

Workers' Compensation Procedures

Contact Information

RCUH Benefits: (808) 956-2326 or (808) 956-3100

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). • 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. • 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 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.	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



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	 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	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.	HEMIC
	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.	
4c	The employee should maintain contact with the HEMIC Adjustor to meet all requests to expedite the claims process.	Employee
4d	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.	
	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.	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	 RCUH Human Resources Office will report on the employee status: 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. 	RCUH HR Principal Investigator/Designee
6	 Denied Claims: 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



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	 Denied for compensability: Employee is advised they may use their employer health coverage for any office visits/treatment. Employee may file an appeal with the Department of Labor form WC-5 Workers Compensation form with the DCD (Disability Compensation Division); the employee will have 20 calendar days to file the appeal from the date of the decision. 	Employee
7a	 Employee will inform and update Principal Investigator/ Designee of their work status as certified by the treating physician's note. All lost time from work due to a work-related injury/illness must be certified by the treating physician from the date of disability. The physician's note must state if the employee is able or unable to return to work with an effective date. If the employee is able to return to work, the note should specify full duty (no restrictions) or modified duty (with restrictions) with a clear return to work date. If the employee is released to return to work, this note should be provided to the Principal Investigator/Designee prior to the employee's return. Employee is responsible for accurately reporting time by the deadline (one day prior to RCUH's regular payroll deadline). 	Employee
	Principal Investigator/Designee must follow up with the employee regarding their work status, and inform RCUH HR. Principal Investigator/Designee is responsible for accurately approving time by the deadline (one day prior to RCUH's regular payroll deadline).	Principal Investigator/ Designee
7b	Employees must use sick leave if WC Claim is denied. If sick leave has been exhausted or is not applicable, the employee must charge disability to vacation leave. If vacation leave has been exhausted or is not applicable, the employee must charge disability to leave of absence without pay.	Employee
7c	Once liability and compensability have been accepted by RCUH, the following will apply: • Sick Leave may be used during the three (3)-day waiting period before WC benefits take effect. If sick leave has been exhausted or is not applicable, the employee must charge disability to vacation leave. If vacation leave has been exhausted or is not applicable, the employee must charge disability to leave of absence without pay.	



	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