



The Five Most Commonly Asked Managed Care for Workers' Compensation Questions

1) Q: "Can I treat with my own doctor?"

A: No. All injured employees are directed to treat with the physicians and facilities in our network, as directed by the First MCO nurse case manager or Intake Specialist. In certain circumstances an evaluation may be allowed. An example of this is a pregnant injured worker; they may want to be evaluated by her own OB / GYN. Another example may be a dental injury; the employee may be allowed to see his / her own dentist. One more example could be an injured worker whom recently had surgery and the injury was to that same body part. All treatment must be authorized by the nurse case manager.

2) Q: "Do I have to go for treatment right now, or can I wait to see how I am feeling in the morning?" (New Claim)

A: It is okay to wait for treatment or deny treatment. However; ALL CLAIMS MUST BE CALLED INTO FIRST MCO'S 24/7 INJURY REPORT LINE **800-831-9531**.

3) Q: "What if the injury occurs after hours? "

A: First MCO has 24/7 claims reporting coverage. The Intake department is open from

8:15 AM to 4:15 PM, Monday through Friday. After hours and weekends an ON CALL Service will receive the call. The service in turn, contacts the First MCO nurse immediately, and a telephone call is returned within 5 minutes. Any emergency or injury threatening life or limb – you should call 911 for assistance and then call First MCO.

4) Q: "Can I go for treatment or physical therapy during work hours or do I have to use my own time? "

A: This is completely up to the employer and whatever policies they have at their facility. First MCO can enter special instructions, per employer, into our system. We will customize our appointment referral times to meet your needs, whenever possible.

5) Q: "What if the doctor puts me back to work but I do not feel up to it?"

A: The nurse case manager will individually evaluate the situation, discuss the case with the claims adjuster, and may suggest a second opinion. First MCO may also bring the issue to their Medical Director for review. However, this is not the norm and most often the employee would be directed that he / she may remain out of work, but may not receive compensation benefits. These cases are referred to the Third Party Administrator for further investigation & resolution.