

EMPLOYEE RESOURCE

Workers' Compensation Employee Guide

What to do after a work-related injury or illness

Overview

Workers' Compensation provides payment of reasonable and necessary medical expenses and compensation for lost wages, when applicable, if you are injured or become ill because of a work-related condition.

Report every work-related injury or illness to your supervisor (MPP) immediately. In an emergency, call 911 for assistance from University Police or local emergency services.

STAY IN CONTACT - Remain in regular contact with the Workers' Compensation Coordinator (WCC) throughout the process. Promptly respond to messages, provide requested documents, report changes in your medical or work status, and follow the instructions you receive. Consistent communication helps prevent delays in medical care, claim processing, and benefits.

How to Apply for Workers' Compensation Benefits

- **Report the injury or illness immediately.** Tell your supervisor or the next-level administrator. If the condition developed gradually, such as tendonitis or hearing loss, report it as soon as you identify that it may be work-related.
- **Complete the required forms within 24 hours.** Complete the Intake Sheet and the employee section of the DWC-1 Form.
- **Watch for communications from the WCC.** Monitor your email, telephone, voicemail, and other communication channels for messages from the Workers' Compensation Coordinator. Respond promptly and follow all instructions provided.
- **Keep the WCC informed.** Share requested records and notify the WCC of treatment, work-status changes, missed time, or other developments that may affect your claim.

Submitting Required Forms

- **Intake Sheet:** Complete and return it to the Workers' Compensation Coordinator by email at edikitanan@csusm.edu, by fax at 833-536-1793, or by hand delivery to Human Resources, Administrative Building, Suite 4800.
- **DWC-1 Form:** Submit and electronically sign the form through Adobe Sign. Select "FA-Human Resources (HR) DWC-1 Form" from the drop-down menu.

Medical Treatment

MEDICAL EMERGENCY - For emergency treatment of a work-related injury or illness, go to the nearest hospital emergency room. Call 911 when immediate emergency assistance is needed. Pre-authorization is not required.

For **non-emergency treatment**, including first aid or urgent care during regular work hours, contact the WCC at 760-750-4438 or appropriate back up to obtain authorization **prior** to seeking treatment. **Pre-authorization is required before visiting an occupational medical provider.**

If medical treatment is needed after hours, please visit an urgent care facility or emergency room. Pre-authorization is not required. After an emergency room or urgent care visit, a follow-up evaluation with an authorized occupational medical provider may be necessary. Contact the WCC as soon as possible for direction and authorization.

Forward copies of all doctor's notes you receive to the WCC promptly. This includes discharge instructions, work-status reports, restriction notes, and other documentation provided by a treating medical professional.

If you have an approved Designation of Personal Physician on file before the date of injury, you have the right to be treated by that physician from the first date of injury. The WCC must verify the designation before you obtain treatment from the personal physician on file.

Pharmacy Program (Optum)

The CSU participates in the Optum Pharmacy Program. Your regular health plan will not cover prescriptions for a work-related injury or illness.

- Present the Optum authorization flyer (one-time use) to an authorized Optum pharmacy for the initial prescription.
- The pharmacy will verify coverage with the WCC. The initial prescription should be provided with no out-of-pocket expense.
- Optum will provide a card for subsequent prescriptions.

[Optum prescription card](#): click to access prescription card. Phone: 1-800-964-2531.

Third-Party Administrator (TPA)

The CSU contracts with Sedgwick CMS to interpret applicable law, administer workers' compensation claims, and determine benefits.

Within a few days after a claim is filed, the claims examiner may contact you and your supervisor to discuss the injury or illness. This is standard procedure and a necessary part of claim processing. Cooperate and respond promptly; timely information may help avoid delays.

Time Away, Work Status, and Benefits

Missed Time for Medical Appointments

- **Initial medical evaluation:** You are not required to use personal leave balances for the initial evaluation at the onset of the work-related injury or illness, and you will receive regular salary for that day.
- **Later appointments:** You must use personal leave balances for missed time after the initial medical evaluation.
- **Notice and reporting:** Notify your supervisor (MPP) in advance, coordinate the necessary time off, and track and report absences according to your department's practice.

Medical Restrictions and Accommodations

At every appointment, obtain an updated work-status report from the treating physician and submit it to the WCC on the same day you receive it.

RETURN-TO-WORK CLEARANCE - If a work-status report identifies medical restrictions or recommended accommodation, the WCC must coordinate with your supervisor before you return to work. Do not return to regular duties until you receive clearance from the WCC.

Submit work-status reports and other doctor's notes by email to edikitanan@csusm.edu, by fax to 833-536-1793, or by hand delivery to Human Resources, Administrative Building, Suite 4800.

Medical Disability Leave

If the treating physician certifies that you are unable to work and Sedgwick accepts the claim, Industrial Disability Leave (IDL) or Temporary Disability (TD) benefits may be available. Contact the WCC for additional information.

If you do not state a preference for IDL or TD within 15 days after receiving notice of benefit eligibility, you will be placed on Basic IDL unless TD benefits are greater. If your condition becomes permanent and stationary and you cannot return to your usual occupation because of the injury or illness, you may be eligible for permanent disability. Sedgwick will coordinate these benefits and advise you of potential eligibility.

Mileage Reimbursement

You may request reimbursement from Sedgwick for mileage to and from approved workers' compensation medical appointments. Ask Sedgwick for a Medical Mileage Request Form.

CSU San Marcos Preferred Occupational Medical Providers

The WCC determines the occupational medical provider. Contact the WCC before seeking non-emergency treatment, and confirm current hours before visiting a provider.

Service / Area	Provider and Contact Details
SAN MARCOS Primary	Agile Occupational Medicine 2365 S. Melrose Drive, Vista, CA 92081 (760) 571-5910 Monday-Friday 8:00 a.m.-6:00 p.m.
SAN MARCOS Alternate - WCC permission required	Kaiser On-the-Job Occupational Health Medicine 400 Craven Road, Building 1, 2nd Floor, San Marcos, CA 92078 (833) 242-8500 Monday-Friday 9:00 a.m.-5:00 p.m.
24-HOUR EMERGENCY CARE	Palomar Medical Center Escondido - Emergency Department 2185 Citracado Parkway, Escondido, CA 92029 (442) 281-5000
AFTER-HOURS CARE	Kaiser, Immediate Care Services (ICS) 400 Craven Road, Building 3, 1st Floor, Entrance A, San Marcos, CA 92078 Monday-Friday 5:00 p.m.-9:00 p.m. Saturday-Sunday 9:00 a.m.-9:00 p.m.
24-HOUR EMERGENCY CARE	Palomar Medical Center Poway - Emergency Department 15615 Pomerado Road, Poway, CA 92064 (858) 613-4000
24-HOUR EMERGENCY CARE	Kaiser Permanente Hospital - Emergency Department 360 Rush Drive, San Marcos, CA 92078 (833) 574-2273 Member and nonmember emergency care when after-hours care is closed.
TEMECULA 24-hour urgent care	Temecula 24 Hour Urgent Care – Directions/Map 41715 Winchester Road, Suite 101, Temecula, CA 92590 (951) 308-4451

REMEMBER - Continue monitoring communications from the WCC and Sedgwick after treatment. Follow instructions promptly and send copies of all medical notes and work-status documents to the WCC.