

MODULE: TELECOMPCARE ENROLLMENT IN PORTAL	2
LESSON: TELECOMPCARE DEFINED	2
LESSON: ACCESS AND ENROLLMENT	2
<i>Contact and Location Information</i>	<i>4</i>
<i>Location and Preferred Provider Information</i>	<i>6</i>
<i>TeleCompCare Enrollment.....</i>	<i>13</i>
<i>Post Enrollment – Maintenance of Contacts.....</i>	<i>15</i>
<i>Post Enrollment – Location and Preferred Providers.....</i>	<i>17</i>

Module: TeleCompCare Enrollment in Portal

In this module, users will learn the following:

- What is TeleCompCare?
- How to enroll in TeleCompCare (TCC)
- How to update Contacts and Preferred Providers in Portal after initial enrollment

Lesson: TeleCompCare Defined

TeleCompCare®

As part of our commitment to providing our customers with resources to keep their employees safe as well as support when an injury occurs, we are offering a telephonic nurse triage process called TeleCompCare (TCC). This 24/7 nurse triage and telemedicine program gives injured workers quick access to medical care by speaking with an experienced nurse at the time of their injury. This triage call also serves as the first notice of loss, so a claim is created automatically, eliminating the need to report the claim to us.

To enroll in TeleCompCare, complete the information required within each tab below. Once all required information is entered, enrollment can be completed and a TCC Number will be provided. The injured employee will need to provide the TCC number when calling the triage nurse.

If you are experiencing difficulties with enrollment, please contact TeleCompCare@afgroup.com

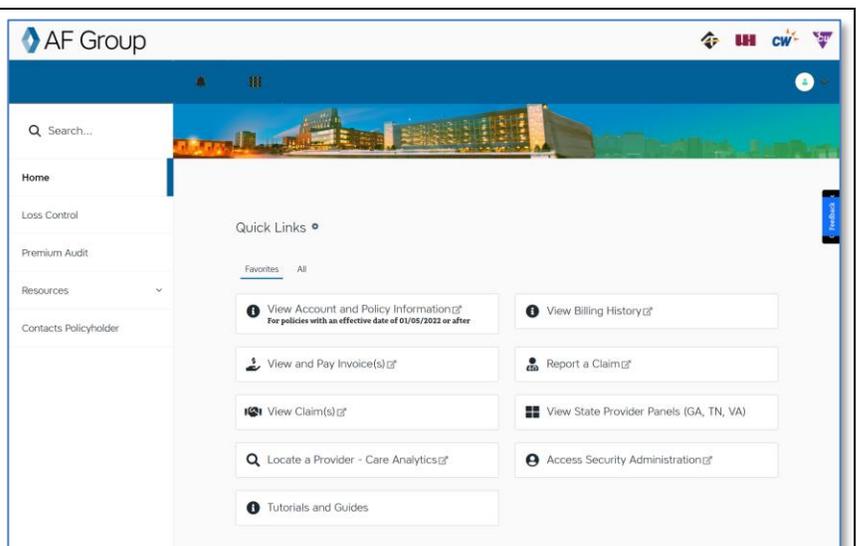
Lesson: Access and Enrollment

Policyholders, Agents and Carrier Users can enroll a policy via the Portal.

Users will access the Portal via our secure Digital Customer Portal (DCP), which is linked within each brand site.

Note:

- The top screenprint is an example of a policyholder view.



After logging into the DCP and selecting the View Account and Policy Information Quick Link, the user will be taken into the portal.

Select or Search for the policy that is being enrolled in TCC.

Users with access to view a policy within the portal will see the option for TCC Enrollment.

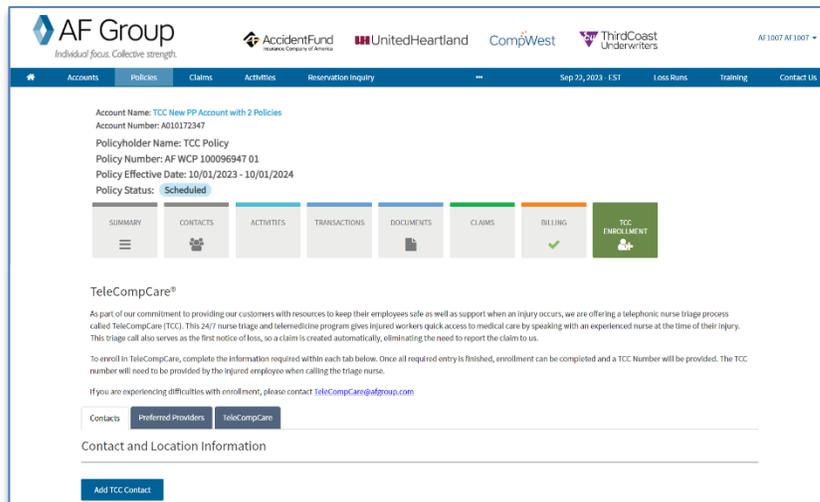
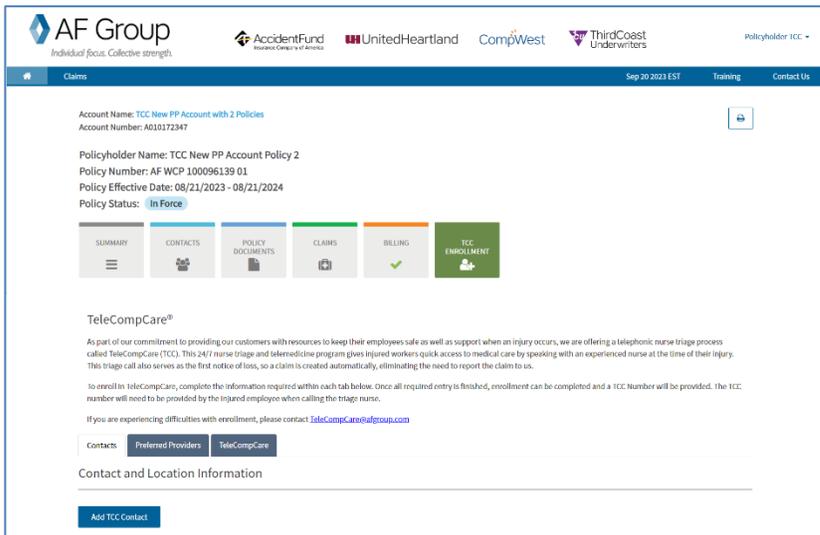
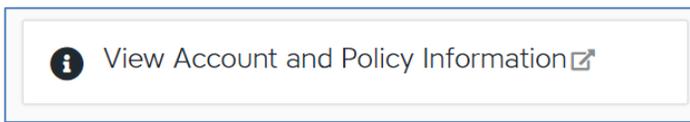
Click the **TCC Enrollment** icon to initiate the enrollment process.

Note:

- The top screenprint is an example of a policyholder view.
- The bottom example is an agent view.

There are three parts to enrolling in TCC. Each step for enrollment is represented with a tab.

- Contacts
- Preferred Providers
- Completing Enrollment



Contact and Location Information

Click **Add TCC Contact** to display the form for entering contact information for the policy.

There two types:

- Main Contact
- Location Contact

TCC requires at least one Main Contact to complete enrollment.

Location Contacts are optional.

Contact Entry

Required fields are indicated with a red asterisk * and include:

- First Name
- Last Name
- Email Address
- Phone Number
- Title
- Role

Optional fields include:

- Middle Name
- Suffix
- Designation
- Fax Number

Title dropdown has options for selection. If the title is not available, selecting **Other** will display a field for entry.

Role(s) dropdown has options for Selection of Location Contact and Main Contact.

Field edits will display if a required field is not complete.

-
- Agent Loss Control Rep
 - Agent
 - Chief Executive Officer
 - Chief Financial Officer
 - Chief Operations Officer
 - Claim Advocate
 - General Manager
 - HR Coordinator
 - HR Director
 - HR Generalist
 - HR Manager
 - Loss Control Director
 - Loss Control Manager
 - Manager
 - Other
 - Risk Director
 - Risk Manager
 - Safety Director
 - Safety Manager
 - Supervisor

The **Main Contact** role will not require additional information.

Click **Cancel** to not save entry.

Click **Add Contact** to save the contact.

Saved contacts will display in a grid for reference.

To add additional contacts, click **Add TCC Contact**. Repeat, as necessary.

Contacts Preferred Providers TeleCompCare

Contact and Location Information

Add TCC Contact

First Name * John Middle Name Robert Last Name * Smith

Suffix Designation Email Address * john.smith@tcc.com

Phone Number * 765-454-6555 X Fax Number X

Title * HR Director Role(s) * Main Contact

Cancel Add Contact

Add TCC Contact

SELECT	NAME	TITLE	EMAIL	PHONE	ROLE	LOCATION(S)	REMOVE CONTACT
<input type="checkbox"/>	John Robert Smith	HR Coordinator	john.smith@tcc.com	485-910-2456	Main Contact		<input type="checkbox"/>

Location Contact requires at least one location to save the contact.

Location(s) can be added by double clicking on the location or highlighting the location(s) and clicking on the **Add>>** button. Selected location(s) will move from the **Select Location(s)** list to the **Selected Location(s)** list.

To add All Locations to the **Selected Location(s)** list the **Add All>>** button can be used.

Locations(s) can be removed by double clicking on the location or highlighting the location(s) and clicking on the **<<Remove** button. Selected Location(s) will move from the **Selected Location(s)** list to the **Select Location(s)** list.

To remove All Locations from the **Selected Location(s)** list the **<<Remove All** button can be used.

Contacts Preferred Providers TeleCompCare

Contact and Location Information

Add TCC Contact

First Name * John Middle Name Robert Last Name * Smith

Suffix Designation Email Address * john.smith@tcc.com

Phone Number * 765-454-6555 X Fax Number X

Title * HR Director Role(s) * Location Contact

Select Location(s)

- 1 - 123 E Main St, Addison, MI 49220-9808
- 2 - 85 Sunset Ln, Niles, MI 49120-9344
- 3 - 65 Timberlane, Pellston, MI 49769-9088

Add >> Add All>> << Remove << Remove All

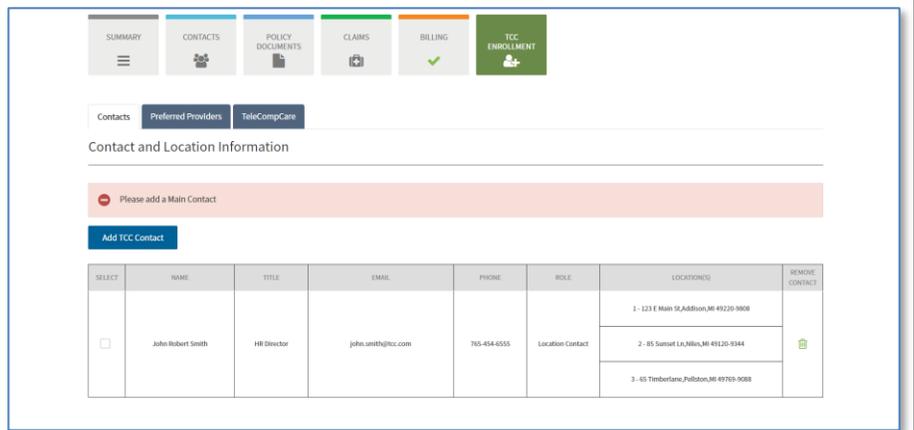
Selected Location(s)

Cancel Add Contact

TCC Enrollment requires a Main Contact. When navigating off the screen, a message will display if a Main Contact was not added.

The message will not display for Location Contact(s).

To delete a Contact click the  icon to remove the Contact from the table.



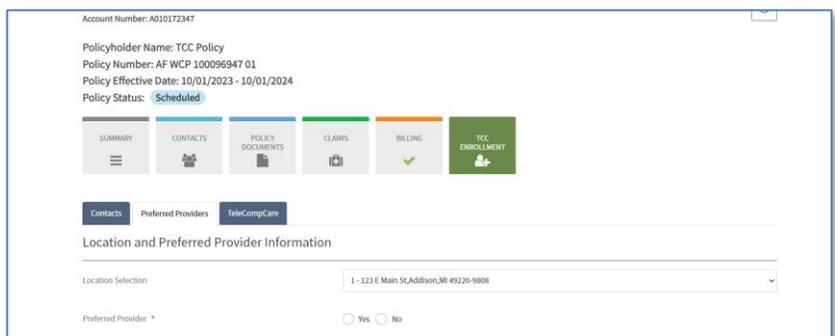
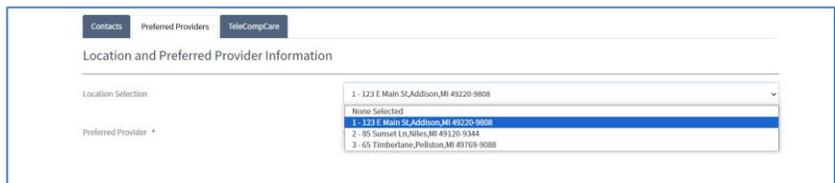
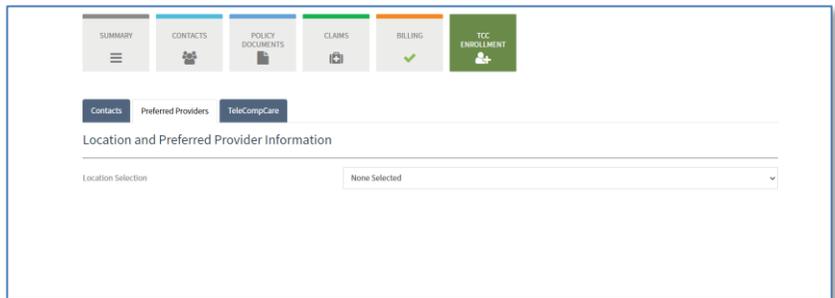
Location and Preferred Provider Information

TCC Enrollment requires that each location has at least one Preferred Provider entered or the selection of No Preferred Provider.

A location can be associated with a maximum of three Preferred Providers.

The **Location Selection** dropdown displays all locations on the policy.

Selecting a location will give the options to select **Yes** or **No** for the **Preferred Provider**.



Preferred Provider – No

Click **Save** to store the selection in the Location and Preferred Provider table.

A message will display. Click **OK** to navigate back to the Location and Preferred Provider screen to continue.

The table displays all saved location and preferred provider information.

SELECT	LOCATION	PREFERRED NAME	ADDRESS	PHONE	HOURS OF OPERATION	PROVIDER SPECIALTY	PROVIDER PRIORITY	REMOVE
	1 - 123 E Main St, Addison, MI 49220-9808	No Preferred Provider						

Preferred Provider – Yes

Click **Add Preferred Provider** to Search Preferred Providers.

Name entry is required while City and State are optional.

Click **Search** to find any match for your criteria.

Click **Cancel** to close the search fields.

Search results will return if a match is available for the criteria entered.

Preferred Provider – Match Found

Check the **Select** box if a returned result matches the Preferred Provider to be associated with your location.

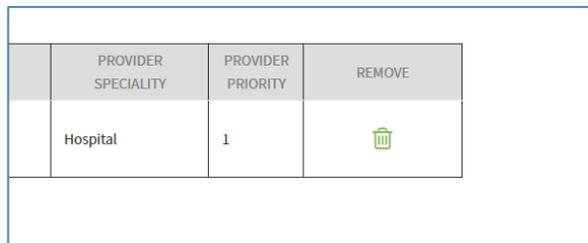
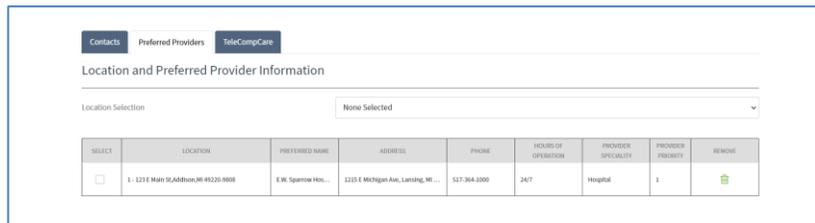
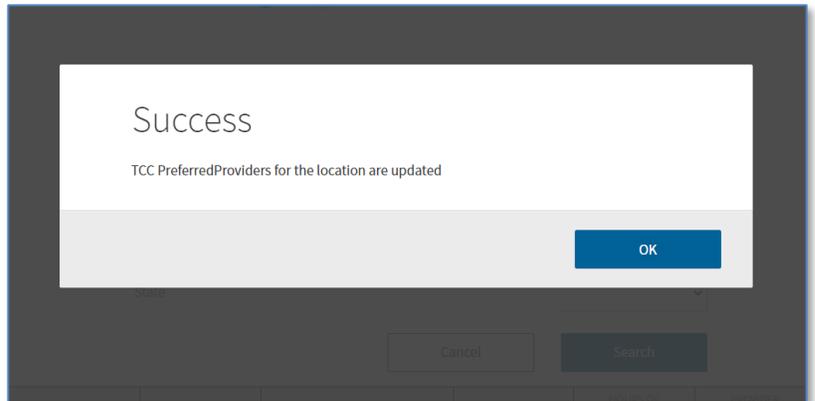
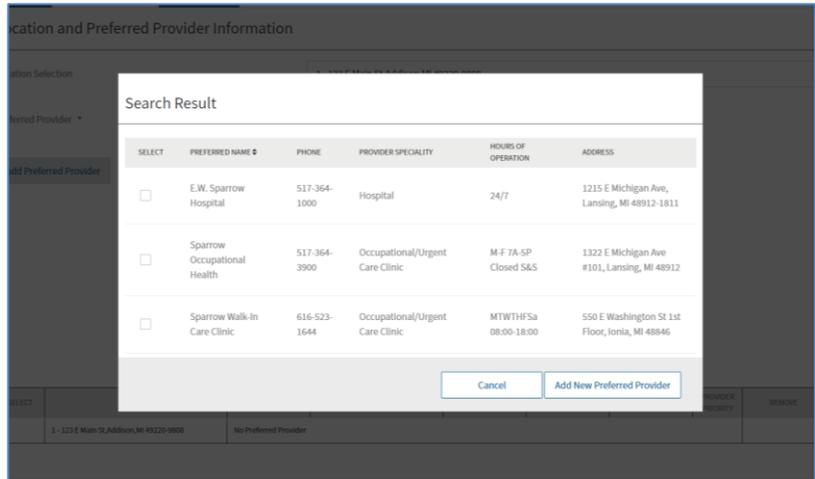
Click **Cancel** to navigate back to update search criteria.

A message will display. Click **OK** to navigate back to the Location and Preferred Provider screen to continue.

The Location and Preferred Provider selected will display in the table.

Provider Priority will default based on order added to the location.

To delete a Contact click the  icon to remove the Contact from the table.



If multiple Preferred Providers are added, and Provider Priority needs to be updated, check the **Select** box.

This will open the Preferred Provider contact information.

Provider Priority field can be updated.

Click **Cancel** to close the search fields.

Click **Save** to store the selection in the Location and Preferred Provider table.

Location and Preferred Provider Information

Location Selection: None Selected

SELECT	LOCATION	PREFERRED NAME	ADDRESS	PHONE	HOURS OF OPERATION	PROVIDER SPECIALITY	PROVIDER PRIORITY	REMOVE
<input checked="" type="checkbox"/>	1- 123 E Main St,Address MI 48220-9808	E.W. Sparrow Hos...	1235 E Michigan Ave, Lansing, MI...	517-364-1000	24/7	Hospital	1	

Company: E.W. Sparrow Hospital

State: Michigan Country: United States

Address Line 1: 1235 E Michigan Ave Address Line 2:

City: Lansing ZIP Code: 48912-1811

Email Address:

Work Phone: 517-364-1000 Fax Number: 517-364-1001

Provider Speciality: Hospital Provider Priority: 1

Open 24 Hours: Yes Hours Of Operation: 24/7

Buttons: Cancel Save

Company: E.W. Sparrow Hospital

State: Michigan Country: United States

Address Line 1: 1235 E Michigan Ave Address Line 2:

City: Lansing ZIP Code: 48912-1811

Email Address:

Work Phone: 517-364-1000 Fax Number: 517-364-1001

Provider Speciality: Hospital Provider Priority: 1

Open 24 Hours: Yes Hours Of Operation:

Buttons: Cancel Save

517-364-1001

1

1

2

3

Buttons: Cancel Save

Preferred Provider – No Match Found

Search Results do not come back with a match.

Click **Cancel** to navigate back to update search criteria.

Click **Add New Preferred Provider** to open the form to enter a new provider.

Contact Entry

Required fields are indicated with a red asterisk * and include:

- Company
- State
- Country
- Address
- City
- ZIP Code
- Work Phone
- Fax Number
- Provider Specialty
- Provider Priority

Optional fields include:

- Email Address
- Hours of Operation

Location Selection: 2 - 85 Sunset Ln, Niles, MI 49120-9344

Preferred Provider: Yes No

Add Preferred Provider

Search Preferred Provider

Name: Sparrow

City: [Empty]

State: [Empty]

Cancel Search

SELECT	LOCATION	PREFERRED NAME	ADDRESS	PHONE	HOURS OF OPERATION	PROVIDER SPECIALTY	PROVIDER PRIORITY	REMOVE
<input type="checkbox"/>	1 - 1211 E Main St, Addison, MI 49201-9808	E.W. Sparrow Hos...	1215 E Michigan Ave, Lansing, MI ...	517-364-1000	24/7	Hospital	1	

Search Result

SELECT	PREFERRED NAME	PHONE	PROVIDER SPECIALTY	HOURS OF OPERATION	ADDRESS
<input type="checkbox"/>	E.W. Sparrow Hospital	517-364-1000	Hospital	24/7	1215 E Michigan Ave, Lansing, MI 48912-1811
<input type="checkbox"/>	Sparrow Occupational Health	517-364-3900	Occupational/Urgent Care Clinic	M-F 7A-5P Closed S&S	1322 E Michigan Ave #101, Lansing, MI 48912
<input type="checkbox"/>	Sparrow Walk-In Care Clinic	616-523-1644	Occupational/Urgent Care Clinic	MTWTHFSa 08:00-18:00	550 E Washington St 1st Floor, Ionia, MI 48846

Cancel Add New Preferred Provider

Company: [Empty]

State: Michigan Country: United States

Address Line 1: [Empty] Address Line 2: [Empty]

City: [Empty] ZIP Code: [Empty]

Email Address: [Empty]

Work Phone: [Empty] Fax Number: [Empty]

Provider Specialty: [Empty] Provider Priority: [Empty]

Open 24 Hours: Yes No Hours of Operation: [Empty]

Cancel Save Contact

Provider Specialty dropdown has options for Selection of Hospital and Occupational/Urgent Care Clinic.

Selecting **Hospital** will default the **Open 24 Hours** to Yes and **Hours of Operation** to 24/7.

Selecting **Occupational/Urgent Care Clinic** will default the **Open 24 Hours** to No but can be changed to Yes.

The **Hours of Operation** are not required.

Provider Priority is a required entry and is selectable from the dropdown. Edits will display if there are duplicate priorities selected.

Click **Cancel** to navigate back to update search criteria.

Click **Save Contact** to store the selection in the Location and Preferred Provider table.

Field edits will display if a required field is not complete.

This screenshot shows the initial form state. The **Provider Specialty** dropdown is set to **Hospital**. The **Open 24 Hours** checkbox is checked (Yes), and the **Hours of Operation** field is populated with **24/7**. Other fields like Company, State, and Address are also visible.

This screenshot shows the **Open 24 Hours** checkbox checked (Yes) and the **Hours of Operation** field set to **24/7**.

This screenshot shows the **Provider Specialty** dropdown set to **Occupational/Urgent Care Clinic**. The **Open 24 Hours** radio buttons are set to **No**, and the **Hours of Operation** field is empty.

This screenshot shows the **Provider Priority** dropdown menu open, displaying options **1**, **2**, and **3**. The **Open 24 Hours** radio buttons are set to **No**.

This screenshot shows the **Provider Specialty** dropdown set to **Occupational/Urgent Care Clinic** and the **Provider Priority** dropdown set to **1**. The **Open 24 Hours** radio buttons are set to **No**.

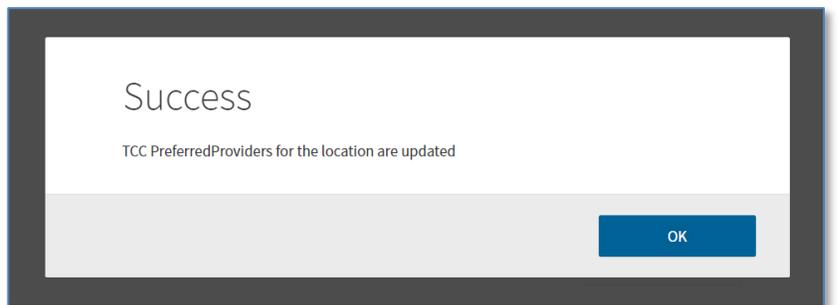
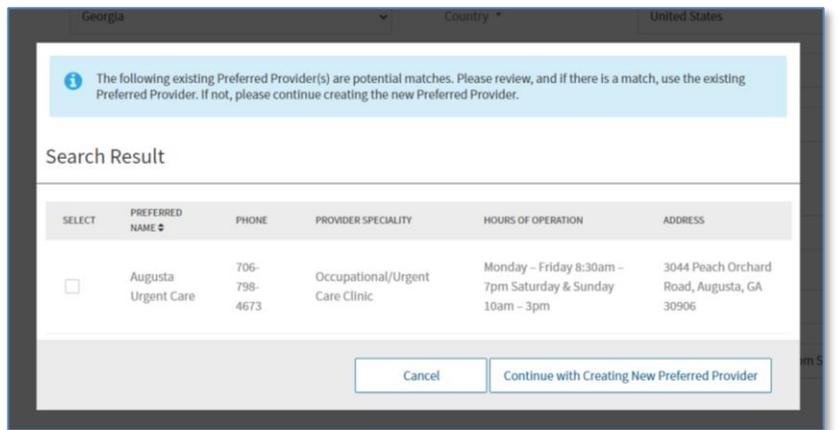
Upon clicking **Save Contact**, the system will check for any potential matches that exist in the system.

Check the **Select** box if a returned result matches the Preferred Provider to be associated with your location.

Click **Cancel** to navigate back to update the contact information.

Click **Continue with Creating New Preferred Provider** to store the selection in the Location and Preferred Provider table.

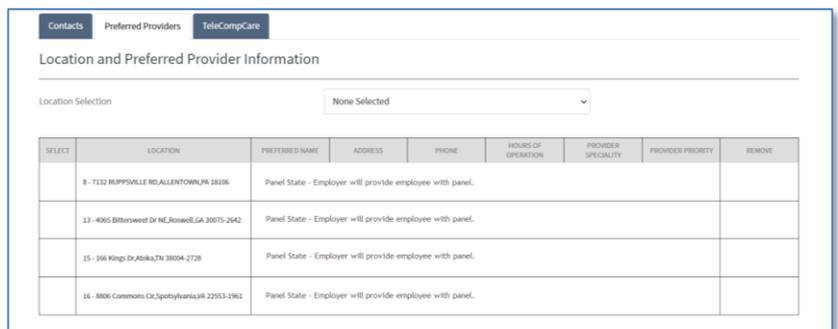
A message will display. Click **OK** to navigate back to the Location and Preferred Provider screen to continue.



Preferred Provider – Panel States

When panel states are present during enrollment, the location(s) associated with the states will be defaulted with **Panel State – Employer will provide employee with panel.**

Panel States: GA, CO, PA, TN, VA



TeleCompCare Enrollment

Click the **TeleCompCare** tab to view all entered Contacts and Location/Preferred Providers.

Submit Enrollment button will be available if all required information is entered.

A message will be displayed if a Main Contact is missing and if all locations are not associated with a Preferred Provider.

Submit Enrollment button will not be available until all required information is entered.

Click **Submit Enrollment** to enroll in TeleCompCare.

Message is displayed when enrollment is successful.

Click **OK** to navigate back to the TCC enrollment screens.

NAME	TITLE	EMAIL	PHONE	ROLE	LOCATIONS
John Robert Smith	HR Director	john.smith@tcc.com	765-454-6555	Location Contact	1 - 123 E Main St, Addison, MI 49220-9808 2 - 85 Sunset Ln, Niles, MI 49120-9344 3 - 65 Timberlane, Pullman, MI 49769-9088
Kathy Smith	HR Manager	kathy.smith@tcc.com	485-254-5645	Main Contact	

LOCATION	PREFERRED NAME	ADDRESS	PHONE	HOURS OF OPERATION	PROVIDER SPECIALTY	PROVIDER PRIORITY
1 - 123 E Main St, Addison, MI 49220-9808	E.W. Sparrow Hospital	1235 E Michigan Ave, Lansing, MI...	517-364-2000	24/7	Hospital	1
2 - 85 Sunset Ln, Niles, MI 49120-9344	Spectrum Health West Par...	6305 Wilson Ave SW, Grandville, ...	616-486-5000	24/7	Hospital	2
3 - 65 Timberlane, Pullman, MI 49769-9088	Munson Healthcare - Emer...	1105 4th Street, Traverse City, MI...	231-935-5005	24 HRS - 7 days a week	Occupational/Urgent Care...	1

Submit Enrollment

⚠ Enrollment cannot be completed at this time. A main contact is required and all locations must be associated with a Preferred Provider.

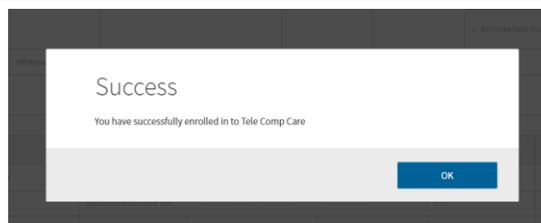
NAME	TITLE	EMAIL	PHONE	ROLE	LOCATIONS
John Robert Smith	HR Director	john.smith@tcc.com	765-454-6555	Location Contact	1 - 123 E Main St, Addison, MI 49220-9808 2 - 85 Sunset Ln, Niles, MI 49120-9344 3 - 65 Timberlane, Pullman, MI 49769-9088
Kathy Smith	HR Manager	kathy.smith@tcc.com	485-254-5645	Main Contact	

LOCATION	PREFERRED NAME	ADDRESS	PHONE	HOURS OF OPERATION	PROVIDER SPECIALTY	PROVIDER PRIORITY
1 - 123 E Main St, Addison, MI 49220-9808	E.W. Sparrow Hospital	1235 E Michigan Ave, Lansing, MI...	517-364-2000	24/7	Hospital	1
2 - 85 Sunset Ln, Niles, MI 49120-9344	e.w. Sparrow	1235 E Michigan Ave, Lansing, MI...	517-364-2000	24/7	Hospital	2

Submit Enrollment

LOCATION	PREFERRED NAME	ADDRESS	PHONE	HOURS OF OPERATION	PROVIDER SPECIALTY	PROVIDER PRIORITY
1 - 123 E Main St, Addison, MI 49220-9808	E.W. Sparrow Hospital	1235 E Michigan Ave, Lansing, MI...	517-364-2000	24/7	Hospital	1
2 - 85 Sunset Ln, Niles, MI 49120-9344	Spectrum Health West Par...	6305 Wilson Ave SW, Grandville, ...	616-486-5000	24/7	Hospital	2
3 - 65 Timberlane, Pullman, MI 49769-9088	Munson Healthcare - Emer...	1105 4th Street, Traverse City, MI...	231-935-5005	24 HRS - 7 days a week	Occupational/Urgent Care...	1

Submit Enrollment



The top section of the TeleCompCare screen will display TCC:

- Number
- Status
- Start Date
- End Date
- Contact Phone Number

All policies associated with the same Account will have the same TCC Number.

The **TCC Enrollment** icon will display purple once enrollment is successful.

TeleCompCare

TCC Number: 100009 TCC Start Date: 09/25/2023 TCC Contact Phone Number: 866-323-4227

TCC Status: Active TCC End Date:

Contacts

NAME	TITLE	EMAIL	PHONE	ROLE	LOCATIONS
John Robert Smith	HR Director	john.smith@tcc.com	765-454-4000	Location Contact	1- 123 E Main St,Address,MI 49120-9808
					2- 45 Sunset Ln,Niles,MI 49120-9394
					3- 45 Timberlane,Pullman,MI 49709-9088
Kathy Smith	HR Manager	kathy.smith@tcc.com	485-254-5645	Main Contact	

Locations

LOCATION	PREFERRED NAME	ADDRESS	PHONE	HOURS OF OPERATION	PROVIDER SPECIALTY	PROMISER PRIORITY
1- 123 E Main St,Address,MI 49120-9808	E.M. Sparrow Hospital	123 E Michigan Ave, Lansing, MI...	517-394-3000	24/7	Hospital	1
2- 45 Sunset Ln,Niles,MI 49120-9394	Spectrum Health West Pro...	4205 Wilson Ave SW, Grandville, ...	616-486-5000	24/7	Hospital	2
3- 45 Timberlane,Pullman,MI 49709-9088	Munson Healthcare - Emer...	1105 6th Street, Traverse City, MI...	231-935-5000	24 HRS - 7 days a week	Occupational/Urgent Care...	1

TeleCompCare

TCC Number: 100009 TCC Start Date: 09/25/2023 TCC Contact Phone Number: 866-323-4227

TCC Status: Active TCC End Date:

Policy Status: **In Force**

SUMMARY CONTACTS POLICY DOCUMENTS CLAIMS BILLING **TCC ENROLLMENT**

TeleCompCare®

As part of our commitment to providing our customers with resources to keep their employees safe as well as support when an injury occurs, we are offering a telephonic nurse triage process called TeleCompCare (TCC). This 24/7 nurse triage and telemedicine program gives injured workers quick access to medical care by speaking with an experienced nurse at the time of their injury. This triage call also serves as the first notice of loss, so a claim is created automatically, eliminating the need to report the claim to us.

To enroll in TeleCompCare, complete the information required within each tab below. Once all required entry is finished, enrollment can be completed and a TCC Number will be provided. The TCC number will need to be provided by the injured employee when calling the triage nurse.

If you are experiencing difficulties with enrollment, please contact TeleCompCare@afgroup.com

TeleCompCare

TCC Number: 100002 TCC Start Date: 10/26/2023 TCC Contact Phone Number: 866-323-4227

TCC Status: Active TCC End Date:

Post Enrollment – Maintenance of Contacts

Adding, Deleting and Updating Contacts

A Main Contact is required, to remove/add or update.

- Update the existing Main Contact with the new information.
- Add another Main Contact which will allow the existing Main Contact to be removed.

To edit a Contact, check the Select box next to the Contact. This will open the selected Contact for editing.

Click **Cancel** to close the contact without saving changes.

Click **Update Contact** to save all contact updates.

If only one Main Contact is present, the system will not allow it to be deleted. A new Main Contact must be added.

If more than one Main Contact is present, the option to delete a contact is available.

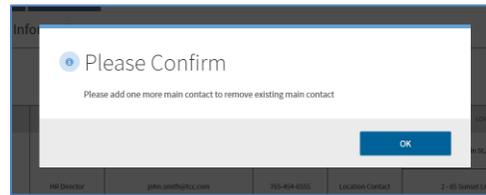
To delete a Contact click the  icon to remove the Contact from the table.

SELECT	NAME	TITLE	EMAIL	PHONE	ROLE	LOCATIONS	REMOVE CONTACT
<input type="checkbox"/>	John Robert Smith	HR Director	john.smith@tcc.com	765-454-6555	Location Contact	1 - 123 E Main St, Addison, MI 49220-9808 2 - 85 Sunset Ln, Niles, MI 49120-9344 3 - 65 Timberlane, Pullman, MI 49769-9088	
<input type="checkbox"/>	Kathy Smith	HR Manager	kathy.smith@tcc.com	485-254-5645	Main Contact		

Form fields:

- First Name: Kathy
- Middle Name: (empty)
- Last Name: Smith
- Suffix: (empty)
- Designation: (empty)
- Email Address: kathy.smith@tcc.com
- Phone Number: 485-254-5645
- Fax Number: (empty)
- Title: HR Manager
- Role(s): Main Contact

Buttons: Cancel, Update Contact



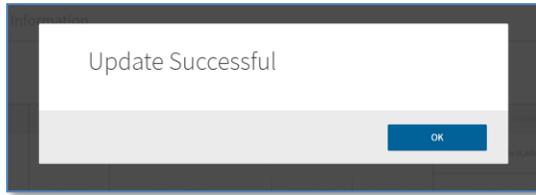
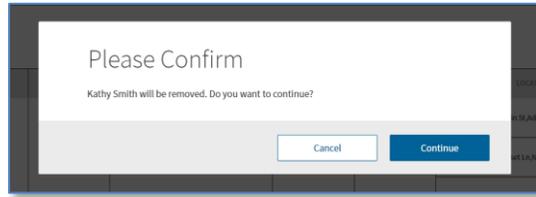
SELECT	NAME	TITLE	EMAIL	PHONE	ROLE	LOCATIONS	REMOVE CONTACT
<input type="checkbox"/>	John Robert Smith	HR Director	john.smith@tcc.com	765-454-6555	Location Contact	1 - 123 E Main St, Addison, MI 49220-9808 2 - 85 Sunset Ln, Niles, MI 49120-9344 3 - 65 Timberlane, Pullman, MI 49769-9088	
<input type="checkbox"/>	Nicole Smith	HR Manager	nicole@tcc.com	262-356-5623	Main Contact		
<input type="checkbox"/>	Kathy Smith	HR Manager	kathy.smith@tcc.com	485-254-5645	Main Contact		

Messages will be displayed to confirm the deletion of the contact.

Click **Cancel** to go back to the previous screen.

Click **Continue** to remove the contact selected.

Click **OK** to navigate back to the Contact and Location Screen.



Contacts Preferred Providers TeleCompCare

Contact and Location Information

Add TCC Contact

SELECT	NAME	TITLE	EMAIL	PHONE	ROLE	LOCATION(S)	REMOVE CONTACT
<input type="checkbox"/>	John Robert Smith	HR Director	john.smith@tcc.com	765-454-6555	Location Contact	1 - 123 E Main St, Addison, MI 49220-9008 2 - 85 Sunset Ln, Niles, MI 49220-9344 3 - 65 Timberlane, Pullman, MI 49719-9008	
<input type="checkbox"/>	Nicole Smith	HR Manager	nicole@tcc.com	262-356-5623	Main Contact		

Post Enrollment – Location and Preferred Providers

Adding, Deleting and Updating Location and Preferred Provider Information

A Preferred Provider is required for each location.

If only one Preferred Provider is present on a location:

- Another Preferred Provider one must be added to remove the existing provider.
- The location can be selected and the No Preferred Provider option selected and saved.

If more than one Preferred Provider is present on a location:

- Click the  icon to remove the Preferred Provider.

To edit a Preferred Provider, check the Select box next to the Location and Provider. This will open the selected Provider for editing.

The only option available for updating is the Provider Priority.

Click **Cancel** to close the contact without saving changes.

Click **Save** to update the priority.

SELECT	LOCATION	PREFERRED NAME	ADDRESS	PHONE	HOURS OF OPERATION	PROVIDER SPECIALTY	PROVIDER PRIORITY	REMOVE
<input type="checkbox"/>	1 - 121 E Main St, Addison, MI 49220-9808	E W Sparrow Hos...	1215 E Michigan Ave, Lansing, MI ...	517-364-3300	24/7	Hospital	1	
<input type="checkbox"/>	2 - 85 Summit Ln, Niles, MI 49120-9344	Spectrum Health ...	6105 Wilson Ave SW, Grandville, ...	616-486-5000	24/7	Hospital	1	
<input type="checkbox"/>	3 - 45 Timberlane, Pellston, MI 49769-9088	Munson Healthcar...	1105 4th Street, Traverse City, MI ...	231-935-5005	24 HRS - 7 days a ...	Occupational/Eng...	1	

