

One Call . . . 1-800-831-9531 . . . Starts it ALL

Welcome to

First Managed Care Option

First MCO's Mission is to (A) educate employers in the prevention of work-related injuries, (B) assist the injured worker in achieving maximum medical improvement, and (C) help the injured worker return to gainful employment.

This guide was created for you, the employer.

Services

First MCO has been selected to provide case management services on behalf of your injured workers. The following services may be included:

- Pharmacy
- Preparation of the First Report of Injury
- 24-hour, 7-day per week 800-number to report injuries: **1-800-831-9531**
- Assistance in coordination of appropriate medical care
- Return-to-work plan

Pharmacy

Pharmacy participants have access to an extensive pharmacy network with over 1,800 retail pharmacies.

Pharmacy eligibility is established during the intake process. If eligible, your employee will be entered into the on-line system. Your injured worker will be able to fill their injury-related prescriptions without any out-of-pocket expense. A prescription card will be issued for future injury-related prescriptions.

Toll-Free First Report of Injury

Please take the following simple steps to educate your supervisors and employees:

- Place the notification poster in all key locations at your work-site(s)
- Advise your employees to notify their supervisor upon sustaining a work-related injury
- Direct your supervisors to contact First MCO immediately

First MCO's toll-free number, for the reporting of injuries, is available *24-hours, seven-days per week*. Our intake specialists will gather all information required by the state during your call such as:

- Name, address, telephone number, date of birth, Social Security number.
- Where, when and how the incident occurred. What the injuries are and what body parts are injured.
- Date hired, hours worked and salary.

Coordination of Care and Return to Work Plans

A nurse case manager may be assigned to your employee's workers' compensation claim. The case manager will:

- Assist the injured-worker with medical care and establish a treatment and return-to-work plan
- Monitor treatment compliance and the functional abilities of the injured worker
- Provide reports to the claim handler
- Work with you to identify a medically appropriate job

Claims/Benefit Activity

You will continue to work with your agent and insurer for all claims and benefit activity.

Emergency Treatment

In cases where life and limb are threatened, call 911.

Contact First MCO to report the injury as soon as possible.

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