

Workers' compensation

NT24 reference guide



INFORMATION	INSTRUCTIONS
<p>To report a work-related injury or illness call: 855-310-6611 24 hours per day/ 365 days per year</p>	<p>If an employee has sustained a work-related injury that is not life, limb or eyesight-threatening, call the NT24 service and speak with a nurse at: 855-310-6611</p> <p>Injuries should be reported promptly. If you are calling in an injury after an employee has sought care you will have the option to report the injury only by selecting prompt number 1.</p> <p>In the event of an emergency, call 911.</p>
<p>Instructions for manager regarding process with the nurse:</p>	<ul style="list-style-type: none"> • Provide a secure area for the employee to speak with the nurse. • Please inform the nurse of any language needs. Bilingual nurses (Spanish and English) are available. For other languages, the nurse will bring in an interpreter prior to speaking with the employee. • The nurse will ask a couple of questions to rule out an emergency situation. If the nurse does assess that this is a life-threatening situation, she/he may request assistance in getting emergency medical services. • The nurse will complete an assessment and a medical care or self-care disposition, and communicate this with the employee. • The nurse will ask the employee to place the manager back on the phone. The nurse will communicate the instructions that were given to the employee.
<p>After the employee speaks with the nurse:</p>	<ul style="list-style-type: none"> • The employee and/or the manager will be connected to a Care Coordinator to secure the remaining information required to complete the first notice of loss. • The manager will assist per company policy to ensure that the employee is able to follow the nurse's recommendation. • The manager will complete any internal reporting required per company policy.
<p>To get a prescription filled:</p>	<ul style="list-style-type: none"> • Utilize the Optum Pharmacy First Fill Card, or the nurse can/will provide the employee with the OptumRx phone number: 888-764-4844. • If medications are needed after initial treatment, a claim-specific pharmacy card will be issued.

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