

Important Numbers:

Claim Administrator:

CCMSI
P.O. Box 43909
Louisville, KY 40253
Phone: 866.320.8456
Local: 502.426.7474

Your Adjuster's Name:

Extension:

Your Claim Number:

Your Designated Physician:

Designated Physicians' Phone:

EMERIC Prescription Card: 800.661.1494

Managed Care Provider:

comp mc
P.O. Box 43909
Louisville, KY 40253
Phone: 866.361.6899
Local: 502.394.3050
Fax: 502.426.9516

If your physician recommends treatment which may require pre-certification, request that he call comp mc.

Referrals need to be made in Coventry Network.

Place
Stamp
Here

comp mc

P.O. Box 43909
Louisville, KY 40253



comp mc

Employee Guide

Commonwealth of Kentucky

Claims Administered by: 
CCMSI

** comp mc is certified by the State of Kentucky to provide managed healthcare services for employees who are injured at work.*

What to do

In a **medical emergency**, proceed immediately **when an injury occurs:** to the nearest emergency or urgent care center or health care physician, qualified to provide emergency medical treatment.

It is important that you report your injury to your supervisor as soon as possible or at least within 24-72 hours after receiving emergency/urgent medical treatment. The Personnel Cabinet will notify CCMSI of your injury as soon as it is reported by your agency.

In a **non-emergency**, notify your supervisor immediately and complete a First Notice of Loss Injury Report. If medical attention is needed, select a Gatekeeper Physician.



After you select your physician, your employer will give you the following forms:

1. Medical Waiver and Consent Form
2. Designated Physician Form
3. Medical Treatment Plan Form

Return completed forms to your employer or comp mc:
comp mc fax: 502.426.9516
Phone: 866.361.6899

**You will also receive a Prescription card (EMERIC 800.661.1494) which allows you to fill your prescription for your reported injury without any out of pocket expense.*

What To Expect:

Your claims adjuster will send you a First Designated Physician Card after you have returned your Designated Physician Form.

**You should show this at each physician appointment so your physician will know who to call and where to send the bill for treatment you received as a result of a reported work injury.*

Your physician will call comp mc (866.361.6899) for approval of treatment requiring pre-authorization.

You have the right to expect that you will:

1. Receive emergency medical treatment as soon as possible.
2. Receive initial treatment by a Managed Care Plan Gatekeeper within 24-48 hours of the request of treatment.
3. Receive specialized medical services that the Managed Care Plan is not otherwise able to provide.
4. Have the right to file a Grievance to resolve a dispute related to medical services. A Grievance must be filed within 30 days of the occurrence of the event that caused the dispute. Comp mc will render a decision within 30 days of having received your written Grievance. You also have the right to appeal this decision.
5. Have a Nurse Case Manager assist you during your recovery from loss time or during on-going treatment.

Care

You may choose a medical provider from **outside the comp mc** outside the comp mc network only in the following cases, otherwise you may be held responsible for medical expenses incurred:

1. If treatment for a work related injury is initiated prior to the effective date of the managed care agreement.
2. In the event of a medical emergency.
3. When you continue to treat with the physician who rendered your initial emergency care so long as that physician complies with comp mc's utilization standards.
4. When you are referred outside of comp mc's network by a comp mc network physician.
5. When authorized treatment is unavailable through the comp mc network.
6. To obtain a second surgical opinion when a comp mc MCO Network physician recommends surgery.

comp mc is not a company which determines compensability.

comp mc does not provide healthcare.

comp mc is a Kentucky Managed Care Company certified by the State of Kentucky to provide managed Healthcare services for employees who are injured at work.