

WORKPLACE INJURY IMPORTANT REMINDERS & FAQs

REPORT YOUR INJURY RIGHT AWAY

REPORT YOUR INJURY WITHIN 48 HOURS

Timely claim reporting is essential to a better claim outcome. Don't delay reporting if you do not have all the details.

WHERE SHOULD YOU GO TO SEEK MEDICAL TREATMENT?

- If it is an EMERGENCY - call 9-1-1 or visit the nearest Emergency Room
- Where the school or district refers employees for work-related injuries
 - Generally, this is a Concentra or other occupational health facility.

Employees should NOT go to their primary care doctor for a work-related injury.

RETURNING TO WORK WITH RESTRICTIONS

If you are cleared to return to work with restrictions from the medical facility, please provide those restrictions to your direct supervisor and work with them to determine whether your job duties can be completed within those restrictions.

Also provide the restrictions to your claims adjuster and Edustaff Human Resources.

WORK COMP BILLING INFO:

AmTrust Financial Services, Inc.
PO Box 89404
Cleveland, OH 44101
Policy # MWC1040642

Ph: (888) 239-3909 Fax: (678) 258-8395

WHAT TO DO IF YOU NEED PRESCRIPTIONS

Medications provided at the medical facility will be billed to AmTrust directly.

Once a claim has been reported, AmTrust and Optum will mail the employee a prescription ID card to use.

Before receiving the ID card in the mail, Edustaff HR can provide a temporary prescription card. Contact HR if this is needed.

HOW TO CONTACT AMTRUST CLAIMS (AFTER A CLAIM IS OPENED)

Contact your Claims adjuster directly, via phone or email.

Contact AmTrust's claims general customer service at (888) 239-3909.

BE HONEST & DISCLOSE ALL RELEVANT INFORMATION

Please be honest and disclose all relevant information throughout the process. This is essential to ensuring a smooth and timely claims process.

COMMUNICATION IS IMPORTANT!

Please make sure to maintain communication with Edustaff HR and your claims adjuster throughout the process.

Additionally, please ensure you respond promptly to any phone calls or emails related to your claim.



NEED HELP?

Questions, feedback, or support reviewing the process with your team - contact Edustaff Human Resources at HumanResources@edustaff.org or 877-974-6338