

# Workers' Compensation





TWU Benefits Presentation

September 6, 2017



# Workers 'Compensation: The Process

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- Step One:  Compensability Investigation
- Step Two:  Coordination of medical treatment
- Step Three:  Process & payment of disability
- Step Four:  Litigation/Settlement

# Injury Reporting

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It is the employee's responsibility to advise the employer that they were injured at work and to request medical treatment.

- If the injury is an emergency call 911 or the local designated emergency number.
- The supervisor must complete an Automated Accident Report immediately upon notification of an injury.

# Automated Accident Report (AAR)

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- AAR must be submitted online at [www.sosreports.aa.com](http://www.sosreports.aa.com).
- When you submit the AAR it notifies the appropriate personnel to begin processing the claim of the injured worker.
- Failing to complete the AAR may delay the Team Members' treatment and/or the company may face fines due to late reporting.
- When the Team Member completes the AAR be sure to include all facts and details pertaining to the injury. Please include if the Team Member is/will missing work and has sought or will be seeking medical treatment.
- After completion of the AAR, provide the Team Member with copy of the Accident Report, Injury on Duty (IOD) Brochure and any state specific forms.

# Station Brochures

## OCCUPATIONAL INJURY ✓ CHECKLIST

- If your injury is an emergency, dial 911.
- It is very important to report your injury to your supervisor.
- Complete an Automated Accident Report (AAR) with your supervisor regarding your injury within 24 hours of the event.
- You are free to choose any physician of your choice to treat for your occupational injury. However, the cost of medical care may not be covered unless you treat with a provider within the Texas Health Care Network (HCN). Convenient care clinics close to DFW are included in this pamphlet. For information on additional treating providers please call 1-866-611-9949 or logon to [www.talispoint.com/genex](http://www.talispoint.com/genex). (Username: American Password: Airlines).
- If you require a prescription to be filled, please refer to the prescription fill card (below).
- After your appointment if you are given work restrictions by your treating physician it is your responsibility to contact your Manager/Lost Time Administrator to determine if transitional duty can be accommodated.
- Doctor's paperwork may be faxed to Sedgwick at 859-264-4061.

## PRESCRIPTION INFO

  	
Sedgwick CARRIER/FA	
American Airlines, Envoy, PSA, Piedmont, US Airways EMPLOYER	
INJURED WORKER NAME _____	
Please provide directly to Pharmacist	
SOCIAL SECURITY NUMBER _____	DATE OF INJURY (MM/DD/YY) _____
<small>Note to Cardholder: Present this card to the pharmacy to receive medication for your work-related injury. To locate a pharmacy: <a href="http://www.tmesys.com/1pharmacy-locator">www.tmesys.com/1pharmacy-locator</a></small>	
<small>Download Free Mobile App: <a href="http://www.tmesys.com/MyWorkComp">www.tmesys.com/MyWorkComp</a></small>	
<small>NDC Bin # = 004261 ; Processing Code = CAL Envoy Bin # = 002538 ; Processing Code = Envoy Acct. #</small>	
	

**Tmesys Pharmacy Help Desk**  
**1-800-964-2531**

## DFW CONVENIENT CARE CLINICS

### Carenow Bedford - Grapevine Mills

2355 E Grapevine Mills Cir Ste E  
Grapevine, TX 76051  
Tel: 972-539-6330

Monday - Friday 8:00AM - 10:00PM  
Saturday 8:00AM - 8:00PM / Sunday 9:00AM - 5:00PM

### Carenow Bedford - Euless

5301 William D Tate Ave  
Grapevine, TX 76051  
Tel: 817-251-2101

Monday - Friday 8:00AM - 10:00PM  
Saturday 8:00AM - 8:00PM / Sunday 9:00AM - 5:00PM

### Concentra Medical Center

5910 N MacArthur Blvd Ste 133  
Irving, TX 75039  
Tel: 972-554-8494

Monday - Friday 8:00AM - 8:00PM  
Saturday 8:00AM - 5:00PM

## HOSPITAL

### Las Colinas Medical Center

6800 N MacArthur Blvd  
Irving, TX 75039  
Tel: 972-969-2000

Hospital/ER 24 hrs/7 days a week

### Baylor Hospital

1650 West College Street  
Grapevine, TX 76051  
Tel: 817-481-1588

Open 24 hours/7 days per week

### Texas Health Harris Methodist Hospital

(Hurst-Euless-Bedford)  
1600 Hospital Parkway  
Bedford, TX 76022S  
Tel: 817-848-4000

Open 24 hours/7 days per week

For information on Texas HCN treating providers please  
call 1-866-611-9949 or logon to [www.talispoint.com/genex](http://www.talispoint.com/genex)  
(Username: American Password: Airlines)

American Airlines 

## DFW WORK RELATED INJURIES

## GROUND EMPLOYEES FLEET SERVICE/PASSENGER SERVICE

LAA: 972-425-4257

LUS: 214-702-7732

### CARGO

LAA: 972-425-4618

### MAINTENANCE

LAA: 972-425-1386

Sedgwick Fax: 859-264-4061

Form 18028-DFW  
07/15

American Airlines  

# Station Brochures

American Airlines 

Dear DFW Employee:

Preventing work-related injuries is a focus for American Airlines. However, when occupational injuries occur, your management team specializes in assisting you in reporting your occupational injury.

On the job injury claims are managed in accordance with TX Workers' Compensation laws. All *claims* are handled and subject to approval by the Company's Workers' Compensation Third Party Administrator, Sedgwick.

This pamphlet is designed to guide you through the occupational injury reporting process. It is critical that you follow the instructions to ensure that there is no delay in processing your *claim*.

Your  
DFW Management Team

## INJURY REPORTING

It is your responsibility to immediately advise your supervisor that you were injured at work and to request medical treatment.

- ▶ Please complete an Automated Accident Report (AAR) with your supervisor as soon as possible.
- ▶ When you submit the AAR with your supervisor, it notifies the appropriate personnel to begin processing your claim.
- ▶ Failing to complete the AAR may delay your treatment or jeopardize your claim.
- ▶ When you complete the AAR with your supervisor be sure to include all facts and details pertaining to your injury. Also advise your supervisor if you have received medical treatment or if you intend to seek medical treatment.

## TREATMENT

You are free to choose any physician of your choice to treat for your occupational injury. However, the cost of medical care may not be covered unless you treat with a provider within the Texas Health Care Network (HCN).

For information on treating providers please call 1-866-611-9949 or logon to [www.talispoint.com/genex](http://www.talispoint.com/genex) (Username: American Password: Airlines). For your convenience, HCN convenient care clinics are included in this pamphlet.

## TREATMENT WITH FOLLOW UP

If you receive treatment at a hospital, clinic, or urgent care facility and you are released to full duty, please fax your release to Sedgwick at 859-264-4061. You are responsible to return to work for your next scheduled trip or duty period.

1. Fax your medical documentation to Sedgwick at 859-264-4061.
2. Contact your Lost Time Administrator

## PRESCRIPTIONS

If you require a prescription to be filled, please refer to the prescription info included in this pamphlet.

## PAY

An employee who becomes sick or injured as a result of an occupational injury or illness shall receive Workers' Compensation benefits in accordance with individual State laws.

- ▶ The state of Texas has a seven day waiting period during which the employee must wait until they begin receiving Workers' Compensation benefits.

**LAA:** For ground employees covered by a collective bargaining agreement American Airlines covers the waiting with up to 10 days of salary continuation.

**LUS:** Please refer to your respective collective bargaining agreement on the use of sick and or vacation for the statutory waiting period.

For all LAA and LUS Management and support staff employees, sick or vacation may be used during the workers compensation waiting period.

- ▶ After the waiting period, Workers' Compensation benefits begin for compensable injuries. Please contact your Sedgwick adjuster to determine the weekly benefit amount.

## TRANSITIONAL DUTY

The purpose of the Transitional Duty Program is to provide transitional duty to employees who are temporarily unable to perform the essential functions of their regular position due to an approved work-related illness or injury. Transitional Duty is provided to facilitate an employee's rehabilitation and early return to his or her regular position.

- ▶ If you are given work restrictions by your treating physician, it is your responsibility to contact your Lost Time Manager/Administrator/MX Administration to determine if transitional duty can be accommodated.

## LENGTH OF TRANSITIONAL DUTY

(Applicable unless employee is entitled to a reasonable accommodation. See ADA Policy for details)

- ▶ **LAA:** Transitional duty will last no more than thirty (30) work days. Extensions for surgical cases are granted after the surgery is complete for an additional 30 work days for a maximum of 60 days of transitional duty.
- ▶ **LUS:** Transitional duty/Light Duty will last no more than sixty (60) work days.

# Workers' Compensation by the numbers

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- AAG WC comp expected to be in excess of \$93M for 2017 injuries
- AAG is required to have \$471M set aside in collateral that we cannot use to pay for all WC injuries past and current
- AAG pays the first \$5M for each and every injury
- ASC has the greatest volume of claim with the highest average cost
- Lifting/carrying; Slip/Trip/Fall, Struck By/Against and Pushing/Pulling are the top injuries for this work group
- Average days away from work per injury is 40