

City Manager's Office
Administrative Order No: 007
Issued: 1991
Revised: 10/03; 8/05

Approved by Marc S. Grisham
City Manager

Subject: Workers' Compensation Claims Processing and Coordination with Departments

Policy:

It is the City's policy that all workplace injuries/illnesses are to be promptly reported to both the Human Resources Department and the City's claims administrator (Municipal Pooling Authority).

Purpose:

Coordinate the reporting of workers' compensation claims.

Procedure:

Employees injured on the job will immediately report the injury to their supervisor. The employee and the supervisor will then call the RN First Call number to report the injury and receive medical guidance. If no supervisor is available, the employee shall call RN First Call him/herself and follow the direction provided, and the employee is still responsible for notifying the supervisor as soon as possible.

The Human Resources Department is the department of record for all workers' compensation claims and claim related tasks.

Upon reported industrial injury or illness the initial documentation will be completed by the nurse at the RN First Call program. That documentation will be e-mailed to Human Resources staff and Municipal Pooling Authority (MPA) so the claim can be opened. Human Resources will notify the supervisor of the reported injury if it is indicated that no supervisor was involved in the initial call. Within one business day, Human Resources will forward that paperwork and the Supervisor's Report of Injury/Illness to the supervisor for completion and return. The supervisor is to complete the Supervisor's Report and attach any additional documentation such as witness interviews, photographs of the accident site, medical work status reports for the employee and the like. The Supervisor's Report is to be completed and returned to Human Resources within five (5) calendar days. Human Resources will complete the claim processing and provide MPA with the appropriate documents for claim administration within one business day of receipt of the Supervisor's Report. All subsequent documents, including work status reports, are to be immediately forwarded to Human Resources.

Human Resources staff will serve as the liaison between the City and MPA in all matters related to workers' compensation.

When an employee is released to return to work after an industrial injury the employee's supervisor will work with Human Resources to ensure eligibility to return. This is particularly true in the event of a release to Temporary Transitional Work (see Administrative Order No. 011).

Department Directors will confer with the Human Resources Director prior to imposing any disciplinary action upon an employee with an active workers' compensation claim.