

# Virginia AmeriCorps Programs

## Worker's Compensation Notification and Claims Process

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**Background:** Legislation was passed by the Virginia General Assembly in 2004 establishing AmeriCorps members as employees of the Commonwealth for the purpose of Worker's Compensation eligibility. The Office on Volunteerism and Community Service is considered the employer for this purpose, and serves as the human resource agent in the claims process. AmeriCorps members actively serving in Virginia are eligible for Worker's Compensation coverage for medical claims only resulting from accidents or injuries incurred while engaged in AmeriCorps service activities.

**Important Note:** Virginia AmeriCorps programs and members must understand that members are not under any circumstances covered by their organization's standard Worker's Compensation Insurance for employees.

### Process:

1. If an accident/injury results in the need for emergency medical treatment, this treatment should be sought immediately. Worker's Compensation covers initial emergency treatment at an urgent care facility or emergency room if an individual's regular medical provider is not available.
  - a. A claim does not have to be established prior to seeking emergency medical care
2. Any time a member is injured while conducting AmeriCorps service activities, a report of the accident/injury must be completed as soon as possible following the incident using the Information Collection Form.
  - a. This form, in fillable format, is available at:  
<http://www.vaservice.org/go/national/americorps/support/>
3. Submit the completed Information Collection Form to your assigned Office on Volunteerism and Community Service (OVCS) Program Officer via email attachment.
  - a. If the Information Collection Form must be completed by hand, scan the completed document and attach to an email.
4. The OVCS program officer will see that the information from the completed Information Collection Form is entered into the Worker's Compensation electronic claims system (Visual Liquid Web).
  - a. This will result in a claim being established with a corresponding claim number.
5. OVCS staff will provide the claim number to the program director, who is responsible for providing to the injured member.
  - a. This claim number must be used for all future medical treatment and correspondence with Worker's Compensation.
6. In addition to the claim number, OVCS staff will provide a Panel of Physicians from which the injured member must select to receive any additional medical treatment if necessary.

- a. It is critical that the program director provides this information to the injured member along with clear instructions that medical treatment **MUST** be received **ONLY** from providers listed on the Panel of Physicians.
  - b. Failure to seek medical treatment from providers on the Panel of Physicians provided by OVCS will result in denial of payment by Worker's Compensation.
  - c. OVCS will establish the Panel of Physicians using information from the Information Collection Form, including location and type of injury.
7. Once a claim is established, a Claims Specialist is assigned to the claim by the Worker's Compensation office.
- a. This Claims Specialist may contact the member or program director for additional information in order for the claim to be approved.
  - b. Contact information for the Claims Specialist will be provided to the program director, who is responsible for forwarding to the injured member.
  - c. All inquiries concerning a claim should be directed to the Worker's Compensation Claims Specialist.