

**Remember:**  
Report Claims online at  
**NetClaim.net**

Or at (1-800-652-4762)  
*24-hour Toll-free Injury Reporting Hotline*

**1-800-526-1647**

- *To reach your CIRMAcare Claims Professional*
- *To reach your CIRMAcare Case Management Specialist*
- *To obtain information about your First Script prescription card*

**www.CIRMAcare.org**

*Visit the website to obtain information about participating medical providers in the CIRMAcare Preferred Provider Network.*

## Appeals Process

In the event that either the employee or the medical provider wishes to appeal a decision made by the Utilization Review department, either party may write to:

**CIRMA**  
**P.O. Box 9558**  
**New Haven, CT 06535**  
**Attention: Appeals Department**

### To Initiate an Appeal:

Please call (800) 526-1647 or submit the request via fax to (203) 773-8134.

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It is the desire of your employer to provide its employees with the best possible medical care, allowing you to return to your normal occupation as soon as you are medically able.

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*Gold standard of care for  
work-related injuries*

Your employer is committed to providing you with high-quality and appropriate medical care. The Connecticut Interlocal Risk Management Agency (CIRMA) has combined our efficient claims administration with a state-of-the-art medical disability management program.

Your employer has implemented a Preferred Provider Network, which contains a network of medical providers specifically selected to treat your work-related injuries or illnesses. These medical providers are easily accessible and dedicated to providing you with the most appropriate medical care. CIRMA Claims Professionals and Case Management Specialists will ensure that you receive the care you need.

This Medical Care Plan has been approved by the Connecticut Workers' Compensation Commission, and is designed to help injured employees return to work in a safe and timely manner.

## What To Do When You Are Injured:

### *When a Life-Threatening Injury Occurs at Work:*

In the event of a life-threatening emergency dial 911 or seek immediate treatment at the closest emergency room or medical facility.

### *When a Non-Life-Threatening Injury Occurs at Work:*

1. Report the injury immediately to your supervisor. (He/she must report the claim to CIRMA either by phone at **1-800-OK-CIRMA** or via the internet at **netclaim.net**.)
2. Seek immediate medical treatment at the initial care center designated by your employer. \*
3. A network of approved medical providers is available online for immediate access at **cirma.primehealthservices.com**.
4. Follow the medical provider's advice and keep your supervisor apprised of your work status.
5. When released to return to work, please provide your supervisor with supporting medical documentation.

### \* **Initial Care Center:**

ECHN CorpCare Occupational Health  
2800 Tamarack Avenue, Suite 001  
South Windsor, CT

860-647-4796

### **Operating Hours:**

8:00 am-6:00 pm Monday-Thursday  
8:00 am-5:00 pm Friday

# Questions & Answers

Your management will discuss the procedures and objectives of Managed Care with all employees. The following are commonly asked questions and answers.

### **How will this program affect my Workers' Compensation benefits?**

The *CIRMAcare* program provides a robust network of quality medical providers to ensure all employees receive exceptional medical care in timely fashion. All participating providers have met stringent certification standards to formulate a top-notch preferred provider network. CIRMA has contracted with the best medical providers in the state of Connecticut.

### **Must I only treat with providers in the network?**

If you choose to treat with a medical provider not listed in the network, your Workers' Compensation benefits may be delayed or jeopardized. The cost of this out of network treatment may be deferred to the injured worker.

If you are referred for treatment in a specialty not included in the *CIRMAcare* network, you may seek treatment from within that specialty with a provider who is approved to treat Workers' Compensation patients in the state of Connecticut.

### **How do I know which medical providers are listed in our network?**

A network of approved medical providers is available online for your immediate access at **CIRMAcare.org** (**cirma.primehealthservices.com**.)

Your CIRMA Representative can assist you in locating a network provider or obtaining a referral by calling 1-800-526-1647.

### **What is "pre-authorization"?**

Pre-authorization is a process by which providers request approval for medical treatment, diagnostic testing or durable medical equipment prior to care being administered. Authorization requests can be submitted via fax to CIRMA's Authorization Department at fax number 203-497-2412.

### **What is the appeals process on disputed treatment?**

You and your providers have the right to appeal any decisions made by CIRMA's utilization management program. Such appeals can be initiated by calling CIRMA's Utilization Management Department at 1-800-526-1647 or by writing to CIRMA's Utilization Management Office:

**CIRMA  
P.O. Box 9558  
New Haven, CT 06535**

CIRMA's utilization management program works to assure both high quality and cost effective medical care for you. CIRMA's professional staff is available to answer all questions Monday through Friday from 8:30 am to 4:30 pm EST.

### **How do I obtain prescription medications related to my injury?**

CIRMA uses the First Script pharmacy program. A prescription drug card will be provided by the initial treatment center or may be obtained directly from your employer. If your treating physician prescribes medication for your work-related injury or illness, present your prescription drug card to a pharmacy listed in the directory of participating pharmacies. With the prescription drug card you will be able to obtain needed medication from a participating pharmacy without incurring any out-of-pocket expenses. If a prescription drug card is not used, you will still be reimbursed if your prescription is for a work-related injury or illness that has been reported and accepted by CIRMA. If you have questions, you may call the First Script Help Desk at 1-866-514-4378 or your CIRMA Representative at 1-800-526-1647.