation Department has developed a Preferred Provider Arrangement (PPA) with one of the best occupational health centers in Boston. This provider will:

- treat the employee within 24 hours of an injury
- be able to provide on-going treatment for the injury upon request

The main benefit of this program is that the doors to this provider will be open to Commission employees immediately following an injury, and timely treatment by a specialized physician will take place within 24 hours of an injury.

KEY POINTS

- If injured on the job, the first scheduled appointment ***must*** be with a provider from the City's PPA. There is currently one provider:

New England Baptist **(617) 754-5620**

- The only time that a provider other than the one listed above can be used are in case of emergencies (for example: life threatening, bleeding, head injuries, severe fractures, needle sticks). Follow-up care must be scheduled with a PPA.
- If an employee has lost time from work due to a work-related injury and has not been notified that they are to receive worker's compensation benefits, they should notify the Workers' Compensation Office at (617) 635-3193. This will expedite the decision regarding their benefits.
- The goal of the Worker's Compensation Office is to ensure that eligible injured employees receive quality medical services and benefits, and that they are able to return to their regular job as soon as possible. A Claims Manager will remain in constant contact with the employee. The employee is required to maintain contact and provide necessary information to the Claims Manager.
- Transitional modified work may be offered by the Commission to employees who have been injured on the job and are capable of returning to work on a modified basis. A Claims Manager will notify an employee if they are eligible for modified work.

PROCESS FLOW

- Step 1** When an injury occurs, depending on the seriousness of the injury, a ***City of Boston – Workers' Compensation Services Report of Occupational Injury or Accident Report*** must be completed by the injured person or their supervisor. This form includes all of the information that Workers' Compensation needs to process a claim. This form should be completed in its entirety. If any information requested is unknown, leave the line blank. This will not prevent an accident report from being forwarded to Workers' Compensation. A supervisor's signature is requested solely for the purpose of

notification that an injury occurred. A supervisor's signature does not indicate that the supervisor agrees/disagrees with the report, nor does it indicate that the supervisor witnessed the accident.

- Step 2** The supervisor taking the reports shall ensure that they are legible and as detailed as possible. The completed reports and all medical paperwork will then be forwarded to the Workers' Compensation Liaison (Ms. Nancy Laughter) at BEMS Headquarters.
- Step 3** When the Workers' Compensation Office has been notified of the injury, a Claims Manager contacts the employee and the Commission, should time be lost from work. The Claims Manager is available to provide information to explain benefits and answer any questions.
- Step 4** Expenses incurred for an accepted work-related injury will be covered by the Workers' Compensation Office regardless of whether time has been lost due to the injury. Generally, salary replacement benefits for accepted work-related injuries are given only if the employee has lost 5 days or more. However, BPPA-EMS members may be entitled to supplemental compensation in certain situations. BPPA-EMS members should consult their union contract regarding the conditions under which supplemental compensation may be approved.
- Step 5** A letter from the Workers' Compensation Office is sent to the City Auditor's Office and to the Commission's Payroll Administrator stating when the employee will appear on the injury payroll, amount of benefits, and whether or not the employee will continue on the injury payroll. If the employee is entitled to Sick/Vacation time restoration, it will be indicated in this letter.
- Step 6** Workers' Compensation pays an employee up to sixty (60) percent of their salary and the Sick/Vacation time will be restored at the same rate (up to 60%). However, BPPA-EMS members may be entitled to supplemental compensation in certain situations. BPPA-EMS members should consult their union contract regarding the conditions under which supplemental compensation may be approved.
- Step 7** While an employee is receiving Workers' Compensation salary benefits and is enrolled in a group health plan with the Commission, the employee is responsible for paying his/her portion of the premium. If the payment is not received, the health insurance coverage will be terminated.
- Step 8** A RETURN TO WORK CARD is issued by workers' compensation upon a physician's clearance for the employee to return to work.

****NOTE** – If an employee is DENIED Workers' Compensation, a letter is sent to the employee by the Workers' Compensation Office and a copy is forwarded to the Human Resources Office.