

# **North Carolina Central University**

## **Workers' Compensation Policy & Procedure Manual**

### **What is Workers' Compensation?**

Workers' Compensation provides benefits to employees who are injured or contract occupational diseases while carrying out the duties and responsibilities of their employment. The University handles all claims for Workers' Compensation. This policy sets forth responsibilities for processing and monitoring Workers' Compensation claims and procedures for properly filing a claim for Workers' Compensation. Such claims should be submitted to the Business & Auxiliary Service's Risk Management Department.

It is the policy of North Carolina Central University to handle all claims for Workers' Compensation in a timely manner. University employees suffering from life-threatening or non-life threatening work-related injuries or occupational diseases are required to seek medical treatment from the university's approved medical providers. Employees are strongly encouraged to try and schedule appointments during the extended weekday and weekend time.

### **Who is covered under Workers' Compensation?**

All University employees are covered under the North Carolina Workers' Compensation Act, including full-time faculty, staff (EPA and SPA) and part-time, temporary, and student employees.

### **What are employees entitled to under Workers' Compensation?**

Workers' Compensation provides medical benefits and disability compensation including a weekly compensation benefit for time lost. Travel and prescription reimbursement are also available to the injured employees.

### **What is the role of the Workers' Compensation Administrator (WCA)?**

- Arrange and provide the initial medical treatment for any work related injury
- Coordinate the administration of the Workers' Compensation program
- Communicate with employees and/or worksite liaisons/supervisor, as appropriate regarding information needed to process and judge claims, for example,
  - Medical documentation
  - Filing status and exemption form
  - Election to use accrued leave
  - Return to work plans
- Claim monitoring and administration, communication with employees
- Respond to employee concerns, such as
  - Completion of paperwork
  - Claim status
  - Payment of medical bills
  - Payment of weekly benefits

- Submit all appropriate forms to the third party, attorneys, nurses and other interested parties as necessary regarding claim related matters
- Request that a claim be investigated
- Attend workers' compensation claim mediations and hearings
- Maintain communication with the TPAs, hearing representative and/or the Office of the Attorney General Workers' Compensation Section
- Attend training and conference sessions so as to stay abreast with workers' compensation changes in law
- workers' compensation medical provider

## **Responsibilities and Procedures for Employees and Supervisors**

### **Employee Responsibilities**

1. It is the responsibility of the employee to report any and all work related injury or illness to their supervisor and the Workers' Compensation Administrator or designee.
2. If the employee requires medical treatment, the employee should obtain a medical authorization form from the Workers' Compensations Administrator or designee prior to seeking medical treatment.
3. Medical treatment should be sought at the University's approved medical facility. Failure to comply may result in the employee being responsible for any medical charges incurred.

#### **Concentra Medical Facility**

**4104 Surles Ct. Ste 11**

**Durham, NC 27707**

**919-941-1911**

**Hours: Monday through Friday 7:30am to 7:30pm**

**Saturday's 10:00am to 4:00pm**

4. Employee should complete, sign and return the "Employee Statement Form" to their supervisor within 24 hours of injury to ensure the claim is reported and additional needed medical treatment is not delayed
5. The employee should notify their supervisor, Workers' Compensation Administrator (WCA) or designee of all future medical appointments related to their work injury
6. Employees are encouraged to report injuries that do not require medical treatment for documentation purposes.

## **After Hour Injuries**

1. Employees injured after normal business hours should seek medical treatment for life threatening injuries at your nearest emergency room.
2. Employees whose injuries are NON-LIFE Threatening should seek treatment at Concentra Medical Facility.

## **Life Threatening vs. Non- Life Threatening Injuries or Illnesses**

A life threatening Injury or Illness is one that can result in death. Examples include (but are not limited to):

Respiratory Distress  
Uncontrolled Bleeding  
Poisoning  
Prolonged Unconsciousness  
Severe Burns/Electrocution  
Severe Injuries from Traffic Accidents, Head Injuries, Significant Falls

Non-Life Threatening Injuries are Injuries or Illness that does not result in death. Some examples are:

Minor Burns or Cuts  
Sprains or Strains  
Broken Bones  
Animal Bites  
Allergic Reaction (non-life threatening)

\*These are general guidelines. If there is any doubt, please call 911 or contact Campus Police x6106\*

## **Supervisor Responsibilities**

1. Supervisors should work to maintain a safe working environment for employees, students and visitors.
2. All workplace injuries should be reported to the Workers' Compensation Administrator (WCA) or designee.
3. Report and investigate all accidents to minimize new accidents or occurrences.
4. Complete, sign and return the "Supervisor Statement Form". The "Supervisor Statement Form" and "Employee Statement Form" must be returned at one time to the Workers' Compensation Administrator (WCA) or designee within 24 hours.
5. Comply with the State of North Carolina's "Return to Work Program"

## **Return to Work**

When an employee has sustained a work injury and has been released to return back to work by the authorized treating physician, there are three (3) possible return to work situations in State Government:

1. An employee has reached maximum medical improvement (MMI) and has been released to return to work by their treating physician with no restrictions; the employee returns to the original or similar position held prior to the injury.
2. An employee has **not** reached maximum medical improvement (MMI) but is ready to return to work with restrictions by their treating physician. The University should make every attempt to provide transitional work for the employee until the employee is able to return to their full duty position. When the employee reaches maximum medical improvement, the employee should be returned to their original or similar position. All transitional duty work is subject to the University's ability to provide such work.
3. An employee has reached maximum medical improvement (MMI) and has been released by their treating physician but has received a disability, which prohibits employment in his/her previous position. The University should attempt to place the employee in another position (with an appointment like that held prior to the injury) that is suitable to the employee's capacity to work.

If a position is not suitable to the employee's capacity, the employee shall continue on workers' compensation leave until work placement or separation, for maximum period of time allowed by law.

Work placement efforts may be in the form of referral to University internal vacancies, Office of State Human Resources vacancy listings, third party reemployment services, vocational rehabilitation, etc.