

# Injury on Duty Fact Sheet

## IOD Program

### *More Choices for IOD Care*

Under the IOD Program, when you are injured on duty, you now have more choices for medical treatment.

1. *Group Insurance* – You may still treat with your personal physician. While you will be required to pay your co-pay for office visits and prescriptions, under the program, you will be reimbursed for out of pocket expenses. Submit proof of payment to ASC and upon verification you will be reimbursed.
2. *IOD Network* – There is now an *IOD Network* for treatment. If you choose an IOD network physician, there will be no out of pocket expenses. Treatment and pharmacy are covered at 100%.
3. *Urgent Care* – If you require emergency care, all Nashville Metropolitan hospitals are in the IOD network. There will be no out of pocket expenses for treatment.

Treatment through the VA Hospital is not allowed.

### POINTS TO KNOW

- 1 Report your injury
- 2 Complete the 101 form
- 3 Choose your provider and seek treatment if needed
- 4 You may be assigned a case manager
- 5 Follow your care plan for recovery

So you're injured, now what?



### *A Chronological Outline*

The first thing to do is **report your injury** to your supervisor. Make sure they know you are hurt and how severe the injury is. While your immediate supervisor is charged with completing the 101 form, you have an obligation to make sure you sign the form and receive a copy.

Choose a provider and **seek treatment** if you need it. You may use the IOD Network (BCBST.com) free of charge with no out of pocket expenses or you can use your group insurance. If you choose to use your personal health insurance, you are personally responsible for all subsequent co-payments at the time of treatment; however, ASC will reimburse you for those verifiable charges.

Once you choose a provider, that choice should remain in effect for the duration of your injury unless your physician refers you to another care provider. Unless initiated by your physician, any changes in your medical care need to be approved by your adjuster, case manager or Department designee. If you are going to be away from work for 7 or more days, you will be assigned a **case manager**. You are required to comply with the treatment plan. Your failure to do so could cause your status regarding IOD to be revoked.

If you have any questions, concerns or comments regarding your IOD case, please call ASC at 615-360-2800 and ask to speak to a **Metro IOD adjuster**.

## What is an adjuster?

An adjuster is the person directly responsible for overseeing your IOD case.

Metro has contracted with a third party administrator, **Alternative Service Concepts, L.L.C.**, to oversee and administer the IOD Program.

The adjuster will review your case and address issues, concerns, medical treatment, treatment plans and return to work.

Your adjuster will be the person responsible for paying the IOD Network medical/pharmacy charges and for reimbursing group related out of pocket expenses.

## What is a Case Manager?

A case manager is a skilled health care professional, whose main objective is to assist you in receiving quality medical care and maximum recovery from your injury or illness. The case manager will provide you individualized service and work in cooperation with the rest of your health care team. Full and rapid recovery is our common goal.

In addition, your case manager will communicate with your department to facilitate a safe return to the work place with due regard to any limitations related to your injury and medical condition. If you are physically unable to return to work with Metro, the case manager may assist you in preparation for a job outside of the Metropolitan Government.

Your case manager will continue to work with you even if your medical condition prevents you from returning to work, as Metro is committed to assisting in improvement of your overall medical condition.

## Treatment: Forms to Have



### *Group Health Insurance*

- A copy of your signed 101 form
- An IOD Report form (to be completed by your physician)

### *IOD Network*

- A copy of your signed 101 form
- An Authorization for Treatment Form (blue card)
- A Pharmacy Authorization Form
- An IOD Report Form (to be completed by your physician)

## Group Reimbursement Requests

Mail your reimbursement request along with your receipt for payment to:

**Alternative Service Concepts, L.L.C.**  
**c/o Metro IOD Program**  
**P.O. Box 291587**  
**Nashville, TN 37229-1587**

If you have IOD related questions, you may call 615-360-2800 and ask for a **Metro IOD Adjuster.**

1-866-436-0707



**Metro IOD Help Line**