

IOD: Injury Reporting Procedures How to Report Cases

All injuries should be reported to ASC as soon as possible. Prompt reporting of cases is critical to proper program management. All injury reports should be reported to Alternative Service Concepts (ASC) within 24 hours of the employee advising the employer that he/she has sustained a work-related injury.

Any cases that result in immediate lost time for the injured employee should be emailed / faxed / called into our office as soon as possible, but no later than the required 24 hours.

Email:	metroclaims@grm-inc.com
Fax:	1-877-669-9140
Phone:	1-866-271-1927

Please keep the following in mind when reporting a case:

1. Cases involving broken bones, burns, lost time, death, and dismemberment should be reported immediately.
2. Complete a 101 form as soon as an injury is reported, and submit the form to our office. The timeliness of this report will facilitate a proper investigation and commencement of benefits for compensable cases.
3. Communication between the employer and the ASC adjusters is crucial. Any factors that could impact the case should be brought to the adjusters' attention as soon as possible.
4. Send the completed/signed 101 form to:
Alternative Service Concepts
c/o Metro IOD Program
P. O. Box 291587
Nashville, TN 37229-1587

Case Reporting Only:

Phone:	1-866-271-1927
Fax:	1-877-669-9140
Email:	metroclaims@grm-inc.com

5. Once a case is received, it will be assigned to the appropriate adjuster. Assignment will be based on the severity of the case (report only, medical only, or lost time) as well as the expertise of the adjuster.