

Frequently Asked Questions



Am I required to use only those physicians in the network?

Yes. If you seek treatment outside the network, you will be responsible for paying the bills.

How do I get an appointment with a Gatekeeper?

Report your injury to a supervisor BEFORE seeking medical treatment. Your employer will then help you make your initial appointment. If you have an "incident" but do not require medical attention, it is still your responsibility to report that to your supervisor so that if care is required at a later time, your employer will have a record of your injury.

What if I feel I need treatment from a specialist?

You MUST obtain a referral from a Gatekeeper before seeing a specialist.

What if I am not satisfied with my doctor? Can I change?

If you are not satisfied with your doctor, you may change one time during the life of your claim. Call **1-800-KYCOMP-1 (1-800-592-6671)** or in the Louisville area **499-6000** and we will help you select another provider from the approved listing.

What if I'm hurt at work and don't seek treatment, but later at home I feel I need treatment?

If it is something that can wait until the next business day, report to your supervisor first thing in the morning and s/he will notify AIG of your injury. If you feel you need immediate care, call **1-800-KYCOMP-1 (1-800-592-6671)** or in the Louisville area **499-6000** and a case coordinator will arrange for you to receive immediate care.

What if an emergency room doctor tells me to follow-up with my family physician?

Emergency room doctors may not be aware that your employer participates in a certified managed care plan and you may be instructed to follow-up with a family physician. However, emergency room doctors are not authorized to refer outside the approved network. The best thing to do is call **1-800-KYCOMP-1 (1-800-592-6671)** or in the Louisville area **499-6000** and we will arrange a follow-up appointment with an approved provider.

What is a Nurse Case Manager (NCM)?

The nurse case manager is an OMCA employee whose job is to make sure that you receive the appropriate medical treatment for your work injury. If you have a minor injury and return to work immediately with no restrictions, you may not be assigned a NCM. However, if your injury requires continued follow-up care, a NCM will be in contact with you after each doctor's visit to make sure your treatment is appropriate and to answer any questions you may have about your treatment that were not answered by your treating physician.

***If you need further assistance or clarification on any of these answers,
call the Client Services Department at (1-800-592-6671)***

