Diocese of Owensboro

WORKMAN'S COMPENSATION PROCEDURE

STATEMENT

The Diocese of Owensboro and its parishes and schools seek to provide a healthy work environment for all employees. Employees must observe all safety policies, regulations, and requirements. Employees must report promptly all emergencies, accidents, and unsafe conditions to the pastor, parish, employer, supervisor, or human resource department.

The Diocese of Owensboro provides workers' compensation coverage to every employee because of an incident or injury arising out of and in the course of employment. Employees are required to report any work-related injury or illness to their pastor or employer immediately, but no later than 24 hours after the incident.

The *State of Kentucky Workers' Compensation Act* ensures that employers provide certain benefits to employees for medical expenses and lost wages resulting from work-related injuries or illness. Under the law, Workers' Compensation will pay for lost wages after a 7-day waiting period. Employees may use available vacation or sick time for the 7-day waiting period.

Time off for injury or illness covered by workers' compensation runs concurrently with FMLA and is counted as FMLA leave. Periodic doctor's reports may be required during the leave, and a written doctor's release may be necessary for an employee to return to work.
This procedure applies to all Diocese of Owensboro employees.

PROCEDURE
REPORTING A WORK-RELATED INJURY OR ILLNESS

For work-related injuries or illnesses that are life-threatening to an employee, or that otherwise render the employee non-ambulatory, the employee's supervisor or designated employee must call 911 immediately.

In the event of other work-related injuries, the employee must **promptly** report the injury or illness to his or her supervisor, pastor, employer, or the location's human resource or payroll designee. The claims can then be officially submitted to Church Mutual through the Nurse Hotline, online or email. After submitting a claim, the location will receive an acknowledgement form with a claim number which the employee will use for treatment.

Church Mutual has a workers' compensation process that we are encouraged to utilize, which is the Nurse Hotline. Below are the steps to access the Hotline. The Nurse Hotline enables nurses to recommend treatment and initiate the reporting process.

How Church Mutual's Nurse Hotline works:
Step 1: Call the 24/7 Nurse Hotline at (844) 322-4662 when a non-life-threatening injury occurs.
Step 2: The nurse makes a recommendation for treatment.
Step 3: The location receives an update. Employees get follow-up.
Step 4: Incident is documented. The claim process is automatically started.

If not using the Nurse Hotline, please follow the guide below to file a claim:

- **Claim Reporting Options for Email/Online**
  - Email: claimsintake@churchmutual.com OR
  - Online: Report a Claim (churchmutual.com)

The online reporting option includes a separate field that requires completion. Both the online and email options must consist of **the employer's location information and FEIN (Federal Identification Number). A copy of the online, email report or report of injury form should be emailed to mary.hall@pastoral.org.**

If reporting a claim online:

- Visit churchmutual.com, click on Claims Center, and select the "file a claim online" option.
- The drop-down box will give options on what type of claim you are submitting- choose Worker's Compensation.
- The next option will be to provide the state where the injury occurred.
- You must click on the "I'm not a robot" box.
- A Fraud Warning page will then appear, and you must click on 'I agree" at the bottom of the page to move onto the next page.
- Complete all demographics, including employee, occurrence, incident, medical, and witness information.
- Click Submit when complete.

***PLEASE NOTE** - To be eligible for workers' compensation benefits, an employee must receive medical care for their work-related illness or injury.

SEEKING MEDICAL ATTENTION/TREATMENT

Employees must take a "***Healthcare Provider form***" with them when seeking treatment for a work-related injury/illness to expedite proper processing and claims information. ***The Healthcare Provider form*** should be completed and signed by the employee's pastor, supervisor, employer, or the location's human resource or payroll designee. The following information may be given to the medical provider for billing:

ESIS Central Billing
PO Box 6561
Scranton, PA 18505
Billing phone Number: 855-219-1964

The Diocesan location must contact the Nurse Hotline or submit a "***First Report of Injury*** **form" online or by email** for any work-related injury or illness no later than 24 hours after the incident to Church Mutual.

INVESTIGATING A WORK-RELATED INJURY/ILLNESS

The employee's supervisor or the appropriate designee must investigate an employee's claim of a work-related injury or illness. The supervisor or the appropriate designee must report the injury or incident whenever the employee suffers a work-related injury or disease, even if the employee did not lose time from work on account of the injury or illness, and even if the employee does not intend to pursue a workers' compensation claim.

WORKER'S COMPENSATION BENEFITS

When an employee starts receiving workers' compensation benefits, and how much they will receive in benefits, depends on applicable law and the duration, nature, and extent of the injury/illness. Upon reporting a work-related injury/illness and filing a claim for workers' compensation, the employee will receive additional documentation from their pastor, supervisor, employer, or the location's human resource or payroll designee and/or *ESIS (on behalf of Church Mutual Insurance Company)*, regarding his or her eligibility for and receipt of workers' compensation benefits, as applicable.

RETURN TO WORK

Employees are required to provide their supervisor, pastor, employer, or the location's human resource or payroll designee with written confirmation from their medical provider of their ability to return to work, with or without restrictions. Such documentation shall consist of the medical provider completing a work status report form that, at a minimum, identifies all limitations to regular job duties. (Including the basis for and duration of such limitations). This form should be submitted to the employee's diocesan location & the diocesan location must send a copy of ESIS (on behalf of Church Mutual Insurance Company) after each physician/provider visit to assist in evaluating an employee's return to work options. The Diocese of Owensboro Human Resource Department will consult with the diocesan location to discuss the restrictions, including whether a transitional position is available, in accordance with applicable law and Diocese procedure.

Claim Handling Office Directory for Church Mutual Insurance Company

Service Office Physical Address	Mailing Address	VP Claims	Claim Supervisor
Virginia Claims Office 4900 Cox Road, Suite 250 Glen Allen, VA 23060 800 830-6823 (Tel)	P.O Box 6560 Scranton PA 18505	Richard Bailey richard.bailey@esis.com 804-346-3670	Laura Hilbert laura.hilbert@esis.com 804-346-3667

Billing information for ESIS managed claims:

Esis Central Billing
PO Box 6561
Scranton, PA 18505

Billing phone Number: 855-219-1964

Claim Reporting Options for Email/Online

Email: claimsintake@churchmutual.com

Online: Report a Claim (churchmutual.com)