Managed Care Frequently Asked Questions

Q) How do I locate a physician within the Provider Directory Network?

A) The Prime Health directory of network medical providers is available to injured workers in three ways:

1. Dial 1-866-348-3887 and a customer service representative will assist you.
2. Internet: Visit the DAS Workers’ Compensation web page under Medical Provider and Pharmacy Directory Look-up.
3. Ask your agency workers’ compensation office.

Q) What if I treat with a physician not in the approved provider directory?

A) If you treat with a physician outside of the approved network provider directory, your claim for benefits may be suspended (subject to the authority of the Workers’ Compensation Commission). However, if you are referred for treatment in a specialty not included in the network directory, you may seek treatment from any provider on the list of approved Workers’ Compensation Commission providers.

Q) How is my medical treatment pre-certified?

A) You and/or your medical provider must contact the TPA claims adjuster and provide necessary information relating to your claim for benefits and the type of medical treatment for pre-certification. Usually it is the medical provider. You and your medical provider will be advised of the certification decision.

Q) What medical treatment is pre-certified?

A) Physical and Occupational therapy in excess of 12 visits, Chiropractic treatment in excess of 12 visits, repeat imaging procedures, bone scans, home health services, repeat lab studies, nursing home, pain management, in-patient rehab, work hardening, durable medical equipment in excess of $1,000. A comprehensive listing is available through the TPA.

Q) What if I need prescription medication?

A) A pharmacy benefit management program is in place to provide the prescriptions ordered by the WC treating physician for the work-related injury.

Injured employees requiring prescribed medications should have their prescriptions filled within a network pharmacy. The listing of network pharmacies is available:

1. Dialing myMatrixx at 1-877-804-4900
2. Internet: Visit the DAS Workers’ Compensation web page under Medical Provider and Pharmacy Directory Look-up.

All major chains are represented.

Gallagher Bassett Services, Inc.,
800 Connecticut Boulevard
East Hartford, CT 06108

Main Phone Number: (860) 256-3400
Toll Free Number: (866) 422-9125
Fax Numbers: (860) 291-9875
(860) 291-9839

Prime Health Services
7110 Crossroad Blvd.
Brentwood, TN 37027

Toll Free Number: 1-866-348-3887

myMatrixx
5706 Benjamin Center Drive
Suite 103
Tampa, FL 33634-5262

Toll Free Number: 877-804-4900

Department of Administrative Services
Workers’ Compensation Division
165 Capitol Avenue
Hartford, CT 06106

Phone Number: (860) 713-5002
Fax Number: (860) 713-7458

Workers’ Compensation Fraud Reporting Hotline: 1-800-927-0456

Contact List and Phone Numbers
**What is Workers’ Compensation?**

Workers’ Compensation is a mandatory program pursuant to Connecticut General Statutes, which provides payment of medical expenses and lost wages for employees who suffer a work-related injury or illness. This program is designed to ensure that injured employees receive medical care, lost time compensation, and various benefits such as rehabilitation and vocational training. Workers’ Compensation is funded by employers through premiums and is administered by the Department of Labor.

**Role of the Third Party Claim Administrator (TPA)**

The TPA works with the Managed Care provider for the delivery of medical care services if applicable to the claim for benefits. For all lost time claims, a Gallagher Bassett Services, Inc. (GBS) claim representative will initiate contact with the injured worker, supervisor, and human resources to review the pertinent information regarding the claim. The TPA will work with the Managed Care provider for the delivery of medical care services if applicable to the claim for benefits.

**Employee Claim Reporting Procedures**

The employing state agency processes workers compensation claims by facilitating information between the various involved parties: injured employee, supervisor, managers, Payroll, Human Resources (HR), and the Third Party Claim Administrator (TPA). If medical treatment is required, utilize a physician within the approved Provider Directory. Contact your agency workers’ compensation office with any questions you may have on completing the claim packet with your supervisor.

**Injured employees seeking medical treatment**

Injured employees seeking medical treatment are directed to receive treatment from a provider within the Gallagher Bassett Services, Inc. (GBS) network pharmacy. Directories of network pharmacy. The network consists of privately owned and chain pharmacies. A first fill and prescription management components support the program.

**Lost time**

If you are unable to return to work due to your reported claim, you must contact your supervisor and human resources division immediately. You are required to present all Work Status medical slips to your agencies workers’ compensation office.

**Return to Work**

Return to work is authorized in the following two forms:

- **Regular Duty:** The employee must immediately notify HR, and your GBS claims adjuster, when the medical provider releases the injured worker back to regular duty.
- **Restricted Duty:** The employee must immediately notify HR, and your Gallagher Bassett Services, Inc. claim adjuster when the treating physician requires a return to work on restricted duty.

**Payroll Deductions**

Please note that payroll deductions for health insurance and other items are not deducted from workers’ compensation checks. It is the employee’s responsibility to make payment to maintain their health and life insurance coverages. Agency HR will provide payment instruction.

**Managed Care Program**

The State of Connecticut delivers all necessary medical services to injured employees through an approved managed care program in compliance with C.G.S. § 31-279-10. The program provides a network of medical facilities and providers that the injured employee must treat within, medical treatment pre-certification and utilization review, nurse case management, prescription drugs, and access to any specialized physician you may need to treat with that does not reside within the existing network.

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