



**City of Round Rock
Workers Compensation Policy and Procedures**

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I. SCOPE

The City of Round Rock is committed to providing a safe work place for employees. Employee health and safety is critical for the operations of the City. However, injuries will still occur. This policy establishes the proper procedures for handling work related employee injuries.

II. POLICY

All employees suffering a work related injury will follow the reporting, investigation and handling procedures contained in this policy.

III. DEFINITIONS

1. **Accident-** any occurrence wherein the employee suffers an injury regardless of whether the injury requires medical treatment.
2. **Adjuster-** the person selected by the insurance carrier to oversee the day to day activity of any work related accident.
3. **Alliance-** Political Subdivision Workers Compensation Alliance, <http://www.pswca.org/>, is a pre-approved list of medical providers authorized to treat employee injuries.
4. **Authorized medical provider** – any medical provider authorized to treat City employees for work related injuries. This includes any medical

5. **Business hours**- for the purpose of this policy, business hours are the hours Rockcare is open.
6. **Designated Medical Provider**- Rockcare is the City's designated medical provider for injured employees.
7. **Discharge notes** – all documents provided by an authorized medical provider after the completion of any and all visits.
8. **First fill prescription drug card**- a card that may be printed off the Employee Net allowing an employee to fill the employee's first prescription.
9. **Impairment Income Benefit (IIB)** - employees injured severely enough to receive an impairment rating will receive an impairment income benefit payment from by TML at the conclusion of their treatment.
10. **Incident report form** – the document that employees and supervisors must complete to detail how an injury/illness occurred.
11. **Insurance carrier**- The Texas Municipal League (TML) is the City's current insurance carrier.
12. **Maximum Medical Improvement (MMI)** – the point where all reasonable medical care has been provided and, according to the medical provider, the employee has reached maximum improvement.
13. **Restricted/light duty**- any duty other than full duty including off duty assignments.
14. **Regular Wage**- the wage the employee would receive had the employee worked his regular schedule not including overtime.
15. **Temporary Income Benefits (TIB's)** – a wage replacement check from the Texas Municipal League that is 70% of your average weekly wage as calculated in accordance with the Texas Workers' Compensation Act.
16. **Urgent Care Facility**-Any facility, other than an emergency room, that provides medical services during non-business hours.
17. **Work related injury** – any injury to the employee that arises out of the course and scope of employment regardless of whether the injury requires medical care.
18. **Work place** - any work location to which an employee is permanently or temporarily assigned.

IV. **INCIDENT REPORT AND PROCEDURES**

An incident report must be completed in every situation described below. The employee will complete sections 1-5b. The supervisor will complete a thorough investigation of the incident and complete the remainder of the report. All incident reports must be sent to the Risk Management Division by the end of the next business day. All operations supervisors should keep copies of the incident report in their City vehicle at all times. If the employee

is unable to timely complete the employee's portion of the report, then the supervisor should complete the entire report and note the employee was unavailable for signature. A supplemental report will be completed by the employee as soon as possible thereafter. The current City of Round Rock Incident Report can be found on EmployeeNet at <http://employees.roundrocktexas.gov/departments/human-resources/safety-risk-management/> or at <http://employees.roundrocktexas.gov/departments/human-resources/forms/>.

Please dispose of and eliminate any other forms you may have stored.

A. Emergency situations:

- Call 9-1-1 for all emergency situations such as, but not limited to, severe chest pain, heat exposure that results in loss of consciousness, or severe bleeding from an open wound
- Contact your supervisor
- Supervisor must contact the Risk Management Division immediately for coordination of care

B. Incidents that do not require medical attention

- Contact your supervisor
- Employee completes an incident report before the end of the workday
- The initial decision whether the employee needs medical care is up to the employee.

Note: Supervisors may insist the employee seek medical care at Rockcare, only if the supervisor personally observes the employee is unable or struggling to perform assigned job tasks and after contacting the Risk Management Division.

- Supervisor forwards the incident report to the Risk Management Division by the end of the next business day
- If the employee later decides to seek treatment, the employee must contact the Risk Management Division before doing so
- An employee waiting more than 30 days to report an injury to the employee's supervisor will result in the claim being denied by the carrier

C. Non-emergency situations requiring medical care during normal business hours:

Non-emergency situations make up the vast majority of employee injuries. This procedure should be followed in these situations.

- Employee assesses injury
- Contact your supervisor
- Supervisor contact the Risk Management Division
- Go to Rockcare
- Complete an incident report before the end of your work shift
- When the exam is complete, employee must get a discharge note with work restrictions, if any
- If given a prescription, ask Rockcare for a first fill card
- If employee does not get a first fill card from Rockcare, then go to the EmployeeNet. The electronic address is on the back of your pay calendar

card and can be found at <http://employees.roundrocktexas.gov/wp-content/uploads/2014/06/First-Fill-Card.pdf> or at <http://employees.roundrocktexas.gov/departments/human-resources/forms/>

Note: A first fill card can only be used for your first prescription(s) and only for work related injuries. TML should send you a pharmacy card before your prescription expires. Simply fill out the card and present to most national pharmacies.

- Give a copy of the discharge notes to your supervisor
- Supervisor conducts an accident investigation and completes the remainder of the incident report
- Forward the completed incident report and discharge notes to the Risk Management Division by the end of the next business day
- If employee is referred to an outside physician or chooses to use another provider after your initial examination by Rockcare, then employee must find a health care provider on the Alliance network, <http://www.pswca.org/>
- Employee must attend every scheduled appointment
- Employee must provide the discharge notes after each visit to a health care provider to your supervisor
- Supervisor should immediately provide the discharge notes to the Risk Management Division

D. Non-emergency situations during non-business hours

- Employee assess injury
- Contact your supervisor
- Complete an incident report before the end of your shift
- Supervisor contact the Risk Management Division
- Go to a Med Spring or other urgent care location
- Emergency rooms are only permitted for emergency situations and when the urgent care facilities are closed
- Advise the medical provider that you have a work related injury and should be handled through workers' compensation
- Provide the contact information for the insurance carrier. Texas Municipal League (TML)
- When the exam is completed, employee must get a discharge note with work restrictions, if any
- Print off a first fill card for prescription medications, if any.

Note: A first fill card can only be used for your first prescription(s) and only for work related injuries. TML should send you a pharmacy card before your prescription expires. Simply fill out the card and present to most national pharmacies.

- Give a copy of the discharge notes to your supervisor
- Supervisor conduct and investigation and complete the incident report
- Forward the completed incident report and discharge notes to the Risk Management Division by the end of the next business day
- Employee must go to Rockcare before reporting to work the next business day

- If employee is referred to an outside physician or chooses to use another provider after the initial examination by Rockcare, then employee must select a health care provider on the Alliance network, <http://www.pswca.org>
- Employee must attend every scheduled appointment
- Employee must provide the discharge notes after each visit to a health care provider to your supervisor
- Supervisor must forward discharge notes to the Risk Management Division by the end of the next business day

V. RESTRICTED / LIGHT DUTY

Often a medical provider will discharge an employee with work restrictions. Departments will make all reasonable efforts to meet the employee's restrictions. Any department choosing not to meet an employee's work restrictions must notify the Risk Management Division of that decision immediately. Employees may be temporarily transferred to different departments and assigned duties that meet the designated restrictions. Restricted duty shall be limited to no more than 12 months per injury.

Some Departments offer short-term restricted duty assignments to employees suffering from non-work related injuries and conditions. Employees with a work related injury shall be given priority when determining whether to offer an employee restricted duty.

Employees shall not work outside of their designated restrictions. Supervisors shall not assign employees job duties that violate the employees work restrictions. Employees and supervisors must openly communicate with each other to ensure that assigned job duties are within the designated restrictions. Employees and/or supervisors that are unsure whether assigned duties are within the employee's restrictions should contact the Risk Management Division for clarification.

If an employee is offered restricted duty and refuses for a non-medical reason, the employee will not be allowed to use sick leave, vacation or any other paid benefit during the period the employee is not working.

VI. TEMPORARY INCOME BENEFITS, TIMEKEEPING AND PAYROLL DEDUCTIONS

a. Temporary Income Benefits (TIB's)

The Texas Workers' Compensation Act requires that an injured employee be paid "Temporary Income Benefits" (TIBs) when the employee is unable to work as a result of a work related injury. Per statute, TIBs are 70% of the employee's regular wages, including past history of overtime and benefits, up to the state designated maximum wage. This benefit is paid by the insurance carrier on behalf of the employer. An employee is not eligible for TIBs until the employee has missed 8 days of work including weekends and holidays. Only hours or days off authorized by the treating physician are eligible for TIB's payments.

TML issues all TIB's check which the employee shall keep. The employee may elect to supplement their TIBs checks by using sick leave, vacation or other paid leave

hours up to the amount of the employee's regular wage, not to exceed 100%. When required by statute, employees may receive 100% of pay without using accrued leave.

An employee wanting to supplement TIBs must notify the Risk Management Division and complete a payroll supplement form located on the Employee Net. Employees may not use sick leave, vacation or other paid leave as a supplement unless the time off work is authorized by the treating physician. Employees will continue to accrue benefits while off work.

An employee off work more than 14 days will receive a TIB check from the carrier for the first week off work. The employee is required to return the TIB check to the City for the first week missed to reimburse the City for the workers' compensation (WC) hours received for the first 7 days of no duty.

b. Timekeeping

In order to properly calculate wages and TIBs benefits it is important to clarify hours worked by the employee. On the day of the injury, the employee should enter the entire scheduled shift as time worked. The employee should enter WC hours for every day missed as a result of the work related injury for the first 7 days. All other missed days should be entered as "Leave without Pay", when TIBs checks are being received.

Beginning on the 8th day of missed work, the employee will receive a TIBs check for every day missed as a result of the work related injury. If an employee chooses to supplement the TIBs check to receive 100% of their salary while off duty, the employee can use accrued sick or vacation to make up the difference, up to 30%. The number of hours to be used, per pay period, will be determined based what percentage the employee chooses to supplement their salary. When an employee chooses to supplement the TIB payment and submits the completed payroll supplement form, then Risk Management will notify the employee of approval and copy the supervisor for entry of the appropriate hours into the payroll system. Hours spent at medical appointments and physical therapy on non-scheduled work days shall not be tracked and are not considered time worked. Hours spent at medical appointments for the injury and physical therapy appointments during scheduled work hours will be entered as WC hours.

An employee working a reduced work scheduled, such as four hours a day, will enter the hours actually worked as hours worked and hours off as WC hours.

c. Payroll deductions

Most employees have payroll deductions for health insurance and other benefits. The employee will be required to reimburse the City for the employee's portion of the benefit when the employee does not receive enough pay to deduct the employee's regular contribution.

VII. INSURANCE CARRIER

An employee may be asked for carrier information when treating with any provider other than Rockcare. The City's current carrier information is:

Texas Municipal League (TML)
P.O. Box 149194
Austin, TX 78714
Phone (512)491-2300

The carrier is the only entity authorized to accept or deny coverage and/or medical treatment. The Risk Management Division is here to help and assist all employees. However, the final decision on whether an injury will be covered or medical treatment provided is at the sole discretion of the carrier.

Any employee receiving a medical bill at the employee's home must immediately contact the Risk Management Division and provide a copy of the bill. The Risk Management Division will attempt to resolve the issue and/or forward the information to the carrier for resolution.

VIII. INCOME IMPAIRMENT BENEFITS

Not all work related injuries can be fully resolved. Medical care is provided under workers' compensation until the employee reaches Maximum Medical Improvement (MMI). MMI does not mean the employee recovered 100%, it means the employee has exhausted all reasonable medical treatment and is as healthy as the employee is going to be. The carrier or authorized medical provider will arrange for an impairment ratings examination. The carrier is required to pay the employee for any impairment caused by the injury in accordance with state law and guidelines. The employee keeps these checks. These checks will not affect any pay or benefits received by the employee.

IX. OUTSIDE EMPLOYMENT

City employees are prohibited from engaging in any other form of employment for compensation while off work due to an on-the-job injury unless the employee provides a medical certification showing the physical requirements of the other employment do not conflict with current restrictions.

An employee violating this prohibition may be subject to disciplinary action up to and including termination.