

OJI Quick Reference

Question 1: What happens when an On-the-Job Injury (OJI) occurs?

Answer:

If an injury is life threatening or serious medical care needed, follow the below steps.

For emergencies, the Manager or Manager on duty should:

- Call 911
- Report the injury to Sedgwick either online at <https://sedgwickcms.claimcapture.com/>
or
via phone 1-877-576-1911
- Complete the Notification of Emergency Treatment form and fax the form to Sedgwick, (901)566-3415
- When discharged from the emergency facility, the employee must contact the Manager / OSHA Coordinator and Sedgwick to discuss follow-up treatment and return to work instructions.

For non-emergencies, the Manager or Manager on duty should:

- Present the Choice of Medical Provider form to the employee. The employee selects the medical facility they choose to go to for treatment.
- Complete the Choice of Medical Provider form information and give the employee a copy to take to the chosen medical facility and fax a copy to Sedgwick, (901)566-3415.
- Report the claim to Sedgwick either online or via phone at: <https://sedgwickcms.claimcapture.com/>
or

Call 1-877-576-1911.

- Upon the employee's discharge from the non-emergency facility, ask the employee for the Injury on Duty (IOD) Attending Physician report which provides medical and return to work status.

Question 2: Can I go to my own doctor for OJI?

Answer: No, medical treatment with personal doctor is not allowed for OJI injuries. Sedgwick provides a panel of approved OJI doctors.

Question 3: What happens when light duty return to work assigned?

Answer:

- Upon receipt and review of IOD, if light duty listed, light duty generally offered in the department of injury; however, other light duty areas may be considered based on restrictions.
- Sedgwick issues a Light Duty Voucher to the OSHA Coordinator and Manager for completion.
- The Manager completes the Light Duty Voucher and emails it back to Sedgwick to monitor and track light duty.

Question 4: What happens if light duty accommodation is not available?

Answer:

Should light duty return back to work occur and the Division is not able to accommodate, the Manager should advise the employee to remain off work pending follow-up medical status. IOD's must be reviewed following medical appointments to monitor return to work status. When the light duty voucher is sent to the OSHA Coordinator and Manager, note the Division is not able to accommodate. Sedgwick then issues a Lost Time Voucher which is used to track

lost time away from work. Lost Time pay benefit is available only to Fulltime employees.

Question 5: Do I have to use my personal time when I am off work due to an OJI?

Answer:

Lost time pay is a benefit for fulltime employees. If Sedgwick is unable to finalize claim processing and determine claim acceptance or denial status, employees may have to use personal time to cover lost days away from work, if available. If no personal time is available, lost time is unpaid. If the claim is later determined accepted and personal time was used, personal time used is restored.

Question 6: What should employees do when follow-up care is needed?

Answer:

Contact the assigned Sedgwick adjuster when follow-up care is needed. Medical providers do not accept personal appointments when treating under OJI. The assigned adjuster schedules appointments if applicable.

Question 7: What if there is a referral to Specialty medical care, i.e. Orthopedic, Neurologist, etc?

Answer:

The assigned Sedgwick claims adjuster schedules specialty appointments per the initial treating doctor. The adjuster contacts the employee and offers a panel of doctors for the employee to make a selection. The employee returns the completed form to the adjuster. This form acknowledges selection of the treating specialty doctor.

Question 8: How do employees obtain medications prescribed for OJI injuries?

Answer:

Employees may take OJI prescriptions to any pharmacy. Advise the pharmacist the prescription is for a work-related injury and provide the Sedgwick claim number. There are no out of pocket costs. Should issues arise, the employee or pharmacy can contact Optum, the pharmacy vendor, at 800-964-2531. Optum is available 24 hours daily.

Question 9: What happens if permanent restrictions assigned by the treating OJI doctor?

Answer:

Sedgwick issues permanent restriction(s) letter that outlines permanent restriction(s) and provides City of Memphis Leave Coordinator contact information to discuss next steps.