Workers' Compensation
Injury Reporting
Employee Responsibilities

How Do I - Compass Employee OJI Checklist and Procedures 11_2012

INJURED: What You Need to Do............................................

Inform: Notify Management of the incident immediately. Tell Management everything about the injury/illness - WHAT, WHEN, WHERE, WHY & HOW. You are required to report ALL incidents as soon as possible and not later than 24 hrs after the incident.

For Crewmembers:

Flight Attendant: If you're injured away from Domicile or during flight, notify your Pilot in Command. You must also contact your 24/7 on-call Inflight Management representative. If unavailable, contact the Crew Scheduling Department.

Pilot: Notify your Pilot in Command, Chief Pilot, System Chief Pilot, or Director of Flight Operations. If unavailable, contact the Crew Scheduling Department.

Seek medical treatment immediately. Management will: ensure you receive prompt medical attention; will authorize your visit to the nearest medical facility, and will request a work status report following treatment.

Obtain the First-Script Prescription Form. This form is used to cover the cost of prescription medication(s) related to your injury. Redeemable at select pharmacies.

For an emergency: You will be sent to the nearest Emergency Room or Urgent Care Facility

For non-emergency: You will be sent to the nearest Occupational Medical Center

Document: You are required to complete and submit all applicable reports and documentation to Management not later than 24 hrs following the incident.

Employee Incident Report – This report is required. It is used to support and document the circumstances and details surrounding the incident.

Work Status Reports, Work Release, Appointment Schedules & Treatment Updates Request updates from your Doctor/treatment provider. You must provide a copy to Management and the Insurance Programs Department within 48 hrs of visit.

Company Required Reports - Follow company and departmental policies for incident reporting.

Keep in touch. Contact Management - let them know when you can be expected to return to work.

Follow your Treatment Plan: Continue the prescribed medical treatments, take your medication(s), continue therapy, and attend any rehabilitation sessions as your condition requires.

Return to work as soon as medically possible. You must also provide updates on any restrictions and/or limitations related to your injury. Documentation must be provided to Management & Insurance Programs Department within 48 hours of receipt.

Restricted/Modified Work Release: If you are released to return to work with restrictions or limitations, a light duty work assignment (if available) will be coordinated within your documented restrictions while you are recovering. Assignments are offered on a first-come, first-served basis and are limited.

Assignments will be centered around your documented restrictions. The light duty assignment will be clearly defined so that you can take a written description to your doctor for his/her approval.

Employee WC Checklist 11/1/2012
Work-related injury/illness claims are managed by Insurance Programs Department, Trans States Holdings, Inc.

The Insurance Programs Department, along with your Management team, will work to ensure you receive the best possible care and support to assist you in your recovery and return to work.

**What you should know:**

**Statutory Waiting Period for loss work time:**
This waiting period varies among states. Statutes provide that a waiting period must elapse during which time, income benefits are not payable. You will not be paid during the statutory waiting period. This waiting period only affects compensation; medical and hospital care are provided immediately. If injury results in loss of work time, you may request accrued sick/vacation cover your wages during this waiting period. You must submit your request to Management in writing or via email.

**Follow-up Medical & Therapy Appointments:** If you are still treating, you must make every attempt to schedule your follow-up & therapy appointments before or after your work. You must attend all medical and therapy appointments and provide updated work status and appointment schedules to Management and TSH Insurance Programs Department.

**Light / Modified Duty Release and Light Duty Assignments:** Upon receipt of written notification, Management will make every attempt to accommodate your restrictions by providing a Light Duty Assignment in your work location. Failure to accept the assignment and/or follow program expectations can result in the termination of your workers' compensation benefits.

**Family Medical Leave (FML):** If eligible and injury/illness meets qualifying criteria, time off from OJI can run concurrently with FMLA. Information & forms available on the Company’s website (if applicable). Contact your Management Representative for specific information.

**Travel Benefits:** Your travel benefits will be terminated immediately once you have been removed from duty/work.

**Workers' Compensation Injury Contacts**

**Claims Management Contact:** Gallagher Bassett Services is our workers' compensation injury claims administrator. Once your claim has been reported, set-up, and accepted, you will be contacted by an assigned claims representative (for medical/loss-time claims).

**Company Contact for Worker's Compensation:** After your injury/incident has been reported by your Management representative, should you have any questions, concerns, or require assistance regarding workers' compensation matters, please direct them to:

Sherry Cook  
Insurance Programs Supervisor  
Trans States Holdings, Inc.  
11495 Navaid Road, Bridgeton, MO 63044  
Office Direct Line (314) 222-4331  
Secure Fax (314) 735-1246  
Email: scook@transstates.net

**What you can expect during this process:**

Management will ensure you receive immediate medical treatment for your work-related injury or illness.

Your Management team will report your injury to Gallagher Bassett Services once all information regarding the incident has been obtained.

Gallagher Bassett Services will assign a representative to manage your claim to include follow-up medical treatment if needed. Once claim is set-up, you will be provided with contact information, and a claim number.

You can expect a thorough investigation of the incident/injury. Should your claim be denied, you will receive written notification from your Gallagher Bassett representative.

You can expect to be contacted by the Insurance Programs Supervisor as necessary throughout the claim process.

If found guilty of fraudulent injury reporting, you can expect to be disciplined up to and including termination, pay civil and criminal penalties, or go to jail.
First Script First Fill Program

Overview:
The First Script First Fill Program captures the first prescription(s) at the on-set of the injury. First Fill enables the injured employee to receive up to a 30-day supply of medication from the pharmacy without any out-of-pocket expense. In order for an injured employee to qualify for First Fill, the (a) prescription must be within 30 days or less from the DOI, (b) the prescription must fall under the medication formulary, (c) the injured employee must go to a pharmacy within the First Script network.

There is no cost to your location to implement First Fill, the injured worker needs to present either the GB dedicated 800 number or their customized First Fill Sheet to their pharmacist along with their prescriptions, and if the claim is deemed non-compensable, there is NO RISK (cost) to you. In addition, by using First Fill, we are able to capture the first prescription on Medical Only and Lost Time cases.

First Script ID Card Program

Overview:
The First Script Pharmacy ID Card Program allows the injured employee to receive their medications with no out-of-pocket expense. The First Script Pharmacy ID Card Program is activated on all compensable lost-time and medical only claims. Within 7-10 days after the GB adjuster has set-up the claim, First Script will mail, to the injured employee's home, a First Script Pharmacy ID Card along with an Introduction Letter. If the injured employee fills their prescription at a pharmacy in the First Script network and presents their ID Card, the prescription will be dispensed with no out-of-pocket expense to the employee. NOTE: At the time the prescription is being filled, the pharmacist and First Script will confirm that the medication is related to the WC injury and employee utilization. First Script will directly contact the GB adjuster on all questionable cases prior to dispersal of the medication.

In all instances generic medications will be dispensed unless otherwise written on the prescription by the medical provider.

The First Script ID Card is valid for 90 days or as long as their claim status is open and active and they are receiving prescriptions. Injured employees requiring medications past 90 days are contacted to be enrolled in the Home Delivery Program (with GB adjuster approval). NOTE: A First Script ID Card is not generated on controverted, death or AIDS claims.

Average savings off of the retail cost for a prescription is between 10-25% of savings.