



City of Newport News Human Resources Department

Dear Employee:

We are sorry to hear that you have suffered an on the job injury/disease and we would like to provide you with the following information to initially help you through the Workers' Compensation process:

- The fact that the City may voluntarily pay your medical expenses and lost time does not mean that your claim has been accepted. **You must also file a Claim for Benefits with the Virginia Workers' Compensation Commission within the time limit provided by law.** To obtain further information or if you have any questions, please contact the Commission directly at 1000 DMV Drive, Richmond, VA 23220, 1-877-664-2566, or workcomp.virginia.gov.
- It may be necessary to investigate your claim for compensability and during this time you may be required to use your own leave until a determination is made. The City's Workers' Compensation Third Party Administrator will investigate your injury/disease in order to make a determination as to whether your claim is compensable. If you have any questions about your claim please contact the Third Party Administrator at 1-888-476-2669 or Department of Human Resources at 926-1800.
- Once your claim is determined to be compensable, any time out of work authorized in writing by your treating Workers' Compensation physician due to this work-related injury/disease should be coded as NWC1-550 (LTS – Workers Comp) and any time spent working light duty employment should be coded as NAL1-552 (LTS – Light Duty Occupational) in accordance with City policy.
- Should your injury be initially accepted as compensable and later found to be non-compensable, medical bills not already incurred with your authorized treating physician will be the responsibility of the employee and should be submitted to the employees' private medical insurer, if any. Any absence due to a non-compensable injury previously charged to Workers' Compensation will be changed to paid personal leave or paid medical leave if available.
- You should attend all appointments scheduled by your treating Workers' Compensation physician and should obtain and provide your supervisor with a work status note after each medical appointment related to the injury/disease. An absence due to therapy or medical treatment will be compensated only if it cannot reasonably be scheduled outside regular work hours.
- If you are not returned to full duty, but released to work with restrictions, please contact your supervisor immediately and provide him/her with a copy of your restrictions. If your department cannot accommodate your restrictions, please contact the Workers' Compensation Program Coordinator at 926-1800. If you choose not to work light duty, you will be required to use paid personal leave.
- Although most medical bills are sent directly to the City, you may receive some bills at home. Please forward these promptly to the Workers' Compensation Program Coordinator in the Department of Human Resources via mail, fax 926-1819 or email workerscomp@nnva.gov.
- If you need prescriptions filled related to your injury/disease, please complete the **Temporary Prescription ID Card** which can be found online at <https://www.nnva.gov/1499/Workers-Compensation>. If you experience problems at the pharmacy, please contact our office at 926-1800 or pay for your prescriptions out of pocket and save all receipts to include the name of the prescription, the prescribing physician, the amount charged and the cash register receipt. Submit the receipts to the Department of Human Resources and any covered out of pocket expenses will be reimbursed to you.
- A **Workers' Compensation Questions & Answers** brochure will provide you with additional information regarding your injury and can be found on-line at <https://www.nnva.gov/1499/Workers-Compensation>.

We are interested in ensuring you receive appropriate treatment and benefits in order to expedite a speedy recovery. We therefore request that you contact the Workers' Compensation Program Coordinator in the Department of Human Resources at 926-1800 if you have any questions or concerns about your injury/disease.

Sincerely,

Workers' Compensation Program Coordinator