

In Case of Emergency

- If you are faced with a *medical emergency*, you should treat with the *closest emergency medical facility possible*.
- Once an emergency no longer exists, you or your employer must call 1-877-254-9571 to report the claim and refer to your panel list of network providers for medical treatment.
- Unauthorized *non-emergency* treatment with a health care provider **not** listed on the provider panel or in network may affect your workers' compensation benefits.

The material in this pamphlet provides information about managed care and does not change or alter the coverage provided under New Jersey Workers' Compensation.

For additional information, please contact your employer.



*www.CHN.com
www.CSG-inc.net*

*300 American Metro Blvd.
Suite 170
Hamilton, NJ 08619*



INJURED ON THE JOB?



The Employee Guide

This publications provided as a service of CSG and is not published by the New Jersey Workers' Compensation Commission.

If you are injured on the job...

REPORT your injury

- Immediately notify your supervisor about your work-related injury.

A delay in reporting may result in loss of benefits.

- Every injury must be reported to a supervisor, whether or not you need medical treatment or miss time from work.

Information needed...

- Date, time and place of injury;
- How the injury occurred and how it was work-related;
- Type of injury;
- Your social security number;
- Names of witnesses.
- Wage information.

Coordinated services begin as soon as you report work-related injury.

In the event of a work-related injury requiring medical treatment:

- Choose a provider from your employer's panel of providers to treat your work-related injury.

- The provider will function as the "gatekeeper" who will...

- ✦ provide medical care and maintain continuity of care;

- ✦ initiate referrals to specialists when appropriate;

- ✦ assess your ability to return to work at each visit; and

- ✦ provide timely reports and communication.

- Your **employer** will issue you a workers' compensation I.D. card. Present this card at each provider visit. This card will supply the network provider with injury and billing information.

- Your **employer** immediately reports your injury to CSG at 877-254-9571.

- A Highland Claims Representative will be assigned to your claim (973-459-4250). The **claim representative** will...

- ✦ determine compensability of the claim;

- ✦ communicate with you, your employer, your care provider and your medical case manager;

- ✦ issue payment of related provider bills; and

- ✦ issue lost wages.

The focus of the above process is to assist you, the injured worker, to reach the goal of maximum medical improvement and return to work.