

Alameda County
Workers' Compensation
Claims Management

CHANGES EFFECTIVE

JULY 1, 2013



Who Is York?



- New Third-Party Administrator (TPA) for the County's WC claims - Replacing Sedgwick CMS
- National reach – local presence:
 - Manage claims for more than 1,200 CA public agencies
 - Oakland claims office is located in ACERA building.
 - Two-unit team of Claims Examiners dedicated to the County of Alameda account.
- Paperless claims records
 - Centralized mail room in Roseville, CA. where all paper files are SENT, scanned and attached to the claim file.
 - Telephonic and online claims reporting.

Transition Process

Change Effective July 1, 2013

- New Reporting Process
 - 24/7 Nurse Triage from Company Nurse
 - Online completion of Form 5020
 - Optional email if 5020 is completed in the field
Casetupdesk@yorkrsg.com
- New claims team and contacts
- New claims system
- Claims office in ACERA building in Oakland

First Report Nurse Triage Company Nurse

Supervisor calls 1-855-921-9522



24/7 Injury Hotline

with employee present, **before** employee leaves the premises.
For **emergencies**, call to report injury **after** treatment.

Injury Reporting

***If life- or limb-threatening injury, call 911!!
THEN report the injury / incident after EE stabilized.***

IF NOT LIFE-THREATENING

1. Supervisor (with EE) calls Company Nurse Before EE Seeks Treatment
2. Company Nurse completes a Report of Injury while on the phone.
3. Report is electronically transmitted to
 - Employer (WC liaison for that department)
 - York (who imports information into Form 5020 and sends to County WCL for completion)
 - Medical Provider (so they know injury is work-related and should follow WC reporting protocols)

Injury Reporting

IF NOT LIFE-THREATENING (cont'd)

4. Employer (WC liaison) reviews 5020 and completes three drop-down fields and submits electronically to York.
5. The DWC-1 Form, Supervisor Report of Injury and Witness Statement forms still must be completed manually and scanned, e-mailed or faxed to York's Operations Services Center.
6. Optional Follow-Up Call
 - EE may call Company Nurse again if they need a referral or symptoms worsen.
 - Company Nurse is NOT a substitute for medical treatment

York Operating Services Center

It is still possible to report claims the old-fashioned way – printing and manually completing the 5020 and faxing or scanning and e-mailing to York's Operations Center in Roseville.

Send any documents not submitted online here.

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