

## What is Workers' Compensation?

Workers' Compensation is a mandatory program provided by the State of Connecticut, which provides payment of medical expenses and lost wages for employees who suffer work-related injuries or illness. This system may also provide other benefits for those who qualify. Connecticut General Statutes regulate what benefits are due to an injured employee.

## Managed Care System

The State of Connecticut operates a managed care program administered by GAB Robins/MedInsights in compliance with Connecticut General Statutes. The program provides a network of medical facilities and physicians that the injured employee must treat within, along with nurse case management support for coordinated care when the injuries are more extensive. Please see the Workers' Compensation Managed Care Plain Language information brochure for further details on Managed Care regulations.

Directories of Network Medical Providers are available through the West Region Workers' Compensation Unit (WR-WCU).

Receiving treatment outside GAB Robins/MedInsights Medical Provider Network may jeopardize your entitlement to available workers' compensation benefits, subject to the jurisdiction of the Workers' Compensation Commissioner.

Injured employees requiring prescribed medications should have their prescriptions filled at a GAB Robins network pharmacy to avoid out-of-pocket expenses. Directories of network pharmacies are available through the WR-WCU or GAB Robins/MedInsights at 1-800-828-2717.

## Role of the Third Party Administrator

The workers' compensation claims administrator, GAB Robins, approves or contests claims. The decision is not made by your supervisor/designated charge, Unit Manager, Program Supervisor, the WR-WCU or the Department of Developmental Services.

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## CONTACT LIST AND PHONE NUMBERS

GAB Injury Reporting Hotline 1-800-828-2717

### Department of Developmental Services – West Region

Workers' Compensation Unit  
Southbury Training School  
Administration Building – Lower level  
P.O. Box 872  
Southbury, CT 06488

Barbara L. Kaempfer, Human Resources Assistant (A-L)  
Voice 203-586-2429 / Fax 203-586-2712  
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Marilyn McCarthy, Human Resources Assistant (M-Z)  
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Patricia DeBiase, Human Resources Specialist  
Workers' Compensation Unit Supervisor  
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patricia.debiase@ct.gov

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Department of Developmental Services – West Region  
Payroll Benefits Contact  
Wendy Hartley-Morris  
Voice 203-586-2427 / Fax 203-586-2706  
wendy.hartley-morris@ct.gov

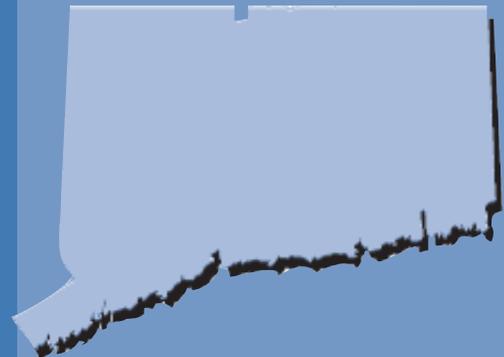
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GAB Robins  
Claim Representatives (assigned claims by employee's last name) - Use the chart below to find the phone number of your claim representative:

(A-C)	860-256-3413
(D-L)	860-256-3449
(M-P)	860-256-3434
(Q-Z)	860-256-3425

Unit Supervisor: Nancy Benham  
Voice 860-256-3405 / Fax: 860-291-9875

# DDS



# West Region Employee Workers' Compensation Information

## Employee Claim Reporting Procedures

DDS West Region processes and reviews workers' compensation claims by coordinating information between the various involved parties: employees, supervisors, unit managers or program supervisors, West Region Workers' Compensation Unit (WR-WCU) and GAB Robins (the Third Party Claim Administrator). These procedures are intended to improve communications between the injured employee, their doctor and the employer to ensure a safe and timely return to work. Failure to follow these procedures may result in a delay or denial of benefits.

### What to do if you are injured on the job

If an injury is life threatening, contact 911 for emergency medical response.

Immediately report any new injury or recurrence of a prior injury to your supervisor/designated charge.

Provide the supervisor/designated charge with all information necessary to complete the DDS-WR Workers' Compensation package.

The supervisor/designated charge must immediately call the **Injury Reporting hotline 1-800-828-2717** to report the incident. Send the completed forms to the West Region Workers' Compensation Unit (WR-WCU) via fax to (203) 586-2712 (with originals to follow in mail) within 24 hours.

Obtain a copy of the Injury Report and a Worker Status Form to take to your medical providers.

Recurrences - If this is a recurrence the supervisor/designated charge must call the **WR-WCU** and provide the following information: employee name, worksite location, date of original injury, date of recurrence and where medical treatment is being sought.

**IMPORTANT** – A claim for recurrence cannot be considered for approval unless the above information is provided to the WR-WCU and supporting medical documentation is provided.

### Medical Treatment

Injured employees seeking medical treatment must go to a provider in the Managed Care Network. **NOTE:** For injuries sustained at **Southbury Training School**, employees must report to **Primary Care of Southbury**, 141 Main Street, Southbury for initial treatment and evaluation. After the initial visit care may be continued there or with another provider within the GAB Robins/MedInsights Medical Provider Network.

All medical providers must complete a Worker Status Report and fax it to the WR-WCU at (203) 586-2712.

Injured employees are required to present all Work Status Reports and other medical documentation related to the ongoing treatment of their injury to the WR-WCU.

*\*\*It is the employees responsibility to ensure a copy of the Worker Status Report and appropriate paperwork is received in the WR-HR/WC Office to ensure timely processing of any workers's compensation claim.*

### In case of time lost from work

If the medical provider indicates that the injured employee temporarily cannot return to work due to the work injury, the injured employee must immediately notify his/her Unit Scheduler, Unit Director or Program Supervisor and the **WR-WCU**.

## Return to Work

Return to work is authorized by the attending physician in the following two forms:

**Regular Duty:** The employee must immediately notify the WR-WCU Office and your supervisor when the attending physician outlines a release for regular duty.

**Restricted Duty:** The employee must immediately notify the WR-WCU Office when the attending physician outlines a return to work restricted duty. Accommodations will be made whenever possible to return the employee to work within their restrictions.

The WR-WCU Office must receive a Worker Status Report from the medical provider clearly indicating the nature and expected duration of the employee's restrictions.

## 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 arrangements with payroll benefits personnel to prevent these benefits from lapsing.

## Health and Safety

The Department of Developmental Services is committed to maintaining a safe workplace. Workplace safety committees are maintained within the West Region. These committees assist in establishing and maintaining a safe workplace and a process for employees to participate in safety issues within the Region. Input to these committees is welcome.

Information regarding the Safety Committee structure within the West Region is available from the West Region Human Resource Office at (203) 586-2222 and posted in common work areas.