



Workers' Compensation Procedures

Contact Information

RCUH Benefits: (808) 956-2326 or (808) 956-6979

rcuh_benefits@rcuh.com

Purpose:

To provide a high-level overview of how to report work-related illnesses or injuries and the claims administration process.

(This is what the standard process may look like. An employee might not go through all of these steps, depending on their situation/claim.)

Step	Action	Owner
1	Employee reports injury/illness to the Principal Investigator/Designee immediately upon incident (as time and/or conditions allow). <ul style="list-style-type: none"> If treatment is needed, the employee may seek aid from their own treating physician or any healthcare provider who accepts Workers' Compensation (WC). 	Employee
2a	The Principal Investigator/Designee must report the illness/injury to the RCUH Human Resources Office by completing the Supervisor's Report of Industrial Injury within 24 hours of the occurrence. Submit the completed form to rcuh_benefits@rcuh.com . <ul style="list-style-type: none"> Injured employee and Principal Investigator/Designee must sign the Supervisor's Report of Industrial Injury form Any lost time must be supported by medical certification(s) and attached with the form <p>The Principal Investigator/Designee must contact the RCUH Human Resources Office immediately for work-related accidents resulting in death, inpatient hospitalization, amputation, loss of an eye, or property damage in excess of \$25,000.</p>	Principal Investigator/Designee
2b	The Principal Investigator/Designee will provide the Guidance for Work-Related Injury or Illness on or after July 1, 2020 to employee.	Principal Investigator/Designee
3	RCUH Human Resources Office will review and file the claim, including the WC-1, with HEMIC. RCUH works with HEMIC to manage and administer all Workers' Compensation claims.	RCUH HR
4a	HEMIC will assign an Adjuster, after receiving the claim:	HEMIC

	<ul style="list-style-type: none"> If the claim has loss time, the Adjuster will contact the employee within 24-hours of claim receipt. Adjuster may contact the supervisor and treating physician. 	
4b	<p>HEMIC will send the injured employee their standard acknowledgment letter with the adjuster's contact information, State of Hawaii pamphlet with basic Workers' Compensation information, and WC-1.</p> <p>The assigned HEMIC adjuster will be the main point of contact with the injured worker in terms of their actual claim and following up on any additional information they require to work through the claims process.</p>	HEMIC
4c	The employee should maintain contact with the HEMIC Adjustor to meet all requests to expedite the claims process.	Employee
4d	<p>For records only claims – if the injury is submitted as Records Only (no medical treatment sought or lost time), then steps 4a and 4c above will not apply. If the employee later seeks medical treatment or tries to claim lost time, then the claim will follow the process defined in steps 4a, 4b, and 4c.</p> <p>The employee is responsible for notifying their supervisor who is in turn responsible for notifying RCUH Human Resources Office of the change in claim status.</p>	Employee
5a	RCUH Human Resources Office is responsible for advising the Principal Investigator/Designee on the status of claim upon receiving information from HEMIC.	RCUH HR
5b	<p>RCUH Human Resources Office will report on the employee status:</p> <ul style="list-style-type: none"> Employee is disabled from work: Principal Investigator/Designee is advised of off-work dates, scheduled follow-up dates with provider, and assistance with payroll coding. Employee is released with restrictions: Principal Investigator/Designee is requested to verify whether employee's work restriction can be accommodated. 	<p>RCUH HR</p> <p>Principal Investigator/Designee</p>
6	<p>Denied Claims:</p> <ul style="list-style-type: none"> Denied pending investigation: Employee is advised they may continue to seek treatment and the treating physician may continue to submit claims as WC. Any prescription medication may be filled using employees' personal health coverage. 	HEMIC

	<ul style="list-style-type: none"> The fourth (4th) calendar day of disability and every day disabled thereafter, the injured employee will receive a “weekly benefit at the rate of sixty-six and two-thirds (66 ²/₃%) percent of the employee’s average weekly wages, subject to the limitations on weekly benefit rates” (according to Chapter 386-31 Hawai'i Revised Statutes). 	
7d	HEMIC is responsible for issuing payment of WC wages directly to the employee as well as handling any WC-related medical bills	HEMIC
8	All parties develop a return-to-work plan	RCUH HR HEMIC Employee Principal Investigator/ Designee