

Supervisors Workers' Compensation Quick Guide

Employee Reports an Injury, Report Injury to Online Injury Reporting Tool
www.intercareins.com



Ask if EE needs Medical Treatment. If yes, Kaiser Occupational Health, 707-566-5555. If urgent, get EE to the Emergency Room



Communicate with your Department HR Contact



Department HR Contact: _____



- Supervisors are an employee’s first point of contact for incidents at work and should assist the employee in obtaining prompt medical attention when they have a work-related injury or illness.
- Documentation for the injury, including the [AIIR report](#) and the Supervisor's Report using the Online Injury Reporting Tool at www.intercareins.com, should be completed and submitted prior to the end of the shift during which the injury was reported whenever possible and no later than 24 hours after the injury is reported.

Question:	Who to contact:
EE would like to seek medical treatment	If urgent, don't delay and get them to the Emergency Room. Otherwise, have them call Kaiser Occupational Health, Santa Rosa Office- 707-556-5555, Petaluma office—707-765-3800
EE declines medical treatment - do I still fill out a report?	<u>ALL</u> workplace incidents, exposures, and injuries require that an Accident / Incident Investigation Report (AIIR form) form be completed and sent to Safety and Health Safety.Health@sonoma-county.org . If you provided any onsite first aid treatment, or the incident is an exposure to a potentially harmful material, or EE becomes ill from something on the worksite, then YES you will complete an Injury Report with the Online Injury Reporting Tool at www.intercareins.com
What is an incident only compared to first aid?	Incident Only is when the EE states they have no injury, do not want/need medical treatment, and are just reporting the incident for it to be “on record”. For incident only, you only need to complete an AIIR form . For anything else, including first aid*, or exposure to a harmful material (chemicals, blood-borne pathogens, etc.), you will need to complete an Injury Report with the Online Injury Reporting Tool at www.intercareins.com along with an AIIR form *first aid is any one-time treatment at the work site—bandages, gauze pads, ice packs, removing splinters, drinking fluids to relieve heat stress...etc.
What is the Employer’s date of knowledge on a Supervisor's Report of injury?	The date of employers' knowledge of injury is the date the employee tells you that they want, are seeking, or have sought medical care for an injury in the workplace. If EE has already reported an incident only because EE wasn't aware they had an injury at that time, then the prior date continues to be the date of injury, but the date of employers' knowledge of the injury will be the day the EE informs you they want, are seeking, or have sought medical care.
EE brings back a medical note, typically called a Work Status Report, that places them off work	For each medical appointment, the employee must return with a Work Status Report. Do not permit your employee to resume working without reviewing the work status report. If the work status report indicates the EE should not be working, do not permit your employee to

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resume work. Forward all medical notes to your department HR contact ASAP for further direction and discussion.

<p>EE brings back a medical note that gives them restrictions</p>	<p>Forward all medical notes to your department HR contact ASAP. If the work status report indicates the employee can return to work with limitations, you will be involved in the employee’s recovery by developing transitional work. Your HR contact will be in contact to discuss the reasonable accommodation process and our Temporary Transitional Duty Policy.</p>
<p>EE brings back a medical note that returns them to work full duty with no restrictions</p>	<p>If the work status report indicates the employee can return to work without limitations, allow the employee to resume working normally. Forward all medical notes to your department HR contact ASAP.</p>
<p>Should I stay in contact with my EE while they are off work?</p>	<p>Stay in contact with your employee when you become aware that they will be off work and maintain contact so that you will always be aware of their work status/work restrictions and estimated return to work date. Do not expect or permit your employee to work if they are placed off work</p>
<p>EE has questions about filing for Workers’ Compensation or general questions about their Claim.</p>	<p>Have EE contact Disability Management with the County’s Central HR team at workcomp@sonoma-county.org</p>
<p>How is my EE paid when off work due to their injury</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. Wage replacement benefits will be provided on the EE’s regular paycheck and pay periods.</p>
<p>Your Employee has future medical appointments related to their claim</p>	<p>Medical costs and mileage are covered, but time away from work is not. The EE should schedule their medical appointments outside of work hours if possible; if that’s not possible, communicate with your EE to coordinate their attendance. Your EE will use sick leave or available accruals to be paid for the time away from work, in accordance with their MOU.</p>
<p>EE has specific questions about their Workers’ Comp claim</p>	<p>Have EE contact 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</p>
<p>EE Claim was delayed or denied</p>	<p>Sometimes, a claim that should be accepted is delayed or denied because the employee did not provide the necessary releases or information to support the claim, which results in unnecessary delays. The delay or denial letter will have the details of why the claim was delayed or denied, and the employee should call the adjuster for further clarification on what they need to do next if they wish to continue pursuing their claim.</p>
<p>Want to know more about workers compensation</p>	<p>Visit the California Department of Industrial Relations Injured Workers’ Section and review the Guidebook for Injured Employees for additional information. You can also reach out to your department HRL or email workcomp@sonoma-county.org with questions or concerns.</p>