

TeleCompCare®

Employee Frequently Asked Questions

What are the hours of operation for nurse triage?

Triage nurses are available 24 hours a day, 7 days a week, 365 days a year.

Should the employee still report the injury to their supervisor?

Yes, the employee should first report the injury to their supervisor and the supervisor should conduct their internal investigation as usual. If the employee is requesting medical treatment or is unsure if they need medical treatment, the employee should be instructed to call the TeleCompCare® (TCC) triage nurse.

Does the employee's supervisor need to be on the line or in the room during the nurse triage call and how is the correct employer identified?

When calling the triage nurse, the employee should reference the employer's name as indicated on the poster/workflow/wallet card, the unique TCC account number and address of the employee's primary work location. These unique identifiers will help the nurse find the correct employer and location so the claim is set up on the correct policy. The employee provides the triage nurse with their personal information and medical history, so the supervisor should give the employee privacy for the call.

What happens if an employee has an incident, but does not wish to seek medical treatment?

The supervisor/HR representative can report the claim to us online via the appropriate brand claim reporting portal or they can call the nurse triage line. After selecting option 2, they will be directed to our intake department. The supervisor will need to know the employer's policy number to use this option.

How does the triage nurse decide recommended treatment options after speaking with an employee?

With the aid of a computer program, the triage nurse follows evidence-based medical guidelines and specific triage algorithms to determine the proper treatment recommendation. The three treatment recommendations are self-care instructions, a virtual telemedicine visit or referral to an occupational clinic.

Can an employer choose their own clinic if an employee is referred for treatment?

Absolutely. If the employer already has a relationship with an occupational clinic, the employer should provide this information to our TCC team at the time of enrollment or enter the clinic information within our policyholder portal and it will be provided to our triage nurse vendor. If a clinic referral is recommended, the employee will be directed or soft channeled (per state laws) to the preferred clinic. In states where a panel is to be provided to the employee, the employee will be referred to their supervisor to obtain a copy of their employer's panel. If no panel is available, the nurse will recommend emergent treatment at an occupational clinic.

What happens if an employee is recommended to receive treatment via a virtual telemedicine visit?

If the triage nurse recommends a telemedicine visit, they will be transferred to a concierge agent who will send the employee a link to the telemedicine platform where they will create their own personal account. If needed, the agent will stay on the phone with the employee until the provider is available.

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What if the employee does not want to or is unable to participate in a telemedicine visit and would prefer to go to a clinic?

If the triage nurse recommends a telemedicine visit and the employee does not feel comfortable with or is unable to access this option, they always have the choice to decline the telemedicine visit. In this case, the employee will be sent to an occupational clinic or employer's preferred clinic.

How is a return to work addressed during a virtual telemedicine visit?

After the telemedicine visit is complete, the employee will receive an email with instructions to log into the telemedicine platform to retrieve their return to work slip and summary of the visit. A copy of the return to work slip will also be sent to the employer contact established during enrollment.

What percentage of cases are referred for telemedicine, self-care and clinic referral?

On average, 10% of referrals result in a telemedicine recommendation, 45% of referrals are self-care and 45% are referred to an on-site clinic or hospital.

How is the first report of injury created after an employee speaks with a nurse?

The triage nurse data is automatically uploaded into our claim system and a new loss is created for the employee. The employer is no longer required to report the claim separately to AF Group.

Who receives a copy of the nurse triage reports?

The employer can designate who at their company should receive the triage nurse reports for each of their locations. The report can go to several people at each location. However, we will need to obtain a distribution list from the employer, or the employer can enter the required information into their policyholder portal.

Is there a cost to use the TCC program?

If the triage nurse recommends self-care, there is no cost to use the program and the claim is simply recorded. If the nurse recommends treatment such as clinic referral or telemedicine, a charge is applied to the claim file under the medical expense. The employer will not receive a separate bill.

How is the telemedicine virtual appointment paid?

The physician visit is billed and paid to the claim file, which is the same as an in-person physician visit at a clinic.

How is this program rolled out to an organization?

The TCC team can provide marketing material and support to aid in the rollout to employees. However, the employer rollout is unique to their organization and culture. Typically, TCC is rolled out similarly to other employee benefits, like open enrollment for health benefits. This can be done by distributing and posting their TCC poster and workflow document, providing intranet videos and conducting staff meetings.

Are there multilingual nurses available to speak with an employee?

Yes, the employee has an option to selection option 9 to connect to a Spanish-speaking nurse. All other translation services are available as well through our vendor partner.

What is the process if the employer mandates post-accident drug testing?

If post-accident drug testing is a mandatory process for the employer's injury reporting process, the supervisor should provide the employee with instructions on how to complete this (per the employer's policy). The triage nurse will not instruct the employee to submit to a drug test.