

DSS ADMINISTRATIVE LETTER NO. EFS_WF_AL-5-2016

ECONOMIC AND FAMILY SERVICES (Work First)

TO: County Directors of Social Services

ATTENTION: Work First Program Administrators, Managers, and Supervisors

DATE: December 21, 2016

SUBJECT: Workers Compensation Policy Renewal

EFFECTIVE DATE: Upon Receipt

I. GENERAL INFORMATION

All Work First participants engaged in Work Experience and Community Service activities are covered by a statewide workers compensation policy purchased by the North Carolina Division of Social Services. Key Risk Management Services will continue as the insurance carrier for coverage period 9/01/2016 through 9/01/2017.

II. IMPLEMENTATION INSTRUCTIONS

When an injury occurs to a Work Experience or Community Services participant contact Key Risk Management Services at **1-866-847-8872** to initiate the claims process. This should be done immediately but no later than five (5) business days from the date the county social services agency learns of the incident. The policy number is **992-444**. The North Carolina Department of Health and Human Services, Division of Social Services is the insured agency.

In addition to initiating the claim with Key Risk, notify the Economic and Family Services Section/ Work First Policy at 919-527-6300 to report the incident and to provide the claim number. This should be done immediately but no later than five (5) business days from the date the county social services agency learns of the incident.

Use the Report of Injuries Log, [DSS-5322](#), to list all report of injuries sustained by participants engaged in Community Service or Work Experience activities. Submit the log quarterly to the Division by the timelines identified on the log. **It is not necessary to submit the log if there are not any injuries for the report period.**

In the event of worksite injury, the insurance carrier recommends the **CompCareLX™** managed care network of pharmacies and medical providers. Please ensure all worksite sponsors are aware of the network providers and procedures related to worksite injuries and workers compensation.

The medical providers remain unchanged from the previous coverage period except for the counties listed below. These counties will receive updated provider information via the NC Courier mail service.

County Name	County Name	County Name
Ashe	Avery	Bertie
Beaufort	Brunswick	Buncombe
Burke	Cabarrus	Caldwell
Carteret	Caswell	Catawba

Chatham	Cherokee	Chowan
Currituck	Pasquotank	

If there are questions or additional information is needed, email sharon.d.moore@dhhs.nc.gov.

Sincerely,



David Locklear, Chief
Economic and Family Services

DL/sdm