

## **CAN I RECEIVE SHORT-TERM DISABILITY BENEFITS AND WORKERS' COMPENSATION AT THE SAME TIME?**

If you are paying a premium for short-term disability (STD) coverage and you don't want to use all of your PTO or you've exhausted your PTO leave balance, you can apply for STD benefits. If approved, STD will pay you the difference between the workers' compensation payment and your STD benefit level. However, you are limited to receiving either supplemental pay or STD in combination with workers' compensation payments. To apply for STD, contact **Maricopa County Disability Management at (602) 506-1010**.

## **WHAT IF MY DOCTOR SAYS I CAN GO BACK TO WORK BUT WITH TEMPORARY LIMITATIONS?**

If you have been released to return to work with temporary restrictions, you must immediately advise both your supervisor and the TPA. You should request transitional (light) duty from your supervisor by completing a Transitional Duty form (available at [http://ebc.maricopa.gov/hr/employee\\_wellness/workers\\_comp/pdf/transduty\\_from\\_h2410.pdf](http://ebc.maricopa.gov/hr/employee_wellness/workers_comp/pdf/transduty_from_h2410.pdf)). If work is available and you do not accept the assignment, your workers' compensation benefits will be suspended.

## **DOES TIME OFF WORK FOR MY INJURY COUNT AS TIME OFF UNDER THE FAMILY AND MEDICAL LEAVE ACT?**

Time off for your work-related injury will be counted as time off under the Family and Medical Leave Act (FMLA), if you are FMLA-eligible.

## **WHAT IF I WANT TO CHANGE DOCTORS?**

If you wish to change doctors, you must obtain authorization from the TPA if you have been treated by one doctor more than twice. Contact your claims adjuster at the TPA to request authorization.

## **WHAT IF I NEED TO LEAVE THE STATE?**

If you plan to be out of state for more than two weeks, you must obtain prior approval. Contact the TPA to request prior approval. If you don't obtain prior approval, your benefits may be suspended.

## **WHAT IF I AM DISSATISFIED WITH THE SERVICE I'M RECEIVING FROM THE TPA?**

**LEVEL ONE:** If you have an issue or concern regarding the servicing of your claim, your first contact should be with the claims adjuster assigned to your claim by the TPA. Most issues can be resolved at this level.

**LEVEL TWO:** If you have already discussed your issue with the claims adjuster and are not satisfied with the service you are receiving, ask to speak with the adjuster's supervisor or manager.

**LEVEL THREE:** If your concerns continue to be unresolved, you may contact **Maricopa County Risk Management at (602) 506-2298**. Upon receipt of your complaint, Risk Management will coordinate with the TPA to ensure your concern is addressed.

Alternately, you may wish to contact the **ICA Ombudsman at (602) 542-4538**. The ICA Ombudsman also can answer your questions and address your concerns.

# **WORKERS' COMPENSATION**

## *Information You Need to Know*



### **Maricopa County Risk Management**

222 N. Central Ave.  
Suite 1110  
Phoenix, AZ 85004

**Phone: (602) 506-2298  
Fax: (602) 506-5939**

## HOW DO I FILE A CLAIM?

1. It is your responsibility to immediately notify your supervisor or designee of your work-related injury.
2. Your supervisor or the department's designee will complete an industrial accident report and submit it to the Maricopa County Risk Management Department.
3. If you require medical treatment, you must use CONCENTRA (see the next section for details) for your initial treatment, unless extenuating or emergency circumstances prevent you from doing so. After the first visit, you may choose a different health care provider. Refer to the section *What If I Want to Change Doctors?*
4. The health care provider will give you an Industrial Commission of Arizona (ICA) form 102 to complete and sign.
5. The health care provider will send the form to the ICA, Maricopa County Risk Management, and to the third-party administrator (TPA), Pinnacle Risk Management.
6. Your claim is officially filed when the ICA receives ICA form 102.
7. The TPA will obtain and review your medical information to determine if your claim should be accepted or denied. Your claim must be accepted in order to qualify for benefits.
8. Your claim must be filed within one year of the date of injury.

## HOW DO I LOCATE A CONCENTRA FACILITY?

**If your injury is life or limb threatening, call 9-1-1 or go to the nearest emergency room.** For non-emergency care, Maricopa County uses CONCENTRA, with eight locations throughout the Valley, to evaluate and treat work-related injuries without an appointment. CONCENTRA has many locations with extended hours, along with a 24-hour facility. Call **CONCENTRA at (602) 244-9500** to find the most convenient location.

## WHO IS OUR TPA?

Maricopa County is self-insured and uses Pinnacle Risk Management as the TPA for workers' compensation claims.

Revised 3/7/2005

TPA Contact Information:  
**PINNACLE RISK  
MANAGEMENT SERVICES**  
7500 N. Dreamy Draw, Suite 135  
Phoenix, AZ 85020  
**Phone: (480) 367-2000**  
**Fax: (480) 367-2001**

## WHAT HAPPENS IF I CAN'T RETURN TO WORK?

If your health care provider says you can't return to work, you must immediately notify your supervisor. Ask your provider for a note indicating your work status. Give the note to your supervisor immediately. You are responsible for keeping your supervisor informed of any changes your provider makes regarding your work status.

## DO I HAVE TO PAY FOR MY BENEFITS WHILE I'M OFF WORK?

While off work with an industrial injury, you must continue to pay your portion of your health care and elective benefit premiums. It is your responsibility to notify the **Maricopa County Benefits Office at (602) 506-1010** if you are receiving workers' compensation payments. If you do not notify the Benefits Office and do not pay your premiums in a timely manner, your benefits will be cancelled as of the last day of the pay period in which you paid your portion of the premium.

## WHEN DO MY WORKERS' COMPENSATION PAYMENTS BEGIN?

Once your provider places you on off-work status, there is a seven-calendar-day waiting period before workers' compensation payments begin. You must use your family/medical leave (F/ML) or paid time off (PTO) if you wish to be paid during the waiting period. *Workers' compensation does not count the date of injury as part of the waiting period because you were working that day.*

If you are off work for 14 calendar days or more, workers' compensation will pay you for the seven-day waiting period. In this scenario, you will be paid by workers' compensation and allowed to keep the

F/ML or PTO already paid to you for the waiting period.

## HOW WILL MY PAYMENT BE CALCULATED AND PAID?

If your claim is accepted, the TPA will request your wages from the Payroll Division to determine your average monthly wage. The maximum average monthly wage is \$2,400. You will receive 66 <sup>2</sup>/<sub>3</sub> percent of your average monthly wage while off work. Even if your average monthly wage is more than \$2,400, the most you can receive is 66 <sup>2</sup>/<sub>3</sub> percent of \$2,400.

Workers' compensation payments are issued approximately every 14 days by the TPA and are mailed to your home address as listed on the ICA form.

Workers' compensation is designed to compensate for time lost while you are on an off-work status. Once released to full-time work, any appointments related to your injury must be made on your own time. You may use your F/ML or PTO if eligible and available.

## CAN I SUPPLEMENT MY WORKERS' COMPENSATION PAYMENT?

Workers' compensation payments are less than you would normally earn. Because of this, Maricopa County allows you to use your F/ML or PTO to make up the difference between what you receive from workers' compensation and what you would have received had you been working your regularly scheduled hours.

Employees wishing to receive supplemental pay must have F/ML or PTO in their leave bank, complete a Supplemental Pay Agreement form (available at [http://ebc.maricopa.gov/hr/employee\\_wellness/workers\\_comp/pdf/sup\\_pay\\_agree.pdf](http://ebc.maricopa.gov/hr/employee_wellness/workers_comp/pdf/sup_pay_agree.pdf)) and mail it to the address shown on the form. Your supplemental pay is subject to mandatory deductions (e.g., state and federal tax, retirement, social security, etc.).

Supplemental pay will continue as long as you are receiving workers' compensation payments and you have F/ML or PTO available to you.