

❖ How it works (cont.)

injury reporting process, where the future cost of the injury can be positively impacted while providing a higher level of service to the injured employee.

Simultaneously during the call, the nurse gathers all the information necessary to complete the state required first report of injury. Within minutes of the call, a report is sent via secure e-mail to human resources, risk management, and VMLIP claim staff.

In the workers' compensation world, missed opportunities that "slip through the cracks" can become costly mistakes. NT24 presents a unique window of opportunity for VMLIP members to manage work injury costs, while providing assistance to their employees. Members that capitalize on this critical opportunity can shape their claim outcomes for the better

❖ To learn more

For more information on NT24, contact Robin Duvall with VMLIP at: (800) 963-6800 or rduvall@vmlins.org or (800) 963-6800.



Workers' Compensation Nurse Triage 24 (NT24)



❖ Services

In addition to comprehensive workers' compensation (WC) services ensuring injured employees receive high quality medical care; VML Insurance Programs (VMLIP) provides nurse triage and claim reporting services for members 24 hours a day, seven days a week through the NT24 program.

❖ NT24

VMLIP has partnered with Coventry Workers' Compensation Services to offer Nurse Triage 24 (NT24). Through this program employees are provided with the services of a registered nurse (RN) immediately following a work incident to assist them in their treatment decisions.

NT24 not only assists the injured employee – but also helps reduce the time employees are out of the workplace and significantly reduces workers' compensation costs.



❖ Right care at the right time, in the right setting

The services provided by the employer during the first few minutes following a work related incident largely determines the nature, duration, cost and eventual outcome of a workers' compensation claim. NT24 will assist members and their employees during this most critical time. The services includes a VMLIP dedicated toll-free number that is available 24 hours a day, seven days a week, 365 days a year, and is answered by highly qualified registered nurses.

Nurse triage services – Within minutes of an on-the-job injury, your employee is provided with the services of medical professions (RNs) to assist with triage and self-care advice. Triage services have proven successful in significantly reducing claim costs.

A comprehensive report is taken by a medical professional, which contains the details of the incident immediately after it occurs. This type of report provides assistance to the claims examiner in making claim adjudication decisions quickly.

Data is delivered by secure e-mail or fax to VMLIP and member contact(s) within minutes of following the call.

Compelling benefits

- Immediate medical assistance following an workplace incident
- Panel of physicians offered
- Follow-up contact made with employees when self care is provided
- Services are available 24 hours a day, seven days a week, 365 days a year
- Dedicated VMLIP toll-free phone number
- The supervisor/member no longer needs to complete accident reports
- No lag time between employee notification and claims data delivery
- Reduction in claim costs

❖ How it Works

When an injury occurs the injured employee and/or supervisor will place a call to 1 (877) 234-0898, a call center staffed by registered nurses 24 hours a day, seven days a week, 365 days a year. The RN will obtain a history of the injury and with the employee determine the best course of action based on the symptoms reported. The RN's recommendation can range from simple first aid to recommending the employee seek treatment by selecting a panel physician or emergency care. However, the ultimate decision regarding treatment is the employee's.

Unlike a typical call center, NT24's approach provides a RN at the very beginning of the