

## Welcome to Windham's Work Injury Network (WIN)

Please review the following information carefully. If you have any questions, please contact your Human Resources Department or **Windham's Work Injury Network at 1-800-898-0386 x1211.**

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### IF YOU ARE INJURED

1. Notify your supervisor immediately.
2. Complete the Employee Incident Report (forms available in every department and on County website).
3. Your supervisor will ensure that the Incident Report and Accident Investigation Form are complete and will forward them to Lisa Fioravante, HR Risk Supervisor in the Human Resources Department, attention: Workers' Compensation.
4. Human Resources will take the appropriate action to notify the Workers' Compensation Insurance Carrier of your injury and then, if appropriate, the carrier will notify Windham's Work Injury Network.
5. You will have the option to seek medical treatment on-site at Rockingham County's Employee Health Service.
6. If Employee Health Services is closed, or you wish to seek medical treatment elsewhere, your supervisor or Workers' Compensation Coordinator will assist you in locating a medical provider within the Windham Work Injury Network.

You'll find a complete list of participating Network Providers at: [www.windhamgroup.com](http://www.windhamgroup.com)

7. Your Workers' Compensation Coordinator / Human Resources will give you a Windham Work Injury ID Card to present to your medical provider.
8. Your medical provider will give you a NH Workers' Compensation Medical Form to bring back to the Human Resources Department.
9. Referrals to in-network specialists for additional treatment will be made by your medical provider unless you decide to select an in-network specialist of your own. *\*See reverse side for important information about treatment outside of the Network.*
10. Keep your Workers' Compensation Coordinator/Human Resources informed of your progress and the status of your medical treatment.
11. Physician disability notes and work releases should be given directly to the Human Resource Department as soon as possible, attention: Workers' Compensation.
12. The Workers' Compensation Insurance Carrier may assign a nurse case manager from Windham's Work Injury Network, to assist with your medical care coordination and return-to-work.

### **EMERGENCY TREATMENT PROCEDURE**

**In the event of an emergency, notify your supervisor or dial 911 to seek immediate medical attention at the nearest emergency care facility. You do not need to seek emergency treatment from a provider within the Network.**

**PLEASE SEE REVERSE SIDE**

## **TREATMENT OUTSIDE OF THE NETWORK**

NH Managed Care Rules & Regulations require that you seek treatment within the Provider Network.

*You may be permitted to seek treatment outside of the Network under any of the following circumstances:*

- 1) If the necessary services or aids are not available to the employee within the Network, or if emergency circumstances prohibit use of the Network;
- 2) When transfer of care outside the network is recommended by an in-network provider, the reasonableness of future treatment shall be determined by reviewing the physician's recommendations and the Network's availability to assist the employee in obtaining the needed services and aids within the Network;
- 3) If emergency circumstances in which treatment or aids required to protect the health of an injured employee are required to be applied or administered immediately and without opportunity to notify the person or persons designated for such notification by the program or to follow the directive of such person or persons if such notification occurred;
- 4) If an injured employee has been treated by a provider who is not a member of the Network to treat a recurrence or aggravation of an injury treated by such provider within the prior 6 months, as long as such provider complies with all the terms, conditions, protocols, referral procedures, and levels of reimbursement established by the network;
- 5) Unique circumstances based upon an individual case may be sent in writing to the Commissioner of Labor confirming that the requested services or aids are not available within the Network. The Commissioner of Labor shall investigate the circumstances and the Network resources to determine if it's necessary to seek out of Network treatment and will advise the parties of the decision.

***\*SHOULD YOU DECIDE TO SEEK TREATMENT OUTSIDE THE PROVIDER NETWORK, YOU MAY BE RESPONSIBLE FOR PAYMENT OF THE MEDICAL BILLS, NOT YOUR EMPLOYER OR WORKERS' COMPENSATION INSURANCE CARRIER\****

## **ACCESS TO A SECOND OPINION**

- 1) You will have access to a second opinion relative to diagnosis or proper course of treatment should you choose to have one.
- 2) The second opinion shall be conducted by a Provider inside or outside the network. Consult your Workers' Compensation Coordinator or the insurance claims adjuster at The Lawson Group for assistance.
- 3) Access to a second medical opinion shall be warranted when following an examination and diagnosis by a medical provider the employee remains uncertain about the nature of the injury and / or the proper course of treatment. The Managed Care Program shall assist in resolving conflicting medical opinions, if necessary.

## **DISSATISFACTION WITH TREATMENT**

If you are dissatisfied with your treatment, you are permitted to make one change at each level of treatment to another provider within the Network.

## **INDEPENDENT MEDICAL EXAM**

If you are dissatisfied with a determination made by a Network Medical Provider relating to compensability, degree of disability or degree of impairment arising from an injury, you may send written notification to the Commissioner of Labor for authorization to obtain an independent medical exam (IME) and medical opinion by a health care provider of your choice. The Commissioner shall grant one such authorization as a matter of course. The provider conducting the IME shall be paid by the employer or employer's insurance carrier in accordance with the NH Workers' Compensation Law. Please note that no provision of the law prevents you from obtaining an IME of your choice at your expense. Mail your written notification to: The Commissioner of Labor c/o The NH Dept of Labor, 95 Pleasant Street, Concord, NH 03301