

Total Rewards Service Center



Standard Operating Policy and Procedure

October 2019

Subject: Line of Duty

Policy: A physical or mental condition arising as the direct result of an accident sustained by an active employee while in the actual performance of work duties for the City of Memphis, without willful negligence on his/her part which totally and permanently prevents him from performing his/her normal work duties assigned to him/her by the City of Memphis. Refer to Policy Sec. 25-182

Procedures:

1. A letter must be submitted a letter from a physician stating that the employee is totally and permanently disabled from performing the duties of your position and the disability. The letter must be on the physician's office letterhead.
2. The employee will be given a Line of Duty application to fill out and submit to the TR-Benefits Service Center
3. The application will be sent to a case manager who will coordinate the independent medical evaluations (IME) by three approved qualified physicians.
4. The case manager will review the application and contact the employee to coordinate the necessary appointments.
5. The case manager will forward a copy of the employee's medical history, as it pertains to their case, to each doctor before the employee's appointment.
6. The doctor will review the employee's records and perform an exam.
7. The doctor will submit his/her medical opinion based on the medical records and the exam. These reports will be sent to the case manager.
8. Once all reports are received by the case manager, the TR-Benefits Service Center will be forwarded the records.
9. The Retirement/Disability Programs Manager will review the reports to determine eligibility to appear before the Pension Board.
10. The employee will be notified of the Retirement/Disability Program Manager's decision. If deemed eligible, they will be contacted with the date and time of the Pension Board meeting. The employee can attend the Pension Board meeting but it is not required

NOTE: Pension Board meetings are usually the last Thursday of the month at 9:00AM