

Steve Sisolak
Governor



Laura E. Freed
Director

Colleen Murphy
Deputy Director

Mandy Hagler
Administrator - Risk Manager

STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Risk Management

201 South Roop Street, Suite 201 | Carson City, Nevada 89701
Phone: (775) 687-1750 | www.risk.nv.gov | Fax: (775) 687-3195

MEMORANDUM

TO: All State Employees

FROM: Mandy Hagler, Administrator

SUBJECT: Workers' Compensation Services During COVID-19 Pandemic

DATE: April 7, 2020

During this challenging and unprecedented time, the Risk Management Division is committed to providing all State of Nevada employees who have work-related injuries, and their agencies, the information necessary to ensure uninterrupted continuity of care and the tools to successfully navigate the workers' compensation process during this COVID-19 pandemic.

Continuity of Care:

Many medical providers have expanded their services and are offering telemedicine for follow-up appointments. Employees should inquire directly with their treating physician and/or physical therapist to determine if this service is available. Nevada Occupational Center and Concentra are offering telemedicine services at all locations. Work-related injury follow-up visits for employees who prefer this option to visiting a center, must call and schedule an appointment.

Keep in mind, several first stop clinics have implemented "temporary hours." Please click on the following link to access the most recent changes. http://risk.nv.gov/Workers_Comp/FSC/

Prescription Medication:

Regarding prescriptions for a workers' compensation claim, Optum has extended lifting point of sale Refill-Too-Soon (RTS) edits until May 1, 2020. Lifting the RTS edits in their system allows employees to obtain medications in adequate supply as they isolate or shelter-in-place. Home delivery pharmacy, OptumRx, will continue to process and ship orders. However, filling prescriptions through a local, drive-through pharmacy may expedite the process, if the employee is *not* currently enrolled in the home delivery program, and/or requires medication(s) immediately.

COVID-19 and Workers' Compensation:

A question has been posed regarding COVID-19, and the compensability of a claim filed under workers' compensation. The answer to that question is "maybe." While there is compensation for "occupational diseases" that arise out of and in the course of employment, the employee must show they were not equally exposed outside of employment, and a direct casual connection to the work. However, if an employee feels they have contracted COVID-19 as a direct result of their employment, they should be allowed to complete a C-1, then contact their primary health care provider to determine if they should be tested for COVID-19. They should **NOT** report to a first stop clinic, as they will not have tests available. If they are tested and confirmed to have contracted COVID-19, they should follow the directions of their primary health care provider. If an employee wishes to complete a C-4 form, and their primary health care provider does not have one available, they should contact Adria White at 775-687-1754 or awhite@admin.nv.gov, to receive information on where to complete one. CCMSI, the third-party administrator, will investigate all claims thoroughly and make a timely determination according to statute.