

Workers' Compensation Steps for Reporting

Overview

Workers' Compensation is a state-regulated insurance program that provides benefits to employees who sustain a work-related injury or illness. Benefits may include medical treatment, wage replacement, and rehabilitation services as allowed by applicable state law.

Workers' Compensation laws vary by state and may affect reporting requirements, provider selection, benefits, and return-to-work procedures. ConVerdia Health Staffing will guide employees through the appropriate process based on their assigned work state.

Immediate Steps Following a Workplace Injury

FOR LIFE-THREATENING EMERGENCIES — CALL 911 IMMEDIATELY

- After emergency services have been contacted, notify your supervisor, recruiter, or ConVerdia HR as soon as possible.

Non-Emergency Workplace Injuries

Employees must:

- Report the injury immediately to their supervisor, recruiter, or HR
- Contact VirtualMD+ (if applicable) to begin the reporting process
- Seek medical treatment as directed
- Complete required incident and claim documentation
- Maintain communication regarding work status and restrictions

Non-Monopolistic States

Employees working in non-monopolistic states will report Workers' Compensation claims through Key Risk Management Services using VirtualMD+. (*Non-Monopolistic states are all US states EXCEPT North Dakota, Ohio, Washington and Wyoming*)

What is VirtualMD+?

VirtualMD+ is a nationwide telemedicine and injury triage program that:

- Provides immediate access to emergency-trained physicians
- Assists with Workers' Compensation claim reporting
- Coordinates referrals for additional treatment when necessary
- Provides work status updates and claim communication
- Operates 24/7/365 nationwide

Supported by MedCall HealthCare Advisors.

Injury Reporting Process

Step 1 – Report the Injury

- Immediately contact VirtualMD+ after notifying your supervisor or HR.
- **Policy Holder: Rahman & Associates**
Policy Number: KRM890734931 (*Key Risk states only*)
- **VirtualMD+ Contact Numbers**
English: 1-866-687-0710
Spanish: 1-866-787-2810

Step 2 – Claim Setup

A VirtualMD+ representative will gather incident details and initiate the Workers' Compensation claim.

Employees should be prepared to provide:

- Personal information
- Work assignment details

- Injury details
- Supervisor information

Step 3 – Medical Evaluation

If medically appropriate, the employee will be connected with an emergency-trained physician. If additional treatment is needed, the employee may be referred to a local in-network provider.

Step 4 – Follow-Up

VirtualMD+ coordinates claim reporting, treatment referrals, and work status updates with ConVerdia Health Staffing.

Monopolistic States

Certain states require Workers' Compensation coverage through a state-operated fund. Employees working in these states must follow the state-specific reporting and treatment process.

States with Separate Workers' Compensation Processes

- North Dakota
- Ohio
- Washington
- Wyoming

State Agency Websites

- North Dakota: <https://www.workforcesafety.com/>
- Ohio: <https://info.bwc.ohio.gov/>
- Washington: <https://lni.wa.gov/insurance/>
- Wyoming: <https://dws.wyo.gov/dws-division/workers-compensation/>

Employees in monopolistic states must:

- Report injuries immediately to their supervisor, recruiter, or HR
- Follow all medical treatment plans and work restrictions
- Provide accurate claim information
- Maintain communication regarding work status
- Return to work when medically cleared

Failure to follow reporting procedures may impact claim processing and benefits eligibility, subject to applicable state law.

Human Resources Contact Information

Main HR Line

701-478-3460 ext. 4

Monday – Thursday | 8:00 AM – 5:00 PM

Kimi Lee

Direct Line: 701-248-8705

Jessica Rahman

Direct Line: 701-478-3466