

# Workman's Compensation-Employee Injury

## • How To Report A Claim

1. With the addition of the Nurse Triage Program, workers' compensation claims are no longer reported on the Alliance website.
2. To report a workers' compensation claim, call the Alliance at 1-888-CLAIM-89 (1-888-252-4689) and Press 2 for the Alliance nurse triage if you have not obtained medical treatment. Press 3 to report a workers' compensation claim if treatment has been obtained. Employees with severe injuries should immediately seek medical treatment or call 9-1-1.
3. A member of the Alliance support staff will submit the claim with you over the telephone. Please note that you will need details such as the injured employee's date of birth and date of hire.
4. The on-call triage nurse line is available 24 hours a day, 7 days a week, and Alliance support staff is available from 7 a.m. to 5 p.m.
5. When injured employees call in to speak with an on-call triage nurse, their supervisor and/or site nurse should also be on the call.
6. If the injured employee has a minor injury, that does not need to be reported to the Alliance. District staff should instead complete the Supervisor's Incident Report with the injured employee.

## Notes on Reporting Claims

7. All work-related injuries should be reported as soon as possible, but no later than ten (10) days after the date of injury.
8. Time-loss claims should be reported within twenty-four (24) hours.
9. Deaths must be reported immediately to the Alliance via telephone at 1-888-CLAIM-89 (1-888-252-4689), and to the Industrial Commission of Arizona (ICA) at (602) 542-1839.
10. Please note that as of January 1, 2015, employers are required to report the following to OSHA:
  - all work-related fatalities;
  - all work-related inpatient hospitalizations of one or more employees that occur within 24 hours of a work-related incident;
  - all work-related amputations; and
  - all work-related losses of an eye.

Work-related fatalities must be reported within eight hours of learning of them. Work-related inpatient hospitalizations of one or more employees; amputations; or losses of an eye that occur within 24 hours of a work-related incident must be reported within 24 hours of learning of them.

Some limitations to these requirements apply. For more information regarding the changes, please contact OSHA at (800) 321-OSHA (6742) or [www.osha.gov](http://www.osha.gov).

## The Adjustment Process

Once a new claim has been reported, the Alliance will investigate and manage the claim, up to and including the issuance of checks.

Upon receipt of a claim, the Alliance will begin an investigation to determine if the claim should be paid. The Alliance has twenty-one (21) days to accept or deny a claim from the date of the ICA notification.

Timely and accurate reporting of a claim is imperative to prevent improper claim denial, and to avoid compromising the member's right to successfully adjudicate a questioned claim.



# ALLIANCE

## ON-THE-JOB INJURY?

If you sustained an on-the-job injury, and your injury is not life threatening or does not require immediate medical attention, contact the Alliance on-call triage nurse.



If you are an injured employee and have already received medical treatment, call the number on the right and press 3 to report the claim.

**1 (888) CLAIM-89**  
(1-888-252-4689)

Available 24 hours a day, 7 days a week



## ¿LESIÓN EN EL TRABAJO?

Si sufrió una lesión en el trabajo, y su lesión no es potencialmente mortal o no requiere atención médica inmediata, póngase en contacto con la enfermera de triaje del Alliance.



Si usted es un empleado lesionado y ya han recibido servicios médicos, llame al número en la derecha y presione 3 para reportar la reclamación.

**1 (888) CLAIM-89**  
(1-888-252-4689)

Disponible las 24 horas del día, los 7 días de la semana