

# WORKERS' COMPENSATION FREQUENTLY ASKED QUESTIONS

Please Note: This summary is for information purposes only and does not supersede [College Policy 6Hx28: 3D-06.3 Workers' Compensation and Illness or Injury In-Line-of-Duty Leave](#); or [College Policy 6Hx28:10-01 Reporting Incidents or Injuries](#); or its implementing procedures. Please consult these documents for more detailed information.

## 1. What are workers' compensation benefits?

Florida Workers' Compensation is a system designed to provide medical care and/or benefits to Valencia College employees who sustain an injury or illness while engaged in some activity related to employment. Each claim is evaluated to determine if it is eligible under workers' compensation. When a claim is eligible, employees may be entitled to reasonable and necessary medical care and treatment depending on the nature of the particular claim. This may include and is not limited to healthcare provider services, hospitalization, prescriptions, X-rays, laboratory services, transportation, etc., as applicable. Employees unable to work because of a work-related injury or illness may be eligible to receive some wage replacement benefits based upon established criteria (i.e. position held at the college, rate, amount, duration, etc.).

## 2. What should I do if I am injured on the job?

If you sustain an injury while performing your job or in the course of your employment, you should immediately report the incident to your supervisor and a representative of the campus Safety and Security Services for completion of a Security Incident Report. (If the injury is serious requiring emergency services and you are transported for treatment, your supervisor or designee can report the incident to the campus Safety and Security Services. You can complete your statement of the circumstances as soon as possible.) For more information on reporting, see [College Policy 6Hx28: 10-01 Reporting Incidents or Injuries](#).

You will also be provided a workers' compensation card to contact Organizational Development and Human Resources (ODHR). If you need to seek treatment, ODHR will provide you with a medical referral authorization to see a workers' compensation contracted medical provider (i.e. Centra Care) for your initial visit and evaluation. Depending upon the circumstances, you may be eligible for workers' compensation benefits.

## 3. Do I use my personal insurance to cover my work-related injury?

No, you will not use your personal insurance for the initial medical visit. The College has contracted with Gallagher Bassett (GB), a third-party carrier, to coordinate workers' compensation benefits and medical treatment. Effective March 1, 2020, the Johns Eastern Company will be our third-party carrier. Your claim shall be evaluated to determine if it is eligible under workers' compensation. See [College Policy 6Hx28: 3D-06.3 Workers' Compensation and Illness-or-Injury-In-Line-of-Duty Leave](#) for additional information.

If Gallagher Bassett (GB) or, after Sunday March 1, 2020, Johns Eastern Co., has informed you that your claim has been denied, it is because your claim is not considered arising out of or in the course and scope of employment. Once you are notified of your claim denial, you will be responsible for payment of any follow-up or future medical appointment expenses, prescriptions, etc.

**4. What if I get injured while performing my job, requiring emergency services, and I am transported to the hospital for treatment; will I have to use my personal insurance to cover the transport and treatment?**

No. You will not use your personal insurance. Your claim shall be evaluated to determine if it is eligible under workers' compensation. See [College Policy 6Hx28: 3D-06.3 Workers' Compensation and Illness-or-Injury-In-Line-of-Duty](#) Leave for additional information.

If Gallagher Bassett (GB) or, after March 1, 2020, Johns Eastern Co., has informed you that your claim has been denied, it is because your claim is not considered arising out of or in the course and scope of employment. Once you are notified of your claim denial, you will be responsible for payment of any follow-up or future medical appointment expenses, prescriptions, etc.

**5. Why do I need to see a workers' compensation medical provider? Can't I see my own physician?**

Do NOT go to your personal physician. If you see your own personal physician, the visit and treatment will not be eligible for or covered by workers' compensation benefits. In addition, future workers' compensation benefits and medical treatment may be impacted.

**6. If I am injured on the job, do I have to seek medical treatment?**

No. You may feel you do not need to seek medical attention at the time of your initial injury. However, you must still report the incident to your supervisor and a representative of the campus Safety and Security Services for completion of the Security Incident Report. This will make the process easier as delays in reporting an incident may impact future potential workers' compensation benefits. If you determine that you need to seek treatment after you initially declined medical attention, you must contact ODHR for a medical referral authorization to seek medical treatment. For more information on reporting, see [College Policy 6Hx28: 10-01 Reporting Incidents or Injuries](#). (Do NOT go to your personal physician. If you see your own personal physician, the visit and treatment will not be eligible for or covered by workers' compensation benefits. In addition, future workers' compensation benefits and medical treatment may be impacted.)

**7. I did not realize I was injured until a few days after my work related incident. Am I still able to make a claim?**

Yes. You should always report an injury as soon as possible to your supervisor and a representative of the campus Safety and Security Services for completion of the Security Incident Report. This will make the process easier, as delays in reporting an injury may impact future potential workers' compensation benefits. For more information on reporting, see [College Policy 6Hx28: 10-01 Reporting Incidents or Injuries](#).

**8. What do I write on my statement to security?**

You need to document the date of the incident, time of the incident, type of injury/illness, part(s) of the body injured (i.e. right ankle, left wrist, etc.), and as many facts surrounding the incident as possible. The campus Safety and Security Services will also take pictures of the incident location and your injuries to include with the security report.

**9. After my initial injury and visit to the medical provider, the medical provider stated I can return to work with no restrictions. What does that mean, and what do I do with the paperwork?**

You are expected to return to work after your appointment the same day; or if it is after your scheduled work hours, you are expected to return to work on your next scheduled work day. You are also expected to perform all the functions and tasks for your position.

After seeking treatment, you must provide the updated return-to-work paperwork to your supervisor as soon as possible. Your supervisor will communicate with and forward the documentation to ODHR/Total Rewards. See [College Policy 6Hx28: 3D-06.3 Workers' Compensation and Illness-or-Injury-In-Line-of-Duty Leave](#) for additional information.

**10. After my initial visit to the medical provider, the medical provider stated I can return to work with no restrictions. Do I have to return to work right after my appointment or can I use in-line-of-duty leave for the remainder of the day and begin work at my next scheduled work day?**

No, you cannot use in-line-of-duty leave for the remainder of the day. Once you are cleared to return to work with no restrictions, you are expected to return to work after your appointment the same day; or if it is after your scheduled work hours, you are expected to return to work on your next scheduled work day. You are also expected to perform all the functions and tasks for your position.

If you have any questions, please contact your ODHR/Total Rewards representative.

**11. After my initial visit, the medical provider stated I can return to work with physical limitations and restrictions. After my supervisor and ODHR reviewed and evaluated the restrictions, I was informed that there is no light duty work available for my work restrictions. What does that mean?**

Since there are no duties for you to perform within your work restrictions, you cannot work. You will remain off work until your next follow-up medical re-evaluation appointment with the workers' compensation provider (i.e. Centra Care or workers' compensation designated provider). Until your next appointment and while you remain off work, you are not to check/respond to emails and voicemails or discuss work-related items with your supervisor and/or co-workers. Your supervisor may also request OIT to set up Outlook and voicemail out-of-office messages on your behalf while you are off work. You are also responsible for following applicable medical treatment instructions (i.e. medication, medical care, functional limitations, restrictions, etc.).

If eligible, you will utilize available in-line-of-duty leave (up to 12 days per calendar year) for any time missed from your regularly scheduled work hours. (Note: Part-time employees must speak with an ODHR/Total Rewards representative for available options.) See [College Policy 6Hx28: 3D-06.3 Workers' Compensation and Illness-or-Injury-In-Line-of-Duty Leave](#) for additional information.

After your next Centra Care or other workers' compensation designated provider appointment, you must provide the updated return-to-work paperwork to your supervisor as soon as possible. Your supervisor will forward the documentation and collaborate with ODHR/Total Rewards for evaluation and next steps.

**12. After my initial visit, the medical provider stated that I have to stay off work until my next appointment. What does that mean, and what do I do with the paperwork?**

This means you are not able to perform the essential functions of your position. Therefore, you cannot work and will remain off work until your next follow-up medical re-evaluation appointment with the workers' compensation provider (i.e. Centra Care or workers' compensation designated provider). Until your next appointment and while you remain off work, you are not to check/respond to emails and voicemails or discuss work-related items with your supervisor and/or co-workers. Your supervisor may also request OIT to set up Outlook and voicemail out-of-office messages on your behalf while you are off work. You are also responsible for following applicable medical treatment instructions (i.e. medication, medical care, functional limitations, restrictions, etc.).

If eligible, you will utilize available in-line-of-duty leave (up to 12 days per calendar year) for any time missed from your regularly scheduled work hours. (Note: Part-time employees must speak with an ODHR/Total Rewards representative for available options.) See [College Policy 6Hx28: 3D-06.3 Workers' Compensation and Illness-or-Injury-In-Line-of-Duty Leave](#) for additional information.

After your follow-up medical provider appointment, you must provide the updated return-to-work paperwork to your supervisor as soon as possible. Your supervisor will forward the documentation and collaborate with ODHR/Total Rewards for evaluation and next steps.

**13. After my initial visit, the medical provider stated I can return to work with physical limitations and/or restrictions. What does that mean and what do I do with the paperwork?**

Physical limitations means you cannot use one or multiple body parts (i.e. no use of right hand, no use of left arm, etc.). Restrictions may include and are not limited to not lifting more than 10 pounds, no bending/twisting, no using of right hand, etc. You are responsible for following applicable medical treatment instructions (i.e. applicable medication, medical care, functional limitations, restrictions, etc.).

After seeking treatment, you must provide the updated return-to-work paperwork to your supervisor as soon as possible. Your supervisor will communicate with and forward the documentation to ODHR/Total Rewards. Based upon the work restrictions, your supervisor will collaborate with ODHR/Total Rewards Office to determine if there are duties you can perform with the temporary work restrictions (light duty). If there is light duty work available, modified or alternative work shall be assigned to you that meets the work restrictions until your next medical re-evaluation appointment. You are responsible for following work restrictions and/or special assignments, attending follow-up medical appointments as applicable, and each subsequent medical visit documentation shall be evaluated by your supervisor in collaboration with ODHR for appropriate action. See [College Policy 6Hx28: 3D-06.3 Workers' Compensation and Illness-or-Injury-In-Line-of-Duty Leave](#) for additional information.

**14. After my initial visit, the medical provider stated I can return to work with physical restrictions. My supervisor states there is light duty work for me to perform but I still do not feel well. Do I have to return to work?**

If you are not feeling well enough to return to work, you are responsible for discussing your concerns with the workers' compensation medical provider for updated return-to-work documentation. If the medical provider documentation still states you can return to work and you still want to remain off work until your next appointment, the time you remain off work will not be covered under in-line-of-duty leave. You will have to use any available sick leave, followed by sick leave pool (if applicable) to cover scheduled work hours before being unpaid. (Note: If sick leave or sick leave pool is exhausted, supervisors have discretion to approve available vacation leave to cover the remaining time off work).

**15. What if I am asked to perform duties outside of my work restrictions?**

If you are asked to perform duties outside of your work restrictions, please notify your ODHR/Total Rewards representative for assistance.

**16. After my initial visit, I was instructed to return to Centra Care or a workers' compensation designated provider for a follow-up appointment. When do I schedule my follow-up appointment to Centra Care or provider?**

Follow-up medical appointments to Centra Care or the workers' compensation designated provider shall be arranged/scheduled outside of your scheduled work hours to minimize disruption to department operations. If treatment is not available outside of scheduled work hours, a full-time employee shall use any remaining in-line-of-duty leave to cover the absence(s) during scheduled work hours and thereafter must supplement any available sick, sick leave pool (if applicable) or vacation leave before taking any unpaid leave. Departments have discretion to adjust work schedules for full- and part-time employees as appropriate.

**17. What do I do if I receive a referral to a specialist?**

After your initial treatment, you must provide the updated paperwork to your supervisor as soon as possible. Your supervisor will communicate with and forward the documentation to ODHR/Total Rewards. After your initial medical visit, Gallagher Bassett (GB) or, after March 1, 2020, Johns Eastern Co., is responsible for arranging referral medical appointments and treatment. Although third-party carriers work as quickly as possible to get you an appointment, the timing of scheduling referral appointments are dependent upon various factors, such as the severity and uniqueness of the injury(ies), etc. Once you visit the specialist, you must provide the updated paperwork to your supervisor as soon as possible. The medical visit documentation shall be evaluated by the supervisor in collaboration with ODHR for appropriate action.

**18. What happens if I have utilized all in-line-of-duty leave and I still have to remain off work?**

If you have exhausted all of your in-line-of-duty leave, you will utilize any available sick leave, followed by sick leave pool (if applicable), then vacation leave to cover scheduled work hours before being unpaid. You are still responsible for following applicable medical treatment instructions (i.e. applicable medication, medical care, functional limitations, restrictions, etc.). You are responsible for attending follow-up medical appointments as applicable and each subsequent medical visit documentation shall be evaluated by your supervisor in collaboration with ODHR for appropriate action. (Note: Part-time employees must speak with an ODHR/Total Rewards representative for available options).

**19. Am I able to request a change of physicians on a workers' compensation claim?**

Yes. You have the opportunity for a one-time change of physician during the course of treatment for any one accident. You will need to submit a written request to Gallagher Bassett (GB), or, after March 1, 2020, to Johns Eastern Co. Please contact a representative from ODHR/Total Rewards Programs Office for assistance by contacting HR4U at 407-582-5000 x4748 or [HR4U@valenciacollege.edu](mailto:HR4U@valenciacollege.edu).

**20. What should I do if I receive a bill that should have been paid through workers' compensation?**

You will need to contact and provide a copy of the bill as soon as possible to ODHR/Total Rewards Office by contacting HR4U at 407-582-5000 x4748 or [HR4U@valenciacollege.edu](mailto:HR4U@valenciacollege.edu) for evaluation and coordination of repayment for you. If you were informed by Gallagher Bassett (GB), or after March 1, 2020, Johns Eastern Co., that your claim has been denied and not covered under workers' compensation because it is not arising out of or in the course and scope of employment, you will be responsible for payment of any subsequent medical expenses incurred after GB/Johns Eastern notifies you of the claim denial.

**21. How should I complete my web time entry for the day of the injury and any other missed time from work?**

Please contact a representative from ODHR/Total Rewards by contacting HR4U at 407-582-5000, extension HR4U (4748) or [HR4U@valenciacollege.edu](mailto:HR4U@valenciacollege.edu) for guidance on your specific claim.

**22. What if I have a question that is not covered in this document?**

Please refer to [College Policy 6Hx28:10-01 Reporting Incidents or Injuries](#) and [College Policy 6Hx28: 3D-06.3 Workers' Compensation and Illness-or-Injury-In-Line-of-Duty Leave](#) for additional information.

You may also contact HR4U at 407-582-5000, extension HR4U (4748) or [HR4U@valenciacollege.edu](mailto:HR4U@valenciacollege.edu).