



Reporting Claims

When an employee is injured at work, the injured worker should contact the supervisor immediately and the supervisor, along with the employee should call:

Trust TeleCare 866-730-1143

For potential life threatening situations, call 911.

Trust TeleCare is available 24 hours a day, 7 days a week. Where possible, the supervisor should initiate the call to Trust TeleCare with the employee. The supervisor will provide some information to report the injury and then will be asked to leave the room, so the nurse can speak privately to the injured worker. The nurse will then assess the injury and recommend the appropriate level of medical care needed at that time:

1) If the recommendation is to seek medical care, the employee will be directed to the designated First Treatment Center. If the First Treatment Center is not open at the time, another appropriate referral will be made.

2) If the recommendation is that the injured worker can safely return to work, the nurse will provide first aid self-care instructions which can be faxed or emailed to the employee.

At the conclusion of the call, the nurse will speak with the supervisor again to explain any recommendations. A toll free number that can be accessed 24 hours a day, will also be given to the injured worker should the symptoms change or worsen.

After an injury is reported: Trust TeleCare will email an incident report to the member's claim contact and to the Trust Claims Department. Once a claim has been reported to Trust TeleCare, there is no need for the member to complete a First Report of Injury.

If the supervisor is not on site: The injured worker should call Trust TeleCare directly if there is an injury and the supervisor is not available. This will allow appropriate advice and guidance to the injured worker while also having the injury reported in a timely manner.

If the injured worker is not available or no longer needs care because the injury was reported after the fact: The supervisor can still report the incident to Trust TeleCare or use online reporting.

Online Reporting

If Trust Telecare is not called, claims can be reported online at **www.wctrust.com**

To report a claim online, you will need your **Account Code: WCT** and **Policy Number: _____**.

**If you need assistance reporting claims to the Trust,
call 203-678-0150 or 800-506-2655 for assistance.**