



AmTrust North America  
An AmTrust Financial Company

# North Dakota Worker's Compensation Claim Kit



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## EASY ONLINE CLAIMS REPORTING INSTRUCTIONS

By logging into AmTrust's web portal, policyholders can access a wide variety of account information including the ability to report injuries online. The following instructions will help get you started.

### First Time Portal Access:

1. Go to [www.amtrustnorthamerica.com](http://www.amtrustnorthamerica.com)
2. In the upper right corner of the home page, click "LOGIN"
3. In the subsequent AmTrust *Online* drop-down box, click the word "**Register**"
4. On the following screen, enter your policy number, zip code and the security code that appears on that screen and click "**Enter**" at the bottom right of the screen
5. Enter your email address, user name and password to complete the registration process
6. After completing the registration process, go back to [www.amtrustnorthamerica.com](http://www.amtrustnorthamerica.com) and log in

### Reporting of New Injuries:

1. Go to [www.amtrustnorthamerica.com](http://www.amtrustnorthamerica.com)
2. Log in to "[AmTrust Online](#)"
3. Click the "**Claims**" icon in the upper middle of your screen to view the screen that lists your policies
4. Click "**View**" next to the policy for which you wish to enter a claim. This brings you to the policy detail screen
5. Click on "**First Reports**" in the upper left corner
6. On the next screen, click "**Add**" to view the "**New First Report of Injury**" screen
7. Click "**Use WebForm.**" This brings you to the screen where you will enter all of the detailed information about the injury/injured worker
8. When finished entering all of the data, click "**Submit**" and this report will channel into our intake center to be set up and assigned to a claims adjuster
9. Return to the "**First Reports**" screen and you will see the claim number for the report entered
10. When finished, click on "**Return to Listing**"

For ID/Password issues or if you receive error messages while using this application, please contact our help desk at [help.desk@amtrustgroup.com](mailto:help.desk@amtrustgroup.com) or call 866.427.6150. Please be sure to specify that you are an AmTrust policyholder and provide your AmTrust Online ID.



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**Helpful Hints:**

- **“Time Employee Began Work”** and **“Time of Occurrence”** must be entered in military time
- Enter the hours in the first box and the minutes in the second box
- All dates must be entered as two-digit day, two-digit month and four-digit year, i.e.: XX/XX/XXXX
- For PEOs, in the **“Location Address”** box, please include the PEO client name and address of the applicable PEO client location. If there is a location code/number, specify in the **“Location #”** box
- If during the entry of a claim you must exit the application, first click on **“Save as Draft”** and you may return to it later by going back into the **“First Reports”** screen and clicking on **“InProgress”**

For ID/Password issues or if you receive error messages while using this application, please contact our help desk at [help.desk@amtrustgroup.com](mailto:help.desk@amtrustgroup.com) or call 866.427.6150. Please be sure to specify that you are an AmTrust policyholder and provide your AmTrust Online ID.

Thank you for your attention to this matter.

Sincerely,

AmTrust North  
America Claims  
Department



**FIRST REPORT OF INJURY**  
 CLAIMS DIVISION  
 SFN 2828 (02/2020)

1600 E Century Ave, Ste 1  
 PO Box 5585  
 Bismarck ND 58506-5585  
**Telephone 800-777-5033**  
 Toll Free Fax 888-786-8695  
 TTY (hearing impaired) 800-366-6888  
 Fraud and Safety Hotline 800-243-3331  
 www.workforcesafety.com

<b>SECTION 1 - Completion of this section is required</b>			
Claim number	Employee's (First name)	(Last name)	Social Security number*
Date of birth	Gender <input type="checkbox"/> Female <input type="checkbox"/> Male	Marital status <input type="checkbox"/> Single <input type="checkbox"/> Married	Employee's telephone number
Employee's physical address (Street address)			
City		State	ZIP/Postal code
Employee's mailing address, if different than physical address (Street address, PO Box number)			
City		State	ZIP/Postal code
Date of injury	Time of injury <input type="checkbox"/> AM <input type="checkbox"/> PM	Nature of injury or illness (broken left leg, carpal tunnel left wrist, etc.)	
Body parts injured (Example: 2 <sup>nd</sup> /middle finger, shoulder, ankle, etc.)			
<input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> NA			
How did the injury happen?			
Has this claim been filed in another state/province? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, which state?			
Where did the injury happen? (City)		(County)	(State)
Clinic/hospital name			Emergency room visit <input type="checkbox"/> Yes <input type="checkbox"/> No
Treating doctor's name			Date of first treatment <input type="checkbox"/> NA
Clinic/hospital mailing address (Street address, PO Box number)			Clinic/hospital telephone number
City		State	ZIP/Postal code
Employer's name			Employer's telephone number
Employer's mailing address		City	State ZIP/Postal code
What is the employee's job?		Date hired (Month) (Year)	Last day worked in ND prior to injury
<b>SECTION 2 - Employee completion</b>			
Date employer notified	Person you notified	Before this injury, have you had any problems, injuries, or treatment to the injured body parts? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you missed or will you miss 5 or more consecutive days of work due to the injury? <b>OR</b> Has a doctor taken you off work for 5 or more consecutive days? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Witness to the injury (First name)		(Last name)	Telephone number
<b>SECTION 3 - Release of information/fraud warning/signature</b>			
<b>Release of information</b>			
I understand and agree that North Dakota law determines all my rights and obligations to and from WSI. I authorize any medical provider or facility, any insurance company, including workers' compensation relating to work injuries, any law enforcement or military agency, any government benefit agency including the Social Security Administration, and any educational agency or institution to release to WSI, its agents and attorneys, any and all information or records, including all prior records as well as those pertaining to mental health, alcohol, or drug abuse, and HIV/AIDS/AIDS-related illness. I authorize healthcare providers to respond to WSI regarding my injury, including request for conclusions and opinions not otherwise contained within existing medical records. (Continued on page 2)			

**SFN 2828 (02/2020)**

Claim number	Employee's (First name)	(Last name)
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In addition, I authorize any education agency or institution to release to WSI any and all "educational records" as defined by 20 U.S.S 21 Sec. 1232g. This authorization continues while I have any claim open or pending before WSI. WSI is exempt from HIPAA regulations. I authorize WSI to release any information or records about my claim to third parties or their insurers for the purpose of resolving claims against third parties. I authorize the release of any medical information related to my claim to my employer.

**Fraud warning**  
 Any person claiming benefits or compensation from WSI who files a false claim, or makes a false statement, or fails to notify WSI as to the receipt of income or an increase in income from employment, in connection with any claim or application for workers' compensation benefits will forfeit any future benefits and may be guilty of a felony which is punishable by imprisonment, substantial fines, or both. These criminal penalties are applicable to all persons dealing with WSI, including injured employees, employers, medical providers, and attorneys.

**Signature**  
 By signing this form, I acknowledge that I have read and understand the release of information and fraud warning. I understand that falsifying this claim or making a false statement regarding this claim may be a felony, punishable by substantial fines and imprisonment. I authorize the release of information and agree that statements in this form are true and accurate.

<b>Employee's signature</b>	<b>Date signed</b>
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In addition to myself, I authorize WSI to release information on my claim to (please print)

First name	Last name	Relationship
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**SECTION 4 - Employer completion**

Employer's account number	Rate class	Is employee a corporate officer, owner, or family member? <input type="checkbox"/> Yes <input type="checkbox"/> No
Employer's name	Mailing address (Street address, PO Box number)	
City	State	ZIP/Postal code

Has the employee missed or will they miss 5 or more consecutive days of work due to the injury? **OR** Has a doctor taken the employee off work for 5 or more consecutive days?  Yes  No

Date employer notified	Person notified	Before this injury, are you aware of the employee having any problems, injuries, or treatment to the injured body part? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown
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Do you have a Designated Medical Provider (DMP)? <input type="checkbox"/> Yes <input type="checkbox"/> No	Did the employee add another medical provider? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, which provider?	Do you question this claim? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain in section 5.
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<b>Employer's signature</b>	<b>Title</b>	<b>Date signed</b>
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**SECTION 5 - Additional information or comments**

\* In compliance with the Federal Privacy Act of 1974, disclosure of the Social Security number on this form is mandatory pursuant to N.D.C.C. § 65-05-02. The Social Security number is used for identification and verification purposes. Failure to provide this information may result in a delay in processing your request.

**To report an instance of fraud, contact the ND Fraud and Safety Hotline at 800-243-3331.**



Optum  
 PO Box 152539  
 Tampa, FL 33684-2539

## MAKING IT EASY... TO GET WORKERS' COMPENSATION PRESCRIPTIONS FILLED.

Optum has been chosen to manage your workers' compensation pharmacy benefits for your employer or their insurer. Below is your First Fill card that will allow you to receive your injury-related prescriptions at your local pharmacy. Please fill out the card based on the instructions below.

### Injured Employee:



If you need a prescription filled for a work-related injury or illness, go to an Optum Tmesys® network pharmacy. Give this temporary card to the pharmacist. The pharmacist will fill your prescription at low or no cost to you.



If your workers' compensation claim is accepted, you will receive a more permanent pharmacy card in the mail. Please use that card for other work-related injury or illness prescriptions.



Most pharmacies, including Walgreens, our preferred provider, and all major chains, are included in the network. To find a network pharmacy call 1-866-599-5426 or visit [tmesys.com](http://tmesys.com).

### Questions? Need Help?



**1-866-599-5426**

WORKERS' COMPENSATION PRESCRIPTION DRUG PROGRAM

CARRIER/TPA	EMPLOYER
INJURED WORKER NAME	
Please provide directly to Pharmacist	
SOCIAL SECURITY NUMBER	DATE OF INJURY (YYMMDD)

**Notice to Cardholder:** Present this card to the pharmacy to receive medication for your work-related injury. To locate a pharmacy: [tmesys.com](http://tmesys.com).

**Attention Pharmacists:** Enter RxBIN, RxPCN and GROUP. Member ID # format is the date of injury and SSN combined as follows: YYMMDD123456789.

Tmesys is the designated PBM for this patient.

Tmesys Pharmacy Help Desk

1-800-964-2531

	NDC	or	Envoy
RxBIN	004261	or	002538
RxPCN	CAL	or	Envoy Acct. #
GROUP	FF		

**NOTE:** This First Fill card is only valid for your workers' compensation injury or illness.



### Employer:

Immediately upon receiving notice of injury, fill in the information above and give this form to the employee.

## HACEMOS MÁS SENCILLO...

### EL ABASTECIMIENTO DE LAS RECETAS MÉDICAS DEL PROGRAMA DE COMPENSACIÓN POR ACCIDENTES LABORALES.

Optum ha sido elegido para administrar los beneficios farmacéuticos de su programa de compensación por accidentes laborales para su empleador o su asegurador. Más adelante incluimos su tarjeta First Fill que le permitirá recibir las recetas médicas relacionadas con su lesión en su farmacia local. Llene esta tarjeta siguiendo las instrucciones que se indican a continuación.

#### Empleado lesionado:



Si necesita que se le abastezca su receta médica para una lesión o enfermedad relacionada con su trabajo, visite una farmacia de la red Optum Tmesys®. Entregue esta tarjeta temporal al farmacéutico. El farmacéutico abastecerá su receta médica bajo costo o sin costo alguno.



Si se acepta su reclamación del programa de compensación por accidentes laborales, recibirá una tarjeta permanente por correo. Use esa tarjeta para otras recetas médicas de lesiones o enfermedades relacionadas con su trabajo.




La mayoría de farmacias, incluyendo Walgreens, nuestro proveedor preferido, y todas las grandes cadenas de farmacias, forman parte de la red. Para encontrar una farmacia de la red, llame al 1-866-599-5426 o visite tmesys.com.

¿Tiene alguna pregunta?  
¿Necesita ayuda?



**1-866-599-5426**



**WORKERS' COMPENSATION PRESCRIPTION DRUG PROGRAM**

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PORTADORA \_\_\_\_\_ EMPLEADOR \_\_\_\_\_

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NOMBRE DEL TRABAJADOR LESIONADO \_\_\_\_\_

**Please provide directly to Pharmacist**

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NUMERO DE SEGURO SOCIAL \_\_\_\_\_ FECHA DE ALA LESION (AAMMDD) \_\_\_\_\_

**Aviso para el titular de la tarjeta:** Presente esta tarjeta a la farmacia para recibir los medicamentos para la lesión relacionada con su trabajo. Para ubicar una farmacia, visite tmesys.com.

**Attention Pharmacists:** Enter RxBIN, RxPCN and GROUP. Member ID # format is the date of injury and SSN combined as follows: YYMMDD123456789.

Tmesys is the designated PBM for this patient.

**Tmesys Pharmacy Help Desk**  
**1-800-964-2531**

	<u>NDC</u>	or	<u>Envoy</u>
RxBIN	004261		002538
RxPCN	CAL		Envoy Acct. #
GROUP	FF		

**NOTA:** Esta tarjeta First Fill solo es válida para una lesión o enfermedad cubierta por su programa de compensación por accidentes laborales.



#### Empleador:

Inmediatamente después de recibir un aviso sobre una lesión, llene la información antes indicada y entregue este formulario al empleado.



# RETURN-TO-WORK; A GREAT IDEA

We at the AmTrust Group, are convinced that an employer who provides light, or restricted work for injured employees, enjoys numerous benefits. This is not just an opinion, it's something we see day in and day out. Consider:

- Unless an injured worker returns to the workplace within 60 days, chances of him/her ever returning drop dramatically. (resulting in a very expensive permanent disability situation.)
- After 6 months away from the workplace, only 50% chance of return.
- After 12 months, only a 10% chance of return.

## **Some Return-to Work Benefits Include:**

- "Test" of malingering potential. Injured employees who refuse light duty are more prone to being malingerers.
- Opportunity for employer to demonstrate true concern for workers' well-being.
- Promotion of rehabilitation and recovery.
- Lower medical and rehabilitation costs.
- Productivity.
- Morale improvement for the injured worker.
- Ability for the employer to monitor the injured employee's recovery progress.
- Decrease of WC claims costs, with resultant downstream WC premium savings.

*(Notice we're not just talking about 'feel-good' issues, but also hard dollars !)*

## **Some common misconceptions (and truths) about Return-to-Work / Light Duty:**

**Misconception:** *We've already got too many "programs" around here, and don't need any more paper.*

**Truth:** While it is true a written, planned program works best, in many cases a Light Duty "program" can be nothing more than a management understanding of the benefits and principles of Return-to-Work, how it works, and the commitment to 'just do it', when light-duty recommendations are made by WC physicians.

**Misconception:** *It will get me into an Americans With Disabilities (ADA) "situation".*

**Truth:** Light-duty and ADA "reasonable accommodation" are two entirely separate issues. Generally, light duty is a temporary assignment, for a relatively short period. ADA accommodations are made for serious, permanent disabilities that impair major life activities.

**Misconception:** *I'll have to devise a whole new job each time an employee needs light duty.*

**Truth:** The vast majority of light-duty restrictions require accommodating only one or two factors, such as "no lifting over 10 pounds", or the like. In many cases, if you break the jobs down into individual **tasks**, you'll see that only one or two tasks within the employee's normal job are affected, and can be handled in some other way.

**Misconception:** *Once an employee gets into a "cushy" light-duty job, s/he'll never leave it, and I'll be stuck with it.*

**Truth:** Light duty is always defined by, and monitored by the attending physician. An employee on light duty is periodically monitored by the physician for improvement, and is released for full-duty as soon as medically indicated.

**Misconception:** *We're a union company. Our union won't allow us to pay lower rates, or move employees between classifications, or between bargaining groups.*

**Truth:** Any Local that objects to a Return-to-Work program should be referred to its national body for guidance. Return to Work is universally recognized as a very positive influence on an injured worker (as well as benefiting the employer). Labor unions, whose major purpose for existence is the benefit of the workers they represent, should not only "tolerate" Return-to-Work programs, but enthusiastically promote, and assist in such programs' implementation and operation. It is strongly suggested that management approach labor representatives to solicit their input, and assistance in making Return to Work a positive force in your workplace.

**Misconception:** *I might be willing to place a worker in a light-duty position, but I can't afford pay them their full pay, for the decreased productivity.*

**Truth:** Talk to your WC insurer's claims professional. In many cases, states' WC plans provide for "make-up" pay to replace some, or all of the injured employees' decreased earnings. The goal of getting them back to the workplace, and doing some productive work is that important!

## STATEMENT OF WAGES/SALARY

**IMPORTANT: PLEASE COMPLETE ALL INFORMATION REQUESTED**

Employee:  
Social Security Number:

Employer:  
Date of Hire:

Claim Number:  
Position/Job Title

**EMPLOYMENT TYPE:** Full Time \_\_\_ Part Time \_\_\_ Seasonal \_\_\_ Temp \_\_\_

If Temporary or Seasonal worker, last day of season or job end date \_\_\_\_\_

**WAGETYPE:** Hourly \_\_\_ Salary \_\_\_ Commission \_\_\_

**WAGE INFORMATION:**

\$ \_\_\_\_\_ per hour ; Monthly Wage \$ \_\_\_\_\_ ; Does monthly wage include commission \_\_\_ Yes \_\_\_ No

Hours per Week \_\_\_\_\_ ; Overtime Rate \$ \_\_\_\_\_ per hour ; Overtime Hours Regularly Worked per week \_\_\_\_\_

Tips reported: \$ \_\_\_\_\_ per week

If employees' compensation package includes an allowance for any of the following, please indicate the actual or estimated value:

Meals: \$ \_\_\_\_\_ per week Auto: \$ \_\_\_\_\_ Rent/Lodging: \$ \_\_\_\_\_ per week Bonus \$ \_\_\_\_\_ per \_\_\_wk\_\_\_mth\_\_\_yr

PLEASE COMPLETE THE BELOW FOR THE PERIOD \_\_\_\_\_ TO \_\_\_\_\_

WK	Pay Rate	Hrs Worked	Begin Date	End Date	Gross Salary	WK	Pay Rate	Hrs Worked	Begin Date	End Date	Gross Salary
1						27					
2						28					
3						29					
4						30					
5						31					
6						32					
7						33					
8						34					
9						35					
10						36					
11						37					
12						38					
13						39					
14						40					
15						41					
16						42					
17						43					
18						44					
19						45					
20						46					
21						47					
22						48					
23						49					
24						50					
25						51					
26						52					