

# Standard Operating Procedure

## Work-Related Injury and Illness Reporting & Workers Compensation (All locations – excluding WA & OH)

### Purpose

#### Who:

This SOP aims to provide **people leaders** with the process of reporting workplace injuries and illnesses and the claim filing process. It ensures timely compliance with legal requirements and facilitates efficient treatment for injured employees.

This SOP applies to all Lone Peak Dental Group employees, regardless of employment status (full-time, part-time, temporary, per diem, or intern) who become injured or ill during the course of employment.

#### What:

States have different workers' compensation (WC) requirements and Lone Peak has different SOPs to be followed depending on location.

Monopolistic states require employers to purchase state fund workers' comp coverage. In these states, buying workers' compensation from private insurers is not allowed. The monopolistic states that require coverage from their workers' comp state fund are North Dakota, Ohio, Washington, Wyoming, and Puerto Rico.

#### Why:

Workers' Compensation is an employer-paid benefit that provides compensation and medical benefits if an employee is injured or becomes ill due to a work-related circumstance.

As soon as possible after the injury occurs, the appropriate Workers' Compensation process steps should be followed based on the injured employee's work location to ensure that the claim is submitted for processing per state laws. Failure to report an accident may result in a violation of legal requirements and can lead to difficulties and delays in processing insurance benefit claims. Injuries should be reported immediately, but no later than 48 hours after the incident.

However, if an employee has not reported the incident within that time frame, a workers' compensation claim should still be filed. It is up to the carrier to decide eligibility. Additionally, while injured workers are not required to seek medical treatment and have the right to deny medical attention, a workers' compensation claim should still be filed.

## All Other States (Excludes OH, WA, ND, WY, PR)

### Injury Reporting

#### Team Member Responsibility:

- 1) Team Members immediately report the work-related injury or illness to their supervisor.
- 2) **Team Member seeks medical attention**, even if the injury is minor, to document the injury. Supervisor can assist team member in getting medical attention (if urgent- call 911) by calling Nurse Navigator at 888-551-5605.
- 3) The nurse will recommend the appropriate treatment and will guide team member where to seek treatment and will file the claim.
- 4) Team member provides claim number to provider when treated.
- 5) The nurse will follow up with team member to ensure they are well taken care of.
- 6) Team member communicates any work restrictions or time-off needed as advised by treating provider to supervisor.

#### Supervisor Responsibility:

- 1) Help the team member to get medical care for their injury (if urgent- call 911) by calling Nurse Navigator with them (Bilingual Spanish/English - as well as other languages available) at 888-551-5605.
- 2) Manager or witness should take photos of the area when possible, if the injury is a result of a facility or equipment issue. When the location has been secured (preventing further injuries) and the team member has been sent for treatment, the Manager reports the injury to Lone Peak via the Incident Report Form.
- 3) Report the incident to the [Incident Report Form](#) as soon as possible, but within 48 hours. Include the claim number if you have it.
- 4) Respond to any requests for additional information from ADP or the People Team.
- 5) The people team will follow up with additional information

### Claim Filing

#### People Team:

- 1) Review the incident report and submit the claim to ADP as per state regulations, if a claim hasn't been filed by Nurse Navigator.
- 2) Track claim status and communicate updates to the team member and supervisor.

- 3) Review any return-to-work restrictions in accordance with ADA, coordinate workers comp claims concurrent with applicable leaves of absence, such as FMLA.

## Resources

- Nurse Navigator Program: [https://www.youtube.com/watch?v=imi9KND\\_29A](https://www.youtube.com/watch?v=imi9KND_29A)

