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04/22/14

ATTN: Risk Management

Dear Risk Managers:

PGCS Claim Services is associated with AmeriSys. AmeriSys provides medical bill adjustment and medical case management services for PGCS.

The Coventry network providers can be accessed via the website [www.talispoint.com/cvty/amsys](http://www.talispoint.com/cvty/amsys). The provider website can be accessed 24 hours a day seven days a week. No password is required to search for providers.

Another feature is the Matrix Pharmacy program. The program will allow employees to fill their initial prescriptions without timely waits for authorization. The employee needs to give the pharmacy the Matrix phone number and a three day supply of medication will be dispensed. The Matrix phone number is 877-804-4900. Matrix cards will be sent to each employee with the initial Workers' Compensation package for continued use. The adjusters/nurses can update dispensing information as needed so the employee can get his/her prescription filled with ease.

Reporting of Workers' Compensation Claims can be made via phone during business hours to Rhonda Humphreys at 1-800-237-6617. Ext. 4069. After hours if you prefer, you may fax claims to 321-832-1448 or email [to rhumphreys@pgcs-tpa.com](mailto:rhumphreys@pgcs-tpa.com)

Or you can report claims on our [website. www.pgcs-tpa.com](http://www.pgcs-tpa.com) and go to Member Log In. You must register on the website to use this service.

If you have any questions regarding the changes please do not hesitate to contact me.

Sincerely,

**Cheryl Riley**  
Claim Manager



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**ATTENTION**

**ALL EMPLOYEES**  
**How to report Florida Worker's Compensation**  
**Injuries Effective Immediately**

PGCS has partnered with AmeriSys to provide excellent Care Providers (doctors and hospitals) who are part of your employer's medical management program. Your employer has selected the Coventry Network for treatment of work related injuries. If you are injured on the job you will need to do the following...

1. Report your injury to your supervisor/manager immediately.
2. You or your supervisor will call: 1-800-237-6617 (during business hours).
3. You will be asked to provide information such as:
  - a. Your full name
  - b. Your home address and phone number
  - c. Date of birth
  - d. Social Security number
  - e. Date, time, location and nature of injury
4. If you require treatment a Coventry Network Physician will be assigned for you to see. An AmeriSys nurse may be assigned to interact with you, your provider and employer.

Primary Care Physician

for Emergency Treatment

Facility: \_\_\_\_\_

Facility: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

Office Hours: \_\_\_\_\_

Office Hours: \_\_\_\_\_

For additional information regarding your Workers' Compensation Claim call: PGCS at 1-800-237-6617



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## **Medical Management Information**

### **Your Rights and Benefits:**

- You will be provided with all reasonable and medically necessary medical care.
- A center/physician has been contracted close to your place of work to provide treatment in case of an accident. This facility has been instructed to provide prompt service to the employees and will ensure that treatment is appropriate to the injury.
- Except in the case of emergency, should the need arise for you to change the treatment provider notify PGCS for assistance.
- If during the course of your treatment you desire to change your treating provider please contact your adjuster and place in writing your desire for a change of provider. You can only change your physician once during the course of your claim.

### **Your Responsibilities:**

- You are responsible for maintaining all scheduled physician and provider appointments. Keeping all of your appointments will ensure that you receive the full benefit of the medical care being provided and will assist in your recovery. Please call PGCS with any problems or difficulties that you experience. Our goal is to help you get better and we will work with you in order to achieve that goal.

### **Provider Reimbursement:**

- Reimbursement for medically related services will be made to authorized treating providers. If you receive provider bills either at home or at work, they should be forwarded immediately to PGCS for payment.

### **Pharmacy Reimbursement:**

- PGCS will authorize certain pharmacies to bill us directly for prescriptions dispensed to you as long as the prescription has been written by an authorized treating physician.

### **Medical Management's Responsibilities:**

- We will provide you with convenient access to medical care by contracting with a treatment center/physician in a location close to you place of work. We will make sure that all medical service provided to you are performed by licensed and qualified providers.
- We will coordinate your safe return to work by:
  - 1) Working with your treating physician, obtaining all your physical capabilities from your treating physician and forwarding that information to your supervisor.
  - 2) Working with your supervisor to make sure they understand what you are able to do at work.

### **Grievance Procedures:**

- If you are not satisfied with the medical services you are receiving or with any of your medical providers call PGCS to discuss your rights and benefits. Most issues can be resolved by discussing them with your adjuster or their supervisor.



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**Work Flow to be Utilized to comply with Aggressive Medical Care  
Coordination and Claim Investigation:**

The following outlines the steps involved to ensure compliance for aggressive medical care coordination and investigation of the claim.

1. The injury occurs.
2. The injury is reported to the supervisor or designated workers' compensation coordinator.
3. The supervisor or coordinator assists in channeling the injured worker to a Point of Injury provider (physician, Urgent Care Center or Hospital).
4. The supervisor or coordinator reports the injury to the Claims Administrator. (PGCS)
5. PGCS then sets up the claim and it is given to the manager for review and adjuster instructions.
6. The adjuster then makes a three point contact with the employer, injured worker and physician's office.
7. The injured worker is seen by the provider and treatment plan is established.
8. A nurse case manager maybe assigned if coordination of medical care is needed.
9. Employee returns to work upon release from physician.



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## **Quality Assurance**

### **Goals and Objectives**

It is the intent of PGCS to provide a medical Management Arrangement that stresses quality health care and return-to-work outcomes as the principle criteria for evaluating quality of care rendered to the injured workers.

This comprehensive program is designed to:

- Establish a mechanism for monitoring health care medical management.
- Ensure that the health care services provided to the injured worker are of quality and cost effective.
- Ensure that appropriate case direction is established at the onset of the injury with focus on achieving optimum medical recovery as quickly as possible.
- Promote a cooperative, collaborative relationship among the injured work, employer, medical provider and claims administrator to facilitate a timely return to productive employment.
- Identify problem areas, establish priorities for investigation and recommended plans for corrective action.
- Monitor grievances to asses corrective action needed and to assess results of correction actions taken.
- Assess and monitor patient and customer satisfaction.
- Ensure timely initiation of treatment
- Assure a high quality of participating network providers.
- Comply with state mandated regulations and guidelines.



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## **Grievance Summary**

### **PGCS Workers' Compensation AmeriSys Grievance Summary**

Your employer and Workers' Compensation Carrier are concerned that you receive appropriate medical treatment. It is important that you are aware of the following information and procedures concerning Grievance Procedures.

- Your employer will direct you to a point of injury provider within the Coventry Network.
- If you need to be referred to another provider or need emergency care, you may contact PGCS for another provider. If the need arises for emergency care please go to the nearest hospital.
- If you are dissatisfied or have questions concerning the medical care and treatment provided by a Coventry provider, you may file a complaint (within one year from the date of treatment or care in question), by contacting a PGCS adjuster at 800-237-6617.

If you have any questions concerning the Coventry Network call 800-237-6617 or write:

PGCS / AmeriSys  
P.O. Box 958456  
Lake Mary, FL 32795



**Grievance Form**

Patient name: _____	Employer Name: _____
Address: _____	Address: _____
City: _____ State _____ Zip _____	City _____ State _____ Zip _____
Telephone # _____	Telephone # _____

Provider name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone \_\_\_\_\_

Please describe your grievance in detail below, include names, dates and the specific resolutions which you feel would remedy the situation. Mail this form to the address noted below. Please remember that you have up to one year from the date of occurrence to file a grievance.

Date of Occurrence: \_\_\_\_\_

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Please check on \_\_\_\_\_(employee) \_\_\_\_\_(Provider)

PGCS  
P.O. Box 958456  
Lake Mary, FL 32795



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## **Answers to Frequently Asked Questions:**

Q: Can I choose more than one Medical Care Coordinator?

A: Yes. This will be particularly useful with multi-location insured's.

Q: Can I get my current provider in the network?

A: We encourage you to use the existing network. If there is a business need to add a provider, you may fax a request to PGCS 321-832-1448.

Q: If a hospital is listed in the Network, does this automatically include the occupation clinics associated with the hospital?

A: No. Please check the Coventry list of providers to make sure the occupation clinic is part of the network.

Q: Will a Claim number be assigned when calling in the First Notice of Injury? A: Yes

Q: Is it necessary to mail/fax the First Notice of Injury to the State or other agencies after reporting it via telephone?

A: No. PGCS will send copies of the First Notice of Injury or illness to the Employee, Employer, and State

Q: Because I am calling the First Notice of Injury, must I still maintain the OSHA log? A: No, PGCS can supply your OSHA 300 and OSHA 300A information if requested.

Q: How long will it take for the copy of the First Notice of Injury to be sent? A: Within 24 hours of calling it in.

Q: Will my Network Medical Care Coordinator know that we have a drug-free workplace program and do the appropriate testing?

A: No. You will need to notify the medical Care Coordinator that this needs to take place.

NOTE: It is important for you to establish a relationship with your Medical Care Coordinator so he/she is aware of your individual needs. If you need help with your clinic please contact Cheryl Riley [criley@pgcs-tpa.com](mailto:criley@pgcs-tpa.com) for assistance.

Q: Can I send an injured worker directly to a specialist? A:

Yes. If approved by PGCS

Q: Where do I send my injured worker after hours?

A: If it is a life-threatening emergency, you should call 911 and utilize the nearest hospital. Otherwise, direct the employee to the nearest-network urgent care center or network hospital emergency room.