



State of Florida
Workers' Compensation Benefits
Frequently Asked Questions

AmeriSys★

What do I do if a workers' compensation claim needs to be reported?

In a medical emergency, the injured employee is to be sent to the nearest medical facility or call 911 for emergency assistance. Following the arrangement of emergency medical treatment for the injured employee, contact AmeriSys at **1-800-455-2079**.

For non-emergent injuries, proceed to contact AmeriSys at **1-800-455-2079** to be directed to treatment.

What if the employee is injured after-hours?

In a medical emergency, the injured employee is to be sent to the nearest medical facility or call 911 for emergency assistance. Following the arrangement of emergency medical treatment for the injured employee, contact AmeriSys at **1-800-455-2079**. For non-emergent injuries, contact AmeriSys at **1-800-455-2079** for coordination of treatment. The AmeriSys Intake Call Center is available 24/7.

What information is needed when you call AmeriSys?

- Correct spelling of employee First, Middle and Last Name
- Employee's complete physical address with apartment number
- Employee's complete mailing address if different from physical address (P.O. Box)
- Employee's home and/or cell phone number
- Employee's date of birth
- Employee's gender
- Employee's social security number
- Email contact
- Date of accident
- Time of accident
- Date the accident was reported by employee
- Injury description (How the injury occurred)
- Company location code (Agency the employee works for) **Location Code: (Varies)**
- Employer location code (Department the employee works for) **Location Code: (Varies)**
- Place of accident (Where the injury occurred)
- County of accident
- Employee's supervisor name and phone number
- Supervisor agree with the description of accident: Yes _____ No _____
- Supervisor authorize treatment: Yes _____ No _____
- Occupation
- Date employed
- Rate of pay
- Provider information (Name of hospital or urgent care employee was sent to treat)
- Medical history

Why is all this information required?

Most of this information is required by the state law to complete the claim filing process. Additional information is required to allow the State of Florida to properly set up a claim file and contact you to provide updates on your treatment or advise you of medical appointments. Your past medical history may be relevant for treatment options and to determine our responsibility under the Workers' Compensation Act.

How is on-going medical treatment coordinated for the employee?

After the claim has been reported, a Nurse Case Manager is assigned to the file. The Nurse Case Manager will advise the employee where to go for on-going medical treatment related to their injury.

How can the employee contact their Nurse Case Manager?

The name and phone number of the assigned Nurse Case Manager will be provided at the time the claim is reported. In the event you do not have this information, call AmeriSys at **1-800-427-3590** to obtain their contact information.

What do I do if the employee is having problems having their medications filled?

Have the employee contact their Nurse Case Manager during business hours Monday-Friday.

If they are having issues with their prescription after-hours, on weekends or holidays contact Optum **1-877-835-5879**. If the employee continues having difficulty in filling their medications, contact AmeriSys at **1-800-455-2079** and an on-call nurse will contact the employee.

Who is the claims adjuster?

The adjusters are assigned by the Division of Risk Management to manage the employees claim benefits and wages. The adjuster assignment and contact information will be provided at the time of the report.

What do I do if the employee receives a referral from their workers' compensation provider?

Have the employee immediately contact their Nurse Case Manager at AmeriSys at **1-800-427-3590** to notify them of the referral so that the recommended treatment can be initiated.

Who should I contact if the employee receives a bill from the provider directly?

Refer the employee to contact their assigned Nurse Case Manager at AmeriSys ph. **1-800-427-3590** for direction.

Will I receive a copy of the First Notice of Injury?

A copy of the First Notice of Injury will be provided to the agency Worker's Compensation Coordinator (WCC). Please reach out to the WCC for more information.

Who should I contact if the information on the First Notice of Injury needs to be change?

Please email the request to AmeriSys Intake Supervisor, Marita Rodriguez. Email address:

Marita.Rodriguez@amerisys-info.com. You can also call **1-800-427-3590** and request to speak with the **Intake Supervisor**.