



# Injury Treatment Information for Employees

## From OHARA Managed Care

### We Care About You and the Treatment of Your Injury

Your employer has chosen OHARA Managed Care to manage its workers' compensation program. OHARA has a panel of highly dedicated doctors and other health care providers who will provide all required treatment for work-related injuries.

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### Frequently Asked Questions

#### *What should I do if I have an injury at work or a work-related illness?*

1. Notify your supervisor.
2. Fill out an Injury Report form within 24 hours and notify your company representative.
3. If you need to see a doctor...

**For non-emergency treatment**, the OHARA nurse case manager must make the arrangements. Before making or going to any medical appointments, call the nurse case manager, who is available 24 hours a day, at 888-354-1015.

**For emergency treatment**, you should be taken to the nearest Emergency Department or call 911 for immediate assistance.

4. If you are off work due to a work-related injury, the nurse case manager must know of your whereabouts and be able to contact you at all times.

#### *What is the role of the OHARA nurse case manager?*

The nurse case manager guides and oversees your treatment plan by discussing the treatment and return-to-work plan with you. In addition, the nurse case manager may attend medical appointments with you.

#### *What health care providers are available to me through the plan?*

As appropriate, you may receive treatment from a medical doctor, podiatrist, osteopath, dentist or chiropractor. A directory of these health care providers, called a provider list, is available through your company representative.

#### *Under what circumstances can I receive services from a provider other than an OHARA provider?*

- At the time of injury, you will be given the option to receive treatment from your own person/family doctor. This doctor must have documented treatment of you and/or an immediate family member. ***In order to be covered by the plan, your provider must follow the guidelines of the managed care plan.***
- For emergency medical treatment related to your injury/illness.
- If you need major surgery related to your injury/illness, a specialist will be used.\*

**NOTE:** If your Work Comp claim is denied, payment for medical services will be your responsibility.

#### *What if I am not satisfied with my treatment plan?*

Your nurse case manager will be happy to address any concerns you may have regarding your care. If this is not satisfactory, you have the right to request dispute resolution through the Nebraska Workers' Compensation Court. The resolution process, which will be completed within 30 days, includes a review of your case, and you will be included in determining a plan of care.

**For more information and answers to your questions about OHARA Managed Care, call the nurse case manager for employees at your company, 24 hours a day, at (888) 354-1015.**

## **Managed Care – Notice to Employee**

### **Nebraska Workers’ Compensation Court Rules of Procedure: Rule 55**

An employee is not required to receive services under a managed care plan until the insurer, risk management pool, or self insured employer gives the employee notice of the information listed below in this rule. Individual notice of such information must be given at the time the employee becomes subject to the contract (see Rule 53, I). The notice must include the following information:

- A. The employer is covered by the named managed care plan to provide all required treatment for work-related injuries after a specified date. An employee sustaining an injury prior to the specified date is required to receive services under the plan only if the employee changes physicians.
- B. The toll free number of the managed care plan where the employee can receive answers to questions about managed care.
- C. The employee may receive treatment from a medical doctor, chiropractor, physician, osteopath, or dentist under the plan, if the treatment is available within the community and the scope of practice of the physician is appropriated for the treatment of the injury in question.
- D. How the employee can access care under the managed care plan, how the employee can identify eligible physicians, and the toll free 24 hour telephone number of the managed care plan that informs employees of available services.
- E. The employee may be required to receive services from a participating physician under the managed care plan except in the following circumstances:
  1. If the employee or an immediate family member has treated with a physician prior to the date of injury who can provide treatment appropriate for the injury in question, if the employee selects such physician according to rules established by the court, if such physician agrees to refer the employee to the managed care plan for any other treatment that the employee may require, and if such physician agrees to comply with all of the rules, terms and conditions of the managed care plan; or
  2. If the employer fails to notify the employee of the right to select a family physician according to the rules established by the court;
  3. For emergency medical treatment; or
  4. In cases of injury requiring dismemberment or injuries involving major surgical operation, if the employee selects the physician to perform the operation and such physician agrees to refer the employee to the managed care plan for any other treatment that the employee may require, and if such physician agrees to comply with all of the rules, terms, and conditions of the managed care plan; or
  5. After compensability has been denied by the insurer, risk management pool, or self insured employer; or
  6. If there is no participating primary treating physician available within the mileage restrictions established in Rule 53, E, 7 of the Rules of the Procedure of the Nebraska Workers’ Compensation Court.

Nebraska Workers’ Compensation Court Rules of Procedure, Revised May 2004