

Injury reporting for Sedgwick MCO clients

An injured employee, their employer, or the medical provider may report a work-related injury. The ideal process for our clients is to have the employee complete an injury reporting form as soon as possible after an injury, and then have the form faxed to us for reporting to BWC.

Reporting a work-related injury

Sedgwick Managed Care Ohio (MCO) clients can submit claims in the following ways:

- **Online** – Submit the injury reporting form on our website at sedgwickmco.com.
- **Phone** – Contact our customer service team at 888.627.7586 (available 24/7).
- **Email** – Send encrypted injury/incident reports to injury.incident@sedgwickmco.com.
- **Fax** – Complete the injury reporting form and send with any other documentation to us at 888.711.9284. The preferred form is the First Report of Injury (FROI) form available on the Ohio Bureau of Workers' Compensation (BWC) website at bwc.ohio.gov.

Please be sure to include:

- Injured employee's full, legal name and date of birth
- Injured employee's home address and phone number
- Injured employee's Social Security Number
- Accident description and date of injury
- Name of treating medical provider/facility
- Employer's name/policy number

After a claim is filed

Once the injury report is submitted to Sedgwick MCO, the claim is filed with BWC and a claim number is assigned. BWC will review the FROI form and all supporting medical documentation obtained by us, and determine if the claim and alleged conditions will be allowed. Claim adjudication is solely within the jurisdiction of BWC. The claim will remain in a pending "New Claim" or "Alleged" status until the final determination is made.

Sedgwick MCO may approve medically appropriate treatment on allowed claims if the supporting documentation/rationale has been received.

We may approve medically appropriate treatment with a disclaimer on pending "New Claim" or "Alleged" status claims if the requested treatment is appropriate for the alleged conditions, and we receive supporting medical documentation/rationale. The disclaimer indicates that the medical services will be paid only if BWC allows the claim. Sedgwick MCO is unable to authorize treatment on disallowed claims.

Early claims management

After a claim is filed, our disability management team contacts the employee, treating physician and employer to discuss the injury, medical treatment and return to work options. We will also contact the employer to confirm the return to work date, last date worked, job title, hire date and demographic information.