



For distribution to all employees and posting in key areas

**VNA COMMUNITY HEALTHCARE & HOSPICE  
& Lifetime Care at Home**

**EMPLOYEE INSTRUCTIONS FOR MEDICAL CARE PLAN FOR ACCIDENT AND INJURIES COVERED UNDER  
CONNECTICUT WORKERS' COMPENSATION LAW  
WHICH OCCUR ON OR AFTER 12/10/2001**

**INTRODUCTION:**

These instructions are part of our organization's Medical Care Plan which has been submitted and approved by the State of Connecticut Workers' Compensation Commission for providing medical treatment to employees who have work-related injuries or occupational illnesses. It is our goal to provide injured employees with prompt and effective medical care through a network of plan providers, treatment centers and hospitals. The objective of the Plan is to ensure that you receive prompt and effective medical care consistent with your injury and that you have access to specialty medical care if the need arises.

**WHAT YOU SHOULD DO IF YOU ARE INJURED:**

If you have a work related injury, you should report the injury immediately to your supervisor. **Your supervisor will ensure that you receive prompt medical care for that injury by connecting you with Trust TeleCare at (866) 730-1143, where a nurse can assess your injury 24 hours a day, 7 days a week and provide guidance and assistance to get you the medical care you need.** If you need care at a First Treatment Center, the First Treatment Center(s) for our organization are:

- **Yale Occupational Health - 175 Sherman Ave, New Haven, CT & 2080 Whitney Ave, Hamden, CT**
- **Stony Creek Urgent Care - 6 Business Park Drive, Branford, CT & 236 Boston Post Rd, Orange, CT**
- **Middlesex Occupational Health - 252 Westbrook Rd (Rte 153), Essex, CT & 534 Saybrook Rd, Middletown, CT**

After initial care, you may seek treatment from any of the providers listed in the Workers' Compensation Trust (Trust) provider directory. The Trust's provider directory is available at [www.wctrust.com](http://www.wctrust.com), or you can call the Trust at (203) 678-0100 to obtain a current list.

**SPECIALISTS:**

After initial treatment, if treatment with a specialist is necessary, the Plan covers providers in the following specialties: Chiropractors, Neurology, Neurosurgery, Orthopedics, Physical Medicine & Rehab, Physical Therapy, Hand Surgery and Pain Management. If the physician you need to see is in a specialty that is not covered by the Plan, you have the right to choose and treat with any Connecticut physician in that particular specialty. Please contact the Trust and they will assist you in making arrangements to obtain treatment from a physician in that specialty. However, for all specialties covered by this Plan, you **MUST** seek treatment from one of the physicians listed in the directory.

**If you seek medical treatment from a provider not listed in the directory for a specialty covered by the plan, we are not required to pay for that medical treatment and you risk losing your right to receive workers' compensation benefits and payment for medical treatment, subject to the order of the Workers' Compensation Commissioner.**

**EMERGENCY TREATMENT:**

In the case of an emergency, you should seek treatment from the nearest emergency facility or hospital. You or a family member must also contact your supervisor as soon as possible. If further treatment is required, you must follow up with the First Treatment Center or a specialist listed in the directory. If the physician at the emergency facility recommends treatment by a physician in a specialty not listed in the directory, you may choose any licensed Connecticut physician within that specialty. This plan does not restrict your treating physician from referring you for inpatient or outpatient treatment at any licensed hospital in Connecticut.

**ADDITIONAL INFORMATION:**

In some situations, requested medical procedures and treatment must be pre-certified by the Trust's licensed Utilization Review agency. The Utilization Review Agency will issue a decision within two (2) days. Should the proposed treatment be denied, you, your physician, and employer have the right to appeal that decision in accordance with the appeals process, which will be sent with the denial letter to the provider or is available from the Trust.

If you have any questions about how this plan works or how to obtain medical treatment for a work-related injury, please contact your supervisor or the Trust at 203-678-0100.