



THE TREASURER OF THE STATE OF FLORIDA  
DEPARTMENT OF INSURANCE

BILL NELSON

**MEMORANDUM**

April 10, 2000

**TO:** Workers' Compensation Claim Coordinators, Personnel Officers, and Safety Coordinators

**FROM:** Denzil Weimorts

**SUBJECT:** Important Workers' Compensation Information

---

---

- **Thanks to each of you who completed and returned the Customer Satisfaction Survey in February.**

From the survey responses, many of you asked that Risk Management provide more information on workers' compensation issues and procedures. We feel the use of E-mail will be an efficient and cost effective method to honor your request. Therefore, if you are interested in receiving periodic information on workers' compensation issues and procedures by E-mail, please notify me via E-mail at [weimortsd@doi.state.fl.us](mailto:weimortsd@doi.state.fl.us). Your E-mail address will be captured and added to the correspondence list.

If you are interested in the periodic updates and do not have access to E-mail, please notify me in writing and provide your name, agency and address. A written copy of the updates will be mailed to your attention.

What issues are you interested in? Do you have a specific question related to workers' compensation? If so, I am sure there are others with the same question. Please E-mail your question or issue of interest to my attention.

- **Reminder on Change in Procedure for filing First Reports of Injury**

Effective with dates of accident April 1, 2000, reporting of work related injuries by all State Agencies should be made directly to Humana. Under the new reporting procedure, Humana will be responsible for producing the First Report of Injury and providing a copy to Risk Management, the employee, and the reporting agency.

(CONTINUED ON BACK)

TREASURER • INSURANCE COMMISSIONER • FIRE MARSHAL

DENZIL WEIMORTS, CLU • MGMT. REVIEW SPECIALIST • DIVISION OF RISK MANAGEMENT, BUREAU OF STATE EMPLOYEES' WC CLAIMS  
PO BOX 8020 • TALLAHASSEE, FLORIDA 32314-8020 • (850) 413-4832, SC 293-4832 • TELECOPIER (850) 922-2511

Affirmative Action / Equal Opportunity Employer

Humana distributed the announcement package for this new procedure to all State Agencies, with the exception of Department of Transportation and Department of Corrections, on March 13, 2000. The details of the procedure were provided in the Humana announcement package. "Attachment 1" is the cover letter and "Attachment 2" is the instruction sheet that were included in the package from Humana. If you did not receive the announcement package, please contact Rochelle Gear, Training Coordinator for Humana, at 1-800-883-4000 / extension 2300.

The new procedure only changes the method in which injury information is reported, and requires Humana to produce and distribute the First Report of injury (DWC-1) to the employer, employee and Risk Management. All other established procedures for handling workers' compensation claims remain the same. This includes, but is not limited to, filing supplemental reports and completing the Thirteen Week Wage Statement (DWC-1a) where applicable.

### **Common Questions and Answers about Injury Reporting Procedure**

**Q:** When should Humana First Response Unit (FRU) be notified that an injury has occurred?

**A:** *If the injury requires non-emergency medical treatment, call 1-800-424-6689 immediately and prior to obtaining medical treatment. If the injury is determined to be a medical emergency, seek care at the nearest medical facility or call 911 for emergency assistance. Following the arrangement of emergency medical treatment for injured employee, call 1-800-424-6689.*

**Q:** What information must be provided to Humana FRU when reporting an injury between 8:00 a.m. and 6:00 p.m.?

**A:** *If the injury occurs during normal work hours, Monday through Friday, the Humana FRU will request all information necessary to complete the First Report of Injury (DWC-1). If certain information is not available at time of call, a Humana intake specialist will follow up and contact the appropriate workers' compensation coordinator.*

**Q:** What information must be provided to Humana if injury occurs between 6:00 p.m. and 8:00 a.m., or on weekends or holidays?

**A:** *If the injury occurs during a time outside of "normal work hours", the Humana intake specialist will only request employee-specific and incident related information.*

**Q:** Will agency personnel continue to provide information to Risk Management?

**A:** *Yes. There are no changes in this procedure. Agency personnel should continue to advise Risk Management of work status using current procedures.*

**Q:** Whom will Humana FRU provide a copy of the First Report of Injury to?

**A:** *Humana will provide a copy of the completed First Report of Injury (DWC-1) to Risk Management, the workers' compensation coordinator and the injured employee.*