



injury reporting for CHS clients

An injured employee, their employer, or the medical provider may report a work-related injury. The ideal process for CompManagement Health Systems (CHS) clients is to have the injured employee complete an injury reporting form as soon as possible after an injury, and then have the form faxed to CHS for reporting to the Ohio Bureau of Workers' Compensation (BWC). The preferred BWC form is the First Report of Injury (FROI) available at www.ohiobwc.com.

Reporting a work-related injury

CHS clients can submit claims in the following ways:

- Fax completed injury reporting form and any other documentation to CHS at 1-800-334-4229
- Contact CHS' Customer Service Department at 1-888-247-7799 during business hours (8:00 a.m. – 5:00 p.m. Monday through Friday)
- Submit the online reporting form available on the CHS website at www.chsmco.com

When reporting a work-related injury, clients should have the following information available:

- Injured employee's full, legal name and date of birth
- Injured employee's home address and phone number
- Injured employee's Social Security Number
- Date of injury
- Accident description
- Name of treating medical provider/facility
- Employer's name/policy number

After a claim is filed

Once the injury report is submitted to CHS, the claim is filed with BWC and a claim number is assigned. BWC will review the FROI form and all supporting medical documentation

obtained by CHS, and determine if the claim and alleged conditions will be allowed. Claim adjudication is solely within the jurisdiction of BWC. The claim status will remain in a pending "New Claim" or "Alleged" status until the final determination is made.

CHS may approve medically appropriate treatment on allowed claims if the supporting medical documentation and rationale have been received.

CHS may approve medically appropriate treatment with a disclaimer on pending "New Claim" or "Alleged" status claims if the requested treatment is appropriate for the alleged conditions, and supporting medical documentation/rationale has been received. The disclaimer is an indication that the medical services will be paid only if the claim is allowed by BWC. CHS is unable to authorize treatment on disallowed claims.

Early claims management

After a claim is filed, our disability management team will contact the injured employee, treating physician and employer to discuss the injury, medical treatment, and return-to-work options. In addition, CHS will contact the employer to collect and/or confirm required data including the return-to-work date, last date worked, job title, hire date, as well as other demographic information.

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