

Human Resource Agency Representative Response to COVID 19 filings through the Nurse Triage Process for Workers Compensation

1-800-928-1341 Metro Nurse Triage (specific to Metro only)

Nurses will answer the phone lines between the hours of 8am-8pm, the remaining hours will be an answering service who will take the callers information and a Nurse will contact them the following day during regular hours

Testing Site: 8201 Greenwood Road (the Pleasure Ridge Park Firehouse at the Greenwood Boat Dock)

1. Employee should contact their Human Resources Representative (Rep) or Healthy at Work Officer (Rep) to notify them they currently are exhibiting COVID symptoms per CDC guidelines and/or failed their health screening and/or have been exposed during the course and scope of their job duties per CDC guidelines
2. Once notified, the Rep will provide the employee with the Nurse Triage contact number and provide the employee with an authorization code (discussed in further detail below). The employee will be asked personal identification information in addition to the authorization code provided to them by their Rep.
 - a. If the authorization code is incorrect or the employee can't provide one the Nurse Triage will terminate the phone call by directing the employee back to their Rep for further guidance.
3. Upon completion of the verification process, Nurse Triage will ask a series of questions which will be used to complete the CDC form, the First Report of Injury (FROI), the specimen form and the contact tracing form through DocuSign.
 - a. Nurse Triage will make an initial claim compensability determination. If there's any question as to compensability the Nurse Triage will assign to an adjuster for further investigation.
 - b. HR Rep will only complete a FROI in PeopleSoft if the employees COVID 19 test returns as a **positive and the claim is found to be compensable**. Nurse Triage will handle all FROI negative test results.
 - c. If Nurse Triage determines the exposure is NOT work related, Nurse Triage will instruct the employee where to go for testing and follow up. **This will be outside of Metro's Workers Compensation program.**
4. Nurse Triage will complete the forms through the DocuSign process, and the forms will automatically be forwarded to the Metro's Testing Site and Lab, Metro Health & Safety, and Underwriters.
5. The employee will be instructed to appear at the testing site for testing. The testing site will already have all necessary paperwork to proceed with testing.

- a. If an employee shows up at the testing site and there is no paperwork or no authorization code or both from the Nurse Triage, the employee will be instructed to return to their Rep for further instructions. i.e. meaning they showed up for testing without first calling the Nurse Triage.
 - b. Every employee will need an authorization from the Nurse Triage in order to be tested.
6. Test results will be documented and submitted to Concentra and the Rep. Someone from Concentra will contact the employee with the results and further instructions.
 7. Risk will run an employee roster periodically and send to the Nurse Triage for verification of an active employee which will also contain the employee's unique authorization code. As stated earlier, the authorization code is random and unique to each individual employee and cannot be shared/used by any other employee for testing.
 - a. An employee roster with these unique codes will be provided to each Rep for their agency.
 - b. Once an employee reports to you they are exhibiting symptoms and or have been exposed the Rep will need to review the employee roster of their employees and provide the employee with the Nurse Triage contact phone number and the authorization code for the employee.
 - c. Sample of the report will look similar to this:

ID	Name	Status	Address 1	City	State	Postal	DeptID	Dept Name	Authorization code
12323	John Doe	A	400 South 1st Street	Louisville	KY	40202	305	Metro Police	392057
99999	Bobby Doe	A	400 South 1st Street	Louisville	KY	40202	305	Metro Police	482355
88888	Janet Doe	A	400 South 1st Street	Louisville	KY	40202	305	Metro Police	883068
56789	Jeff Doe	A	400 South 1st Street	Louisville	KY	40202	305	Metro Police	817227
12345	Mary Doe	A	400 South 1st Street	Louisville	KY	40202	305	Metro Police	371427
45645	Greg Doe	A	400 South 1st Street	Louisville	KY	40202	305	Metro Police	78178
87656	Peter Doe	A	400 South 1st Street	Louisville	KY	40202	305	Metro Police	858762
24242	Sam Doe	A	400 South 1st Street	Louisville	KY	40202	305	Metro Police	709647
77777	Play Doe	A	400 South 1st Street	Louisville	KY	40202	305	Metro Police	649212

- d. This report will need to be assessable to you at all times, as you will need to provide the employee with their authorization code when the employee calls in/or notifies you of COVID related exposure and/or failed symptoms. **PLEASE DO NOT NOTIFY YOUR EMPLOYEES OF THEIR CODE UNLESS THEY MEET THE COVID REPORTING REQUIREMENTS and require a call to the Nurse Triage. DO NOT DISTRIBUTE THIS LIST TO YOUR EMPLOYEES.**
- e. Again, these authorization codes are unique to the individual employees and will change at unannounced/undisclosed time periods.