



COUNTY MUTUAL CARE LINE

Powered by Guardian MCS

24/7 Telephonic Nurse Triage for Work-Related Injuries – Included for Policyholders

Immediate Triage of Injuries

The Care Line Nurse provides a caring first call following an employee's injury. The Nurse aims to understand the employee's nature and extent of injury and provides recommendations for treatment options including home-care and provider medical treatment. The goal of triage is to ensure appropriate treatment of the injury and underlying conditions.

Claim Reporting

A call to the Care Line provides the necessary notification to start the claims process. Depending on your specific requirements, this claim notification can satisfy internal injury reporting processes as well. The efficiencies garnered through the Care Line allow us to compress the claims timeline to approve, pay, and manage claims.

Coordinating Care

If medical treatment is warranted, the Care Line Nurse will assist the employee by coordinating treatment at a local and convenient medical provider. The Nurse will prepare the provider ahead of the employee's arrival with necessary forms that expedite the claims process and address important items like return-to-work restrictions.

Reduction in Workers' Compensation Costs

By ensuring appropriate medical treatment, unnecessary emergency room and urgent care visits are avoided. These treatment facilities can be expensive, driving negative experience related to workers' compensation costs.

Control Premium Through Mod Reduction

In the case of a medical treatment recommendation, the Care Line Nurse coordinates the employee's care and advocates for return-to-work. Returning employees to work without lost time has a significant impact on your Mod – which in turn can reduce your annual premiums.

Customized Service Instructions & Communication

The Care Line can incorporate employer-specific service instructions like occupational health/provider agreements, employer clinics, and post-accident drug testing. The Care Line also delivers frequent and thorough communication following each Care Line call and follow-up.

COUNTY MUTUAL
CARE LINE
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1-833-564-0894

MANDATORY FOR USE ON WORKER'S COMPENSATION INJURIES

IN CASE OF AN EMERGENCY, DIAL 911

WISCONSIN
county
MUTUAL

 Guardian
Managed Care Solutions

Available for Work-Related Injuries - 24/7/365

Your Care Line Nurse will help with:

- » Providing general guidance after you sustain an injury
- » Finding a medical facility near your work and/or home
- » Helping you file a Workers' Compensation claim
- » Coordinating modified work program with your physician
- » Obtaining a return-to-work document for your supervisor
- » Assisting you in finding appropriate medical care
- » Assisting with scheduling follow-up appointments
- » Helping you find specialist care, when a referral is warranted

IN CASE OF AN EMERGENCY - DIAL 911

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**CALL THE CARE LINE:
1-833-564-0894**

MANDATORY FOR USE ON ALL WORK RELATED INJURIES

**THE CARE LINE MUST BE UTILIZED
ON ALL WORK-RELATED INJURIES.**

You will need to report the incident to your supervisor or the individual designated to receive worker's compensation claims to note the event.

All serious injuries should be treated immediately and reported as soon as possible. All other injuries should utilize the Care Line® Nurse to assess the injury and provide helpful instructions.

IN CASE OF EMERGENCY - DIAL 911