



ARCHDIOCESE OF WASHINGTON

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Workers Compensation (WC) Accidental Injury Process and Procedure for Employers

- **Archdiocesan Workers Compensation Carrier: KEY RISK**
- **Claims Reporting Administrator: KEY RISK**
- **Policy Number: KEY0139324**
- **Client/Org Number/Location Number:** Your location's AOW Directory #, i.e. CFA Location #

Step 1: An employee is injured. What do I do?

1. Have the **injured employee** connect to **VirtualMD+** via the mobile App or call 1.866.687.0710 to start treatment and report the claim. Follow the physician referral guidelines for your state.
 - a) Through **VirtualMD+**, the employee will be given the option to speak with a trained ER physician, seek treatment with a Panel of Physician provider OR refuse medical treatment.
 - b) All calls to **VirtualMD+** will be **automatically reported** to Key Risk as a new claim.
 - c) When **VirtualMD+** is **NOT** utilized by the injured employee for treatment and reporting, **employers** are responsible for providing the injured employee with the Panel of physicians and **immediately reporting** the claim to Key Risk online or by the phone at 1.866.847.8872
2. Have the injured employee sign the **Authorization for Release of Information** and immediately submit the completed form to Key Risk.
3. Provide the employee with the Post Incident Medical treatment Kit.

Step 2: How do I notify our Claims Reporting Administrator, KEY RISK of a Workers Compensation injury?

Claims can be reported via VirtualMD+, Online, or phone. Please determine your preferred method to report the injury claim and follow the directions below: Using VirtualMD+ is strongly suggested.

- **VirtualMD+**
 - All claims created by using the **VirtualMD+** will be automatically report to Key Risk as a new claim.
- **ONLINE:**
 - WWW.Keyrisk.com
 - Please refer to Key Risk's online claim reporting instructions
- **BY PHONE: (866)847-8872**
 - Please have these instructions with you when you call to report claim as well as:
 - Injured Employee information: name, address & phone number
 - Injury Information: date, time and location of injury/illness. Description of injury/illness, and if available witnesses and their contact information

WC Fraud Prevention

Should you question the validity of the claim please notify:

1. Key Risk at (866) 847-8872 **after** filing the claim.
 - a. Ask to speak with Natalie Vogel-Sharpe or Bennett Henderson
2. Contact the Office of Human Resources at (301)853-4513

Employee Death

Should the injury result in an employee death please immediately:

1. Contact Key Risk at (866) 847-8872 for guidance on documentation that must be submitted.
2. Contact the Office of Human Resources at (301)853-4513

Step 3: Documentation of Medical Treatment.

Documentation of Medical Treatment is only necessary if the injured employee receives medical treatment. However, since the need for medical treatment is not always immediately known you should provide the Attending Physician Statement to any injured employee at the time of injury or as soon possible thereafter. In the event the employee is unable to complete, for medical reasons, you should provide to a designated representative acting on the employee's behalf.

Under Key Risk's Claims management program, employees can chose a medical provider from the Panel of Physician or search for a providers within the PPO network can be located at: <http://www.keyrisk.com>, under Employer Resources – Policy & Claim Resources or by calling (866) 847-8872.

The injured employee should return the completed form to their designated HR staff member who in turn should submit to KEY RISK per the instructions below

Step 4: Employer Statement

- Complete the [Supervisor Accident Investigation Report](#) as soon as possible. In the event an injury is reported and the Accidental Injury Form is not completed you should complete the Employer statement with the information available to you.

Step 5: What do I do if my employee will be out of work for more than 3 days as a result of the injury?

- Should the injury/illness result in an absence of 3or more days please complete the FMLA Intake form and send to ArchdioceseHR@adw.org or via fax to 301-853-7680

Step 6: Where should I send documents after filing the claim?

1. **Retain copies for your files and mail all documents (as applicable):**
 - Fully completed Attending Physician Statement
 - All medical Bills
 - Copies of all police reports, newspaper articles, etc. describing accident
 - Copies of any additional documents that support or discredit the claim

**To: KEY RISK
PO BOX 8000
Daphne, AL 36526-8000**

YOU WILL BE CONTACTED BY A CLAIM ADJUSTER IF ADDITIONAL INFORMATION OR DOCUMENTATION IS REQUIRED. IF YOU HAVE ANY CLAIM RELATED QUESTIONS PLEASE CALL KEY RISK (866) 847-8872.

OFFICE OF HUMAN RESOURCES

Phone: 301.853.4500/301.853.4513 Fax: 301.853.7680 Email: ArchdioceseHR@adw.org