

AmCares Nurse Triage Reference Guide

Information

**TO REPORT A WORK-RELATED
INJURY OR ILLNESS CALL
24 HOURS PER DAY/365 DAYS PER YEAR**

Instructions

If an employee has sustained a work-related injury that is not life, limb or eyesight threatening call the AmCares Nurse Triage service and speak with a nurse at:

1-844-614-9181

INSTRUCTIONS FOR MANAGER REGARDING PROCESS WITH THE NURSE:

If the call is made after hours, or the Worker's Comp Coodinator is unavailable, you will need this information for the nurse:

SWOSU

Policy #SNP1564196 Institution of Higher Ed 100 Campus Drive Weatherford, OK 73096

SWOSU Contact:
Cindi Albrightson
580-774-3108

AFTER THE EMPLOYEE SPEAKS WITH THE NURSE:

Once the employee has completed their call:

- The manager will assist per company policy to ensure that the employee is able to follow the nurse's recommendation
- The manager will complete any internal reporting required per company policy

TO GET A PRESCRIPTION FILLED:

If an employee needs to go for medical care, the nurse can offer to provide the phone number to the employee. Employee will have to provide the pharmacy with the below:

Optum - RX Bin – 004261; RXPCN – CAL; Group FF; Help Desk: 866-599-5426

CLAIM AND MEDICAL BILLING INFORMATION:

- Send all bills to **P.O. Box 89404, Cleveland, OH, 44101**
- For Claim Questions call **1-888-239-3909**