

**AmeriSys**★

*Your Medical Management Company*

*To report a claim: 800 455 2079*

*To contact your case-manager: 800 427 3590*

*Providers call for authorization: 877 333 6348*

**Progressive**

*Pharmacy Network*

877.835.5879

**State of Florida**

*Claims Administrator*

800.262.4402

**Employee Handbook**

**for:**



**Workers' Compensation  
Medical Management Program**

*Administered by:*

**AmeriSys**★

**designed for:  
STATE OF FLORIDA**

Dear Employee:

**Welcome!**

*You are part of The State of Florida Workers' Compensation Program.*

*The State of Florida, Division of Risk Management, has engaged AmeriSys to provide case management for your medical care for job-related injuries. Your employer and AmeriSys want you to receive medical care, and help you return to work as soon as you are medically able.*

*This Handbook will explain your responsibilities and AmeriSys' responsibilities in working together to treat job-related injuries.*

*If you are injured on the job, you must report this to your supervisor or AmeriSys immediately. You will be assigned a Nurse Case-Manager immediately and that Nurse Case-Manager will assist you in selecting and coordinating appropriate medical care providers to treat your work-related injury or illness. More details are contained in this Handbook.*



If the injured worker's complaint involves services being provided by either treating physician or facility, you may contact AmeriSys at 800.427.3590 or send in writing to:

**AmeriSys ★**

P.O. Box 160729  
 Altamonte Springs, Florida 32716-0729

If the complaint concerns a change in physician or change in treating facility during the course of treatment, AmeriSys will select the one-time change in physician, as mentioned on page 2 of this Handbook, within 5 days of receipt of the written request, unless you have already been provided with a change of physician, a statute of limitations defense precludes additional evaluation or treatment, or there exists some other circumstance that would bar receipt of additional workers' compensation benefits as provided under Florida workers' compensation statute.

**AMERISYS RESPONSIBILITIES**

AmeriSys will provide you with convenient access to medical care by assigning a treatment center/physician near your normal worksite.

AmeriSys will make sure that all medical services are provided by licensed, qualified providers.

If you have any complaints about your care, AmeriSys will provide you with the information needed to file a grievance.

AmeriSys will help you with questions about workers' compensation and how to access medical care.

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## WHAT IS WORKERS' COMPENSATION?

Workers' compensation is a program which pays medical and disability benefits due to a medical condition resulting from an injury or occupational illness arising "out of and in the course of employment". Workers' compensation is regulated by the Florida Department of Financial Services, Division of Workers' Compensation, and the benefits are set by law.

Workers' compensation laws exist in all U.S. States and Territories.

## YOUR WORKERS' COMPENSATION MEDICAL MANAGEMENT PROGRAM

The State of Florida Division of Risk Management (DRM) is offering workers' compensation medical management services to assist in the provision of quality medical care for injured workers. The firm providing those services is AmeriSys.

AmeriSys will work with you and coordinate your doctor and other medical providers to provide treatment that is appropriate and that will help you return to work as soon as medically possible.

## YOUR RIGHTS AND BENEFITS

### General

This workers' compensation insurance coverage is provided by your employer at no cost to you.

It will assist you in accessing all necessary medical care if you get injured at work or develop an occupational disease arising out of and in the course of your employment.

You are covered from your first day of work on the job.

### Safety

You must wear and use any safety equipment required by your employer. If you do not, and you get hurt, your workers' compensation benefits may be reduced.

### Return to Work

You are expected to return to work in your normal job, or a modified job as approved by the physician. If you refuse to return to work, you may lose certain workers' compensation benefits.

## COMPLAINT/GRIEVANCE PROCEDURE

Most issues can be resolved by discussing them with the AmeriSys Case-Manager at 800.427.3590. If you are still not satisfied, you have the right to file a grievance.

An injured worker has the right to file a complaint regarding medical care with AmeriSys' Department of Medical Management if you are not satisfied with the services being provided by either the treating physician or by the treating facility.

We realize the importance of having open lines of communication in those occasions where a difference of opinion regarding reimbursement or treatment plan occurs. The policies and procedures to follow in case of a disagreement are detailed as follows.

The State of Florida DRM may become involved at any time during the complaint or written grievance process at the request of the injured employee.

## **ROUTINE OR URGENT CARE**

Tell your supervisor immediately.

Your supervisor or another responsible person will report the injury to AmeriSys at 800.455.2079.

Go to or have someone take you to the assigned treatment provider or facility indicated by AmeriSys.

The facility or physician(s) will treat you, and may perform a drug and alcohol test.

AmeriSys will work with the physician to set up any other treatment needed, and get you back to work as soon as possible.

### **If You Are Outside The State Of Florida Or Away From The Worksite**

Call AmeriSys before seeking treatment. The AmeriSys Case-Manager will refer you to a nearby provider.

### **If You Think A Sickness Or Injury May be Work-Related**

Tell your supervisor immediately.

Your supervisor will report the claim to AmeriSys at: 800.455.2079

AmeriSys will coordinate with your employer to determine if sickness or injury is covered under workers' compensation and advise you.

### **About Progressive:**

Progressive Medical, Inc. is the workers' compensation Pharmacy Benefits Manager for the State of Florida. Progressive and AmeriSys will coordinate your pharmacy benefits at the pharmacy of your choice. Your pharmacy can contact Progressive at 877.835.5879 for authorization of your pharmacy benefits.

If you are injured on the job, you may be required to take a drug and alcohol test, and if you test positive for alcohol or illegal drugs at the time of your injury, you may not be entitled to workers' compensation benefits under this program, per Florida law.

You have the right to copies of any medical reports you request (\$.50 per page for regular copies; actual costs for X-rays or non-paper documents).

### **Medical Care**

Care that is medically necessary will be provided at no cost to you. This includes surgical, hospital, dental care, prescriptions, and medical supplies, if needed. Except for medical emergencies, AmeriSys will assign physician(s), clinic(s) or facilities. Care will be authorized by AmeriSys.

If you go to a provider who is not authorized by AmeriSys and seek medical care, your benefits may not be covered, except in the case of a life-threatening emergency.

In most instances, you will be directed to a treatment center near your worksite to provide medical care. You should go there for care unless it is an emergency, or unless you are told otherwise by AmeriSys. You must contact AmeriSys for authorization of an appropriate provider. You are allowed one change to another provider as the authorized treating physician during the course of treatment for a work-related injury, in accordance with the Division of Workers' Compensation rules. In order to exercise your right to a one-time change of provider, you must contact AmeriSys in writing. The State of Florida DRM and AmeriSys reserve the right, in accordance with the Division of Workers' Compensation statute, to select an alternative physician who shall not be professionally affiliated with the

previous physician, within 5 days after receipt of the request. If DRM or AmeriSys fail to provide you with a change of physician, as provided in the Florida Statute, then you may select the physician and such physician shall be considered authorized if the treatment being provided is compensable and medically necessary.

If you elect to exercise your right to a one-time change of physician, your previously authorized healthcare provider in the same specialty shall become de-authorized once your change is granted and the previously authorized health care provider is advised of his or her de-authorization by AmeriSys.

Your authorized physician may refer you to another physician or specialist if needed. The physician must contact AmeriSys in writing. Upon receipt of the request, AmeriSys will contact the authorized physician and will direct you to an appropriate provider or specialist in the requested specialty within 5 days, unless your consultation, treatment or procedure is not medically necessary and is not in accordance with practice parameters and protocols of treatment under the Division of Workers' Compensation statute, or otherwise not compensable under Florida workers' compensation law.

You are responsible for keeping all your scheduled appointments. If you have any problems, call your Nurse Case-Manager at AmeriSys at 800.427.3590. She/he will be glad to assist you.

#### **If You Need Surgery Or Hospitalization**

Surgery or hospital admissions must be pre-certified except in emergency situations. The physician should call AmeriSys at 877.333.6348 for authorization. After a precertification process, AmeriSys will give authorization to the physician or hospital. If the Utiliza-

tion Review process determines that the procedure or admission is not medically necessary or related to your work injury, your Nurse Case-Manager will call the physician for further discussion or to develop an alternative plan of care.

You can also file a grievance if you are not happy with the ultimate decision. See the section on Grievance Procedures.

Your employer's workers' compensation plan will pay medical providers directly for authorized services. If you receive provider bills, please mail the bills to AmeriSys. **Do not pay them.**

#### **Disability Benefits**

The program provides payment to you for a portion of the wages you might lose resulting from your injury or illness.

These payments continue until the authorized physician releases you back to work, with or without restrictions. You must follow the physician's instructions and prescribed medical treatment. If you have any questions on a disability payment, you should call your adjuster at 850.413.3123 or 800.262.4402.

### **YOUR RESPONSIBILITIES If You Get Hurt On The Job**

#### **EMERGENCY CARE:**

If it is a true emergency, have someone call 911 or take you to the nearest emergency room.

Your supervisor or another responsible person should call AmeriSys to report the injury as soon as it is practical at 800.455.2079.