

TeleCompCare® Workflow



Workplace Injury

Employee reports injury to supervisor.

If no treatment is requested and the claim simply needs to be reported:

- Report claim online via customer portal; or
- Call TCC phone # and select prompt 2 - employer needs policy # to use this option

Supervisor instructs employee to speak to nurse for care. Supervisor provides employee:

- TCC phone #
- TCC account #
- Employee calls triage and selects prompt 1
- If applicable, supervisor will direct employee to drug testing facility.



TeleCompCare Nurse Triage

866-323-4227

Policyholder Name: EDUSTAFF LLC

TCC Account Number: 100095



Self-Care

Triage nurse will provide self-care instructions to employee

Employee returns to normal working duties

Triage nurse will follow up with employee 24 hours to confirm symptoms improved



Face-to-face physician visit

Employee is transferred to an agent who assists in locating a provider

Employee is referred to the preferred occupational provider - notes from nurse triage sent to clinic

In provider panel states, employee will be instructed to follow up with their supervisor

Employee is transferred to agent to obtain additional information for claim creation



Telemedicine

Employee is transferred to an agent who can assist with telemedicine app download

Triage nurse notes are uploaded for physician to review while employee signs into telemedicine account

Employee completes telemedicine visit:

- Will receive a summary and return to work note via email
- If imaging tests or PT or DME is needed, an agent will contact the employee within one hour to coordinate

Triage nurse report is emailed to employer contact and AF Group

AF Group enters First Notice of Injury into claim system

AUTHORIZATION FOR TREATMENT

This form authorizes this facility to treat this Edustaff employee:

Send all billing info to: Accident Fund, PO Box 40790
Lansing, MI 48901

AFGroup.com

