

CAREWORKS WORKERS' COMPENSATION OVERVIEW OF SERVICES FOR CITY OF COLUMBUS EMPLOYEES

Effective July 1, 2000, the City of Columbus has selected CareWorks as the managed care organization to manage City of Columbus employees' medical care received in the event of a sustained work-related injury.

CareWorks will provide the following services to the City of Columbus:

- 24 hour injury reporting for their employees;
- Dedicated medical management team to assist the injured worker and supervisor with the medical treatment process until treatment has been completed and the worker has returned to his/her position;
- Review and payment of medical bills; and
- Medical dispute resolution process should the injured worker, medical provider or employer have a medical issue that would need to be addressed.

WHAT TO DO IF A CITY OF COLUMBUS EMPLOYEE IS INJURED WHILE ON THE JOB:

1. Immediately notify your supervisor to obtain an Injury Packet.
2. Complete the necessary paperwork.
3. Take your CareWorks I.D. card to your initial doctor's visit.
4. Follow-up with your supervisor after your visit and subsequent visits to keep him/her informed of your progress.

If the injury requires continuing care, you may either continue with your current provider or you may select another BWC certified provider such as those listed in the CareWorks directory. Should you require additional provider choices, or access to the entire statewide network directory, please see your supervisor/payroll coordinator. You may also call the CareWorks Hotline at 1-888-899-1232 for assistance in selecting a provider.

If you have any questions, please contact your payroll/safety office, Dana Liming in Employee Benefits/Risk Management at 645-3284, or CareWorks at (local) 614-789-5015 or (toll-free) 1-888-899-1232.