


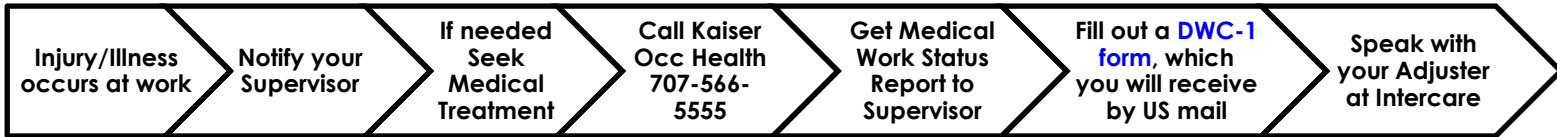


Employee Workers Compensation Quick Guide

Report your Injury Immediately  Seek Medical Treatment; Kaiser Occupational Health 707-566-5555. If urgent, go to the Emergency Room  Communicate with your Department about your Work Status 

Department HR Contact: _____

Have More Questions? Contact us at workcomp@sonoma-county.org



I've been Injured, and I've been Placed Off Work or given Modified Duty and have questions:

Question	Who to Contact
I need medical care. Where do I go?	If you need medical care, please contact Kaiser Occupational Health to schedule an appointment at 707-566-5555 . If you need urgent/emergency care, please go directly to an emergency room and notify your department.
Is Kaiser the only option for treatment under Workers' Compensation?	No, you can treat with any provider if they are willing to work within in the workers' compensation system, which means they need to comply with statutory reporting requirements and work under the State's established fee schedule for services. Be sure to ask if they accept Workers' Compensation before choosing a provider.
Who is our Workers' Compensation Insurance Carrier?	Intercare Holdings Insurance Services Inc.—Rocklin, CA 916-677-2500. Mailing address: P.O. Box 211012 Eagan, MN 55121. The claims adjusters are assigned cases by last name: A-C Valerie Parks 916-780-9717, D-H Christian Covey 916-677-4363, I-McV Fernando Gomez 916-780-3606, Me-Ri Dawn Andersen 916-781-5698, Ro-U Melinda Long 916-780-3615, V-Z Victor Gonzales 916-677-4356
Who do I give my medical notes (Work Status Reports) to?	ASAP to your Supervisor and/or your Department HR Contact. You are responsible for bringing in your work status reports after every medical appointment. Failure to do so may delay or result in loss of workers' compensation benefits.
My doctor placed me on Modified Duty; now what?	The Department will discuss with you if they are able to accommodate your work restrictions under the County's Temporary Transitional Duty Program. For full policy, visit the County's Website: https://sonomacounty.ca.gov/administrative-support-and-fiscal-services/human-resources/employee-resources/administrative-policy-manual/6-3-ttrd-policy
How long will it take for me to know the status of my workers' compensation claim?	If you are working Temporary Transitional Duty or are placed off work due to your injury within 14 days of turning in your DWC-1 form, Intercare will send you one of three notices letting you know the status of your claim. The notice will tell you if your claim is accepted, denied, or if your claim is placed on delay for further review.
What does it mean if my Claim is Accepted?	You will receive medical care paid for by your employer, which includes doctor visits and other treatment services, tests, medicines, equipment, and travel costs reasonably necessary to treat your injury. Other benefits can include Temporary Disability Benefits (TD), Permanent Disability Benefits (PD), Supplemental Job Displacement Benefit (SJDB), and Death Benefits.

<p>What does it mean if my claim is Denied?</p>	<p>Currently, your claim is not eligible for workers’ compensation benefits. The letter from your claims adjuster will state the reason for the decision and how to challenge the decision if you disagree. The County also has other programs to assist you if you need help seeking medical care through County offered Benefits and the EAP program. Reach out to your Department HR contact for more details.</p>
<p>What does it mean if my claim is Delayed?</p>	<p>Claims are typically delayed because further information is needed to make a decision. At this point, your medical care under workers’ compensation will continue for up to \$10,000, but as the claim is still under review, no wage replacement benefits are owed. A determination will be made within 90 days and 75 days on presumption claims. Your delay letter will specify the decision date.</p>
<p>If my claim is accepted and I’m placed off work, how do I get paid?</p>	<p>Regular full-time safety officers receive wage replacement benefits per CA Labor Code 4850. When placed off work, non-safety employees can receive up to 2/3 of their average weekly wage after an initial 3-day waiting period. The other 1/3 of pay will come from employees' own accruals per their MOU. Refer to the Employee Relations Division website for Labor Agreements or Salary Resolution. Your wage replacement benefits will be provided on your regular paycheck and pay periods.</p>
<p>Does workers’ compensation cover my time for my Doctor’s appointments?</p>	<p>No, the time used to attend appointments is not paid through workers’ compensation; you will use your own accruals for medical appointments. Travel to and from appointments is covered; you can be reimbursed for mileage. Keep track of your mileage and expenses on the form provided by your Claims Adjuster.</p>
<p>Short-Term Disability (STD)— Check your MOUs if you participate in this program (SEIU, ESC, SCPA, Unrepresented Confidential-Salary Resolution)</p>	<p>Employee-paid benefit through certain bargaining units. For more information, contact Dublin Insurance at (800) 824-3316 and refer to the Employee Relations Division website for Labor Agreements or Salary Resolution.</p>
<p>Long-Term Disability (LTD)—your work comp claim is ongoing, and your temporary disability payments have maxed out (most claims TD is maxed at 104 weeks)</p>	<p>LTD is provided by The Standard or PORAC, depending on bargaining unit. Visit the County Website for more information: https://sonomacounty.ca.gov/administrative-support-and-fiscal-services/human-resources/divisions-and-units/disability-management-unit/service-directory/long-term-disability Plan A: The Standard Insurance Company 1-800-368-1135 Plan B: Peace Officers Research Association (PORAC) 1-800-827-4695</p>
<p>Questions about your continued payments of your Health Insurance plan if placed off work</p>	<p>If you are receiving Temporary Disability Payments, per the Medical Leave Policy, The County provides a continuation of active benefit coverage (including medical, dental, life, vision, and LTD) for 13 pay periods (26 weeks) of unpaid leave per illness or disability. During this continuation period, the County will continue paying the County portion of the health benefit premiums (including medical, dental, life, vision, and LTD), and the employee is responsible for paying the employee portion. Check with your department's payroll clerk for more information.</p>
<p>Specific Questions about Your Claim</p>	<p>Reach out to your Intercare Claims Adjuster (reference back to question “Who is our Workers’ Compensation Insurance Carrier” for contact information). If you are represented by an attorney, you will need to contact your attorney.</p>
<p>Wanting to know more about the Work Comp process</p>	<p>Don’t hesitate to get in touch with your department HR contact or email workcomp@sonoma-county.org with questions or concerns. You can also Visit the Department of Industrial Relations website at https://www.dir.ca.gov/dwc/ and review the Guidebook for Injured Employees. You can also contact the Information and Assistance Unit Local Santa Rosa District Office at 50 D Street, Room 420, Santa Rosa, CA 95405, 707-576-2391, or call the DWC Information Services Center at 1-800-736-7401 to speak to a live representative.</p>