

MEM Nurse Triage

Frequently Asked Questions

Missouri Employers Mutual's Nurse Triage program helps policyholders manage medical costs by directing their employees to the appropriate level of care in order to ensure a successful recovery.

MEM is proud to offer Nurse Triage services for non-emergent issues. If you have an emergency, please call 911 or go to the nearest emergency room. If you are experiencing: a head injury, chest pain, shortness of breath, third degree burns or cuts where you can see the underlying structures of the skin, call 911 or go to the nearest emergency room.

1. What does Nurse Triage do?

Nurse Triage guides employees to quality medical providers for initial treatment of work-related injuries. By providing the most effective treatment path, unnecessary medical referrals and Emergency Room Visits are avoided.

2. How do I enroll?

Fill out a short enrollment form and return it to us by:

- Emailing claims@mem-ins.com
- Faxing 1.800.442.0597

The enrollment form requires that you provide a list of preferred medical providers in your area. If you need assistance in identifying providers, contact the Claims Service Center at 1.800.442.0593

3. Why should I use Nurse Triage?

Nurse Triage has multiple benefits, with the biggest being medical costs savings. A reduction in claim severity is critical to controlling work comp expenses.

For example: A policyholder has 24 claims per year that average \$2,000 each resulting in medical costs of \$48,000. Nurse Triage helps this policyholder avoid 25 percent of those claims saving the policyholder \$12,000 in medical costs.

Nurse Triage also:

- Returns injured employees to work safely and swiftly.
- Puts the medical treatment decision into the hands of an expert, ensuring employees get to the right place, at the right time, for the right care.
- Lessens the likelihood of fraud with early documentation of injury details.

4. Can I use Nurse Triage with all of my claims?

MEM is proud to offer Nurse Triage services for non-emergent issues. Nurse Triage can be used for all claims that are MEM or Previsor policies. At this time, it is unavailable for Argonaut policies.

5. What's the Nurse Triage process?

MEM's Nurse Triage process is easy. First, enroll in the program. Once you're enrolled, timely report your claim to MEM. If reporting online, you'll need to contact MEM's Claims Service Center by phone once the Report of Injury Form is complete so that you may be transferred to a Triage Nurse.

Please note that the injured employee will need to be available to answer questions regarding their injury and condition. All calls will be recorded to ensure the policyholder and injured employee have given informed consent for the recommendation.

The Triage Nurse will use industry-leading protocols.

6. How do I report a claim?

Report claims to MEM by:

- Logging on to www.mem-ins.com
- Calling 1.800.442.0593
- Faxing the Report of Injury Form to 1.800.442.0597
- Emailing the Report of Injury to claims@mem-ins.com

Nurse Triage hours are 8 a.m. to 5 p.m. Monday through Friday.

For more information:



www.mem-ins.com



1.800.442.0593

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