

How to Report a Work-Related Injury

IMPORTANT NOTICE: All injuries to employees must be reported immediately to ACH's Claims Department as required under the Florida worker's compensation regulations or the state may issue a fine for late reporting. To ensure this does not happen we ask that you get the ***First Report of Injury*** form to us within 24 hours of the injury. Authorization must be obtained prior to treatment unless it is a life-threatening situation. Depending on the severity of the injury, any walk-in clinic is acceptable for treatment. If the injury is life-threatening, **IMMEDIATELY GO TO THE EMERGENCY ROOM!**

First Report of Injury Form:

The ***First Report of Injury or Illness*** form is crucial to expediting coverage and claims. A copy of this report form is posted within the *Resources* menu section of our web site, or may be obtained by calling us.

Click on the PDF to open it and enter all information within the gray fields.

Save a copy to your computer to email it back to us, and/or print out the form to fax it back or to retain for your records.

Submit all email requests to **workerscomp@achcorp.com** and all fax requests to:

Attn: ACH Claims at (407)792-4947.

The most important information needed is:

- ❖ Name of injured employee,
- ❖ Date of accident or injury,
- ❖ Time of accident,
- ❖ Description of accident,
- ❖ Injury that occurred,
- ❖ Part of body that was injured,
- ❖ Date it was actually reported,
- ❖ Who it was reported to,
- ❖ Where the injured employee was sent for urgent care (if applicable),
- ❖ Employer's and employee's signatures are required!

If you have any questions please call our Claims Department at 1-800-215-7112 and the urgent *after-hours* phone number is (407) 529-5932.

Managing Workers' Compensation Claims

The immediate reporting of work-related accidents, even if no injury is apparent, has a very positive impact on our ability to effectively manage workers' compensation claims. Following these simple guidelines helps eliminate delays and costs, while supervisors and employees are made aware of important requirements.

1. Post all legally required notices in a conspicuous place for all employees and be sure that all employees are aware of their purpose and placement.
2. Inform all employees that they are **required** to report all accidents to their supervisor no matter how minor. They are to report when it happened and whether or not they intend to seek medical treatment.
3. In the event of an accident, call **ACH Claims** immediately at **1-800-215-7112** or **(407) 529-5932** to speak with a Claims Representative. ACH **must** be notified of any injury or illness that could possibly be construed as work-related.
4. *Make certain that employees get the medical attention they need.*
Do not allow an injury that you perceive as potentially serious to go untreated. Ensuring the employee's health and safety is our top priority.
5. Inform all supervisors of this policy since they are usually the first to know about injuries and are the ones employees ask about for proper procedures at the time of the incident.
6. Fax any **First Report of Injury/Illness** forms to **ACH Claims** within **24 hours** of the injury or illness. Our fax number is **(407)792-4947** or (407)788-0180.