



EMC OnCall Nurse 24-Hour Work Injury Nurse Hotline

EMC Insurance Companies and Medcor are working together to provide EMC OnCall Nurse, a 24-hour work injury nurse hotline, to our workers' compensation policyholders. EMC OnCall Nurse improves health outcomes for injured employees while reducing workers' compensation claims and costs.

How It Works

With EMC OnCall Nurse, an injured employee and his/her supervisor can immediately contact a nurse any time, day or night. The injured employee speaks directly to a specially trained nurse who immediately assesses the injury and recommends the best course of action for the injured worker, or directs them to a qualified provider, if necessary. This proven process resolves many cases simply with first aid, avoiding unnecessary costs, claims and time away from work.

Policyholder Benefits

EMC OnCall Nurse can help:

- Free supervisors from making medical decisions
- Avoid unnecessary doctor and/or emergency room visits, reducing medical only and lost time claims
- Send detailed Notice of Injury Reports immediately to the policyholder and EMC
- Direct the injured employee to in-network preferred providers, if possible, in your state



Employee Benefits

- Employees receive immediate attention from skilled medical triage professionals, 24/7
- A licensed nurse provides advice for first aid or self-treatment
- A licensed nurse can help identify potentially serious injuries and direct employees to appropriate care
- Translators are available for over 200 languages and dialects

How to Enroll

EMC is ready to help you manage your workers' compensation claims. To enroll in EMC OnCall Nurse, simply contact your independent insurance agent, EMC underwriting or marketing representative, or email EMC's medical management staff at Claims.OnCallNurse@emcins.com. Please provide your account name and account contact information (phone, email or fax) with your enrollment request. An EMC medical management team member can assist you with the process.

Commitment to Exceptional Claims Service

EMC is committed to offering the most proactive management services for your workers' compensation claims. In addition to EMC OnCall Nurse, we offer:

- Bill review
- Pharmacy management
- Access to additional cost-containment vendors

EMC's staff of nurses, medical consultants, case managers, return to work consultants and bill review specialists can help manage medical costs and coordinate timely return to work.

For more information, contact your EMC representative or independent agent.

EMC Insurance Companies
717 Mulberry Street • Des Moines, IA 50309
800-447-2295 • 515-280-2511

www.emcins.com

