

NJPHA JIF IMPORTANT INFORMATION REGARDING COVID19 CLAIM REPORTING

We would like to remind everyone of the importance of reporting any suspected work related Covid19 cases to our Claims Administration through your normal workers compensation reporting mechanism.

Below is some important information for you to read regarding this issue.

In an effort to provide an update on workers' compensation medical treatment for our clients and their injured employees, please know that QualCare and Qual-Lynx are working diligently to deliver our workers' compensation services uninterrupted wherever possible. We are committed to monitoring the evolving COVID-19 emergency and will keep our clients and business partners updated as the situation progresses. QualCare and Qual-Lynx remain open for business and fully operational, with 95% of our staff working remotely and all of our systems functioning as normal.

In our ongoing discussion with QualCare medical providers, some have advised of temporary office closures or reduced availability to see patients. Others have advised that treatment for non-critical injuries is being delayed. "Time sensitive" surgeries (procedures where a delay of 4 weeks or more could be detrimental to the health of the patient) will proceed. Many procedures that are elective or not time sensitive, as determined by network physicians, are being postponed to allow the medical community to deal with the issues most critical to our country's overall health and safety. Challenges lie ahead, but we are prepared to meet them as they arise by working together.

VIRTUAL CARE

One strategy we have collectively employed to limit the possible exposure to and spread of COVID-19 is to bolster the availability and viability of virtual care. We have engaged many providers in the specialties most utilized in workers' compensation to determine the feasibility of virtual care capabilities. We are proud to advise that QualCare has existing contractual relationships and workflows in place currently with virtual care-capable providers in a variety of specialties. We are also happy to inform you that the number of network providers capable of delivering valuable virtual care services, where appropriate and clinically beneficial based on the individual claim, continues to grow significantly. In response to this pandemic, and related medical appointment delays or cancellations, we are informing clients, claimants and employers of any revisions to their current treatment plans and potential opportunities to deploy virtual care services to ensure a continuity of care.

COVID-19

For Workers' Compensation claims reporting to Qual-Lynx, please report any potential work-related COVID-19 exposure cases through the normal reporting method via the toll free number **800-425-3222**, and those described in our Emergency Reporting Procedures. Each reported NJPHA Joint Insurance Fund reported exposure is being assigned a Nurse Case Manager. During initial contact the Nurse Case Manager will interview the injured worker based on a COVID-19 Exposure questionnaire developed by our Clinical Department, and approved by QualCare's Medical Director, to identify symptoms and personal contact risks. Should necessity for testing and compensability be determined by Qual-Lynx TPA, the Nurse Case Manager will refer the employee to an appropriate Occupational Health or Urgent Care provider who is prepared to manage treatment needs and facilitate the appropriate screening.

If you have questions, please reach out to me or your client services manager, Lisa Gallo, and we will keep you all informed moving forward in this changing landscape.

Please also check the JIF's website (NJPHAJIF.org) and the MEL (NJMEL.org) website for additional information and updates.