Authorization to Treat Injured Worker

This is your authorization to treat our injured worker for a reported work-related injury:

Employee Name: Date of Injury:

Job Title:

Workers' Comp Claims TPA: **Gallagher Bassett** *(PODS Account #040300)*
Phone Number: 866-324-5585

Medical Billing Address **(CA ONLY):**
Gallagher Bassett
P.O. Box 2840
Clinton, IA 52733-2840

Medical Billing Address **(ALL OTHER STATES):**
Gallagher Bassett
P.O. Box 2831
Clinton, IA 52733-2831

Carrier Policy Numbers: **WA5-62D-095273-035** (All States, excluding WI)
WC5-621-095273-085 (WI only)

Claim Number: TBD

WORK STATUS & MEDICAL REPORTS:

Please forward copy of work status report given to the injured worker by physician to Wade Kotar at wkotar@pods.com

Thank you for treating our injured worker.

For questions or if you need additional information please contact:
Wade Kotar, PODS Workers Compensation Claims at 727-538-6557 or wkotar@pods.com
If Wade cannot be reached call Reese Montgomery, PODS Risk & Claims Specialist at 727-538-6430 or TMontgomery@pods.com

Workers' Compensation

Understanding Workers' Compensation

A simple guide to help you know what to expect after an injury at work

PODS wants all associates to go home in the same condition they arrive at work. Unfortunately, that's not always possible. Workers' compensation (often called work comp or workers' comp) is insurance that provides medical care and wage replacement benefits to employees who are injured on the job. This guide will help you understand the process, your responsibilities, and what to expect along the way.

Important: Workers' compensation laws vary by state and govern the process. Gallagher-Bassett is our claims administrator (TPA). They will assign a Resolution Manager (RM) to your case who can explain any state-specific information that applies to your claim.

WHAT DOES WORKERS' COMPENSATION COVER?

Depending on your injury and state law, workers' compensation may provide:

- **Medical care** related to your work injury or illness
- **Wage replacement benefits** - a percentage of your income may be paid if your work injury/illness causes you to miss work
- **Vocational or return-to-work assistance** if you cannot return to your prior job. Temporary or long-term light or modified duty may be coordinated by a PODS vendor

STEP-BY-STEP: THE WORKERS' COMPENSATION PROCESS

Step 1: Injury Occurs

If you are reading this, you were injured because of your work. So, what should you do next?

- If it's an emergency, get emergency care ***right away***. Your health and safety are the most important considerations for PODS.
- If it's not an emergency, tell your supervisor as soon as possible, even if the injury seems minor – your supervisor starts the reporting process.

Prompt reporting helps ensure timely medical care and avoids delays in benefits.

Workers' Compensation

Step 2: Report the Injury

You may be asked to:

- Complete an injury report or claim form
- Describe how, when, and where the injury occurred

Be honest and detailed – it may not seem important, but you may help us improve our associates' work experience. Also, the TPA may ask for an additional statement even if you've already provided one to PODS.

Step 3: Medical Treatment

Your manager gave you:

- This brochure, so you understand what to expect when you go for treatment
- Two forms to notify health and pharmacy professionals that PODS takes responsibility for your care expenses as a work injury. *These forms tell providers not to ask you for payment.*
- A list of preferred providers who are part of our network to help coordinate your care and eliminate administration for you (like billing)

Follow your treatment plan and attend all appointments. Your doctor will provide work status updates, including any restrictions.

Step 4: Claim Review and Decision

The PODS claim administrator, Gallagher-Bassett, will:

- Assign a Resolution Manager (RM) for your case
- Review the injury details and medical information
- Contact you – please respond to their calls and emails, RMs work with PODS
- Determine whether the claim is accepted, needs more information, or is denied

Gallagher-Bassett may contact you for a variety of reasons, from checking on you to requesting information to providing information about your claim.

Setting up the file can take more than a week, so don't be alarmed by delays. There are several things that state laws require the Resolution Managers to do when evaluating each claim. In the meantime, get the care you need and follow your medical professional's directions.

Workers' Compensation

Step 5: When Benefits Begin

If your claim is accepted, you may receive:

- Coverage for approved medical bills related to the work injury
- Wage replacement benefits if you miss work beyond the waiting period

Wage replacement benefits are a percentage of your average wages, as set by your state's law.

Step 6: Recovery and Return to Work

- If your medical provider permits you to return to work with restrictions, PODS will work to find a way to accommodate those restrictions.
- If we can meet the restrictions on-site, we will provide the modified duty at your usual location.
- Often, we cannot accommodate the restrictions, so PODS may coordinate with other organizations. Some organizations coordinate modified or light-duty work at local non-profit entities that can accommodate your medical restrictions.
  - This provides an opportunity to give back to your community while you recover and until you return to your normal job at PODS.
  - Working with these organizations is the same as working at PODS – if for any reason you cannot make it in, it is important to call off, just as you would with your manager normally.
- Returning to work safely helps recovery and reduces lost wages.
- Once your medical provider gives you a written release to return, arrange the return to work date with your manager.

FREQUENTLY ASKED QUESTIONS (FAQ)

Will I have to pay for my medical care?

No. Approved medical treatment related to your work injury is generally paid by workers' compensation. This is where the PODS provider panel makes treatment easier because they understand the approved treatments.

Will I receive my full paycheck while I'm off work?

No. Wage replacement benefits are a percentage of your regular wages determined by each state and generally start after a short waiting period.

Workers' Compensation

Can I see my own doctor?

This depends on state law. Some states allow you to choose your doctor, while others require use of an approved provider.

PODS has an extensive network of participating providers to ensure you have access to excellent care. The network makes administration seamless so that you never have to worry about providers billing you or sending you for treatments that are not approved. Also, these providers understand occupational injuries, can get you in to see someone quickly, and know how to write return to work and restricted-duty statements that are clear for everyone to know how you can return to work safely.

What if my claim is denied?

You will receive an explanation. You may be able to provide additional information or appeal the decision. Your Gallagher-Bassett RM can explain your options.

What if I can work but not at full duty?

Your employer may offer modified or light-duty work that fits your medical restrictions. Accepting suitable work helps maintain income and benefits.

Can I be fired for filing a workers' compensation claim?

PODS has a zero-tolerance policy for retaliation based on filing a legitimate workers' compensation claim.

How long will my claim last?

Every claim is different. Some resolve in weeks, while others may take months depending on the injury and recovery. The important thing to remember is that we want you to follow medical advice and recover as soon as possible. You are a valuable associate!

Who can I contact with questions?

Your primary contacts:

- Your most informed contact for workers' compensation is your RM at Gallagher-Bassett. They can answer questions once they have reviewed your claim.
- PODS Risk Management can help if you have questions that your RM can't answer.

Keep their contact information handy.

If you have questions, contact PODS Risk Management at 727-538-6557 or your Gallagher-Bassett RM for assistance.

PODS®

Occupational Injury Temporary Prescription ID Card

GBCARE | myMatrixx by Evernorth

To the Injured Worker:

On your first visit, please give this notice to any pharmacy listed on the back side to speed processing your approved work-related injury prescriptions.

Questions or need assistance locating a participating retail network pharmacy? Call the myMatrixx Patient Care Contact Center at 844-276-2515.

Atención Trabajador Lesionado:

Este formulario de identificación para servicios temporales de prescripción de recetas por compensación del trabajador DEBERÁ SER PRESENTADO a su farmacéutico al surtir su(s) receta(s) inicial(es).

Si tiene cualquier duda o necesita localizar una farmacia participante, por favor contacte al área de Atención a Clientes de Express Scripts, en el teléfono 844-276-2515.

To the Pharmacist:

myMatrixx, an Express Scripts company administers this occupational accident prescription program. Please follow the steps below to submit a claim. Standard first fill shall not exceed a 30-day supply or a cost of $500. This form is valid for up to 30 days from date of injury (DOI). Limitations may vary. For assistance, call myMatrixx at 844-276-2515.

Pharmacy Processing Steps

Step 1: Enter bin number 003858

Step 2: Enter processor control WC

Step 3: Enter the group number as it appears above

Step 4: Enter the injured worker's nine-digit ID number

Step 5: Enter the injured worker's first and last name

Step 6: Enter the injured worker's date of injury

myMatrixx, an Express Scripts Company

ID#: _____

Your SSN is your temporary ID number; present to the pharmacy at the time prescription is filled. You will receive a new ID number shortly.

Date of Injury: _____ / _____ / _____
MM/DD/YYYY

Group #: NZEA

Employee Date of Birth: _____ / _____ / _____

Thank you for using a participating retail network pharmacy. Even though there is no direct cost to you, it's important that we all do our part to help control the rising cost of healthcare.

Please see other side for a list of participating retail network pharmacies.

To the Supervisor:

Please fill in the information requested for the injured worker.

Employee Information

_____ _____ _____
First M Last

_____
Street Address or PO Box

_____ _____ _____
City State ZIP

Employer Name

PODS ENTERPRISES, LLC

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Participating Retail Network Pharmacies

A & P
Acme Pharmacy
Albertson's
Albertson's/Acme
Albertson's/Osco
Albertson's/Sav-On
Amerisource Bergen
Anchor Pharmacies
Arrow
Aurora
Bartell Drugs
Bigg's
Bi-Lo
Bi-Mart
BJ's Wholesale Club
Brooks
Brookshire Brothers
Brookshire Grocery
Bruno
Carrs
Cash Wise
Coborn's
Costco
Cub
CVS
D&W
Dahl's
Dierbergs
Discount Drugmart
Doc's Drugs
Dominicks
Drug Emporium
Drug Fair
Drug Town
Drug World
Eckerd
Econofoods
EPIC Pharmacy Network
FamilyMeds
Farm Fresh
Farmer Jack
Food City
Food Lion
Gemmel
Giant
Giant Eagle
Giant Foods
Hannaford
H-E-B
Hi-School Pharmacy
Hy-Vee
Jewel/Osco
Kash n Karry
Keltsch
Kerr
Kmart
Knight Drugs
LeaderNet (PSAO)
Longs Drug Store
Major Value
Marsh Drugs
Medic Discount
Medicap
Medistat
Meijer
Minyard
NCS HealthCare
Neighborcare
Network Pharmaceuticals
Northeast Pharmacy Services
Osco
P & C Food Markets
Pamida
Park Nicollet
Pathmark
Pavilions
Price Chopper
Publix
Quality Markets
Raley's
Randalls
Rite Aid
Rosauers
Rx Express
RXD
Safeway
Sam's Club
Sav-On
Save Mart
Schnucks
Scolari's
Sedano
Shaw's
Shop 'N Save
Shopko
ShopRite
Snyder
Stop & Shop
Sun Mart
Super Fresh
Super Rx
Target
Texas Oncology Srvs
The Pharm
Thrifty White
Times
Tom Thumb
Tops
Ukrop's
United Drugs
United Supermarkets
Vons
Waldbaums
Walgreens
Wal-Mart
Wegmans
Weis
Winn Dixie

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