

Gloucester County Insurance Commission

Reporting Work-Related Injuries

24/7 First Report of Injury (FROI) and Nurse Referral

All work-related injuries should be reported to Medlogix as soon as possible; if the injury is serious and threatens life or limb the injured employee should be sent directly to the nearest ER. The injury should be reported to Medlogix by phone and the 'Exhibit Z' form should be completed and also submitted to Medlogix as outlined in the procedures below.

Reporting Procedures:

1. **Call 800-293-9795 (Option to report a new injury)**; a representative is available 24/7 for FROI reporting. Please be prepared to provide the following minimum information:
 - Accident Date/Time
 - Employer Name/contact/phone
 - Employee's First/Last Name
 - Employee's phone number
 - Identify if medical treatment is required** – if treatment is required, advise the FROI agent that you need to speak with a nurse for referral of care.
 - Occupation
 - Accident Description
 - Nature of Injury

***If the injured employee is not seeking treatment, the report will be filed as "For Reporting Purposes Only" and no contact will be made by a Medlogix nurse.*

2. **Please submit a completed Exhibit Z form to Medlogix** via email or fax after the injury has been reported by phone:
Email: FROIMailbox@medlogix.com or Fax: 609-631-7736

Nurse Contact:

- If an injured employee requires treatment, a Medlogix Triage Nurse will assist with the referral to a medical treatment facility and will complete an initial phone interview with the injured employee. If it is deemed that additional treatment will be required, a Nurse Case Manager (NCM) will be assigned
- The NCM may request a copy of the injured employee's job requirements from the employer as needed for review by the treating provider
- The NCM will assist with follow-up referrals to Occupational Medicine/Urgent Care or Specialists if deemed necessary
- All diagnostic testing, procedures, or therapy prescribed by the treating physician will be coordinated by the NCM
- The employer and adjuster will receive updates from the NCM after each provider visit. The updates may include the current work status (Full Duty or Transitional Duty), any work restrictions recommended by the provider for transitional duty, as well as future treatment needs and appointments

Questions:

- **For clinical (medical treatment / appointments / return to work) questions** - To reach the NCM assigned to a claim that has previously been reported to Medlogix, please contact the WC Managed Care team at 800-293-9795 (Select Option 1 off the main menu for WC, then Option 2 for previously reported claims, and Option 2 again for questions regarding medical treatment)
- **For other concerns:**
 - **County Proper Departments**, please contact:
 - Tim Sheehan, Risk Manager/Safety @ 856-853-3268 or tsheehan@co.gloucester.nj.us
 - **GCIA, GCLC, GCUA, RCSJ**, please contact:
 - Tim Sheehan, Risk Manager/Safety @ 856-853-3268 or tsheehan@co.gloucester.nj.us