AF Group

PO Box 40790
Lansing, MI 48901-7990
AFGroup.com

October 2, 2026

Subject: Injured Worker Medical Profile Instructions

Dear Treating Provider:

We have an open and billable claim for the insured referenced below. **Please forward a copy of all intake forms, status reports, dictations, work restrictions and notices to the designated claims adjuster in the following table – and accept this as an ongoing request for a work status and medical records following each visit.** Find additional medical profile requests below.

Insured Name	
Claims Adjuster Name	
Direct Phone / Mobile	
Email	
Mailing Address	P.O. Box 40790, Lansing, MI 48901-7990
Fax	

Please contact the designated claims adjuster to authorize, direct or schedule:

- Specialist referrals
- Diagnostic studies through One Call Medical
- Physical or occupational therapy
    - Note: *Our examiners will authorize reasonable, necessary and related therapy. Therapy will be authorized up to a stated number of treatments subject to the provision that therapy is disallowed when the patient ceases to make objective improvement in strength and/or range of motion. Therapy will not be authorized for pain alone.*

Important Notes:

- Schedule follow-up appointments with the original treating physician whenever possible.
- Appointments should be made with occupational medical doctors only and not the physician's assistant whenever possible.
- Physicians should contact claims adjuster on initial appointment and if/when issues arise thereafter.
- Address return to work or transitional duty restrictions/requirements at every appointment.
- **Always avoid unnecessary prescribing of medications when over-the-counter options are sufficient – especially for prescription pain medications.** When prescriptions are required, please note our pharmacy benefit manager is Alius Health.

Sincerely,

[Full contact information with personal fax # for CR]

Enclosure: Billing and Ancillary Provider Referral Information

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Billing and Ancillary Provider Referral Information

Medical Services

		Phone	Fax	Email
Physical Therapy	MedRisk (All states except CA & TX)	800-225-9675	877-455-4440	medriskreferrals@medrisknet.com
	One Call/Align (TX, CA only)	877-885-6785	904-394-8369	AFGroup@onecallM.com
Diagnostics MRI, CT, EMG	MTI America (All States)	877-512-5742	954-343-1779	AFGroup@MTIamerica.com
	One Call Care Mgt. (All States)	877-225-6785	904-394-8369	AFGroup@onecallcm.com
	Care Works/Orchid Medical (All States)	866-888-6724	866-246-8587	referrals@careworks.com
Durable Medical Equipment Medical Supplies and Home Health	VGM HOMELINK (All States)	877-711-3171	844-851-6419	AFGroupHomelink@vgm.com
	MTI America (All States)	877-512-5742	954-343-1779	www.EZMTI.com
	Care Works/Orchid Medical (All States)	866-888-6724	866-246-8587	referrals.ac@sedgwick.com
	Northwood (GA, IA, IL, IN, KS, MI, MN, MO, MS, NC, TN, TX only)	877-684-9275	866-895-7207 x2550	referral@northwoodinc.com
	Optum (All States)	844-880-0565	800-744-4111	owcaorders@optum.com
	One Call (All States)	800-848-1989 x51999	904-483-5366	amputee@onecallcm.com

Pharmacy

Pharmacy	Alius Health			AF Group injured worker claims support: 800-945-5951
PCN	ALIUS	**Bin No.**	610729	Alius Health pharmacy support: 740-661-4463
Group Number	ALHFF214750159	**Member ID format:** Alius + last 4 of SSN + date of injury (i.e.: Alius123401012026)		
Compound creams require a letter of medical necessity and pre-authorization, except where precluded by law.				

Billing

AF Group Billing	**AF Group** PO Box 40790, Lansing, MI 48901		*Direct billing questions to Provider Relations: 866-206-5851.*		
Medical Bill Electronic Clearinghouse	**WorkComp EDI** 4250 Veterans Memorial Hwy, Ste. 301E, Holbrook, NY 11741				
WorkComp EDI Customer Service	**Marisa Nappi Phone:** 800-297-6909 x1303 // **Fax:** 631-648-6023 // **Email:** info@workcompedi.com				
WorkComp EDI Payor ID	Accident Fund: **10166**	United Heartland: **WB471**	Third Coast Underwriters: **LS636**	CompWest: **WX214**	ARS/DAC: **LS721**

All policies are underwritten by a licensed insurer subsidiary. For more information, visit afgroup.com. © AF Group.