



Welcome

**Important information about your employer's
workers' compensation program**



Let's face it. Bad things can happen to good people. If you're injured at work, Connecticut Interlocal Risk Management Agency (CIRMA) will provide the workers' compensation claim services you need including administering claim benefits and providing access to best-in-class resources. Rest assured, the CIRMA Claim team will be with you every step of the way throughout your recovery.

What to do to if you're injured at work

**Easy claim reporting.
Compassionate Claim professionals.
The support you need along the way.
That's the CIRMA promise.**

- It is important that you report all work-related injuries to your supervisor immediately. In the event of a life-threatening emergency, dial 911 or seek immediate treatment at the closest emergency room or medical facility.
- If your injuries are not life threatening and you require medical care, visit your designated initial medical care provider facility as soon as possible for treatment.
- Your supervisor will complete a first report of injury with CIRMA to initiate the workers' compensation claim process.
- Once your claim is reported and accepted, your CIRMA Claim professional will take it from there and work with you every step of the way.
- CIRMA Members in an approved Managed Care Plan have access to CIRMA's comprehensive [Preferred Provider Network](#). This vast network of medical providers have been carefully selected to ensure you have access to top-quality medical care and services. If your employer does not have an approved Medical Care Plan, then you may select any Connecticut provider who is eligible to treat workers' compensation injuries. Should you have any questions regarding the selection of a medical provider, please contact your CIRMA Claims Representative.
- Remember to follow the treatment plan prescribed by your medical provider and keep your supervisor and CIRMA Claim professional informed along the way.
- If your medical provider assigns work restrictions, CIRMA will work with you and your supervisor to accommodate a transition plan, which may include modified duties.

HELPFUL TIP:

It is important that you utilize your employer's designated initial care provider office or facility for your first visit. After you're seen by the initial care provider, you may choose your own medical provider if additional treatment is necessary.

HELPFUL TIP:

Remember to stay in contact with your supervisor throughout the claim process to ensure they have the latest information pertaining to your workers' compensation claim.

Frequently Asked Questions

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Who will handle my workers' compensation claim?

Your CIRMA Claim team will manage your workers' compensation claim and administer all related claim benefits.

Your CIRMA Claim team is available to answer any questions you have regarding your workers' compensation claim and can be reached at 203-946-3700 or toll free at 1-800-526-1647.

2

My medical provider is seeking authorization for medical treatment. What is pre-authorization?

Pre-authorization is a process by which providers request prior approval for medical treatment, diagnostic testing or durable medical equipment prior to care being administered. **Simply submit authorization requests via fax to CIRMA's Authorization Department at fax number 203-497-2412 or via email at ahotline@ccm-ct.org**

How do I obtain prescription medications related to my injury?

CIRMA provides prescription benefits to major pharmacies throughout Connecticut, through *First Script*. You will receive a pharmacy benefits card. Using your pharmacy benefits card is easy and ensures you don't have to pay any out-of-pocket expenses; simply present your card to your pharmacist. **Need medication and don't have a card? No problem.** You can still be reimbursed for prescriptions that are related to your workplace injury so long as your claim has been accepted by CIRMA. Simply submit your receipt to your Claim professional and your out-of-pocket cost will be reimbursed.

If you have additional questions about your pharmacy benefits, contact *First Script* at 1-800-791-2080 or reach out to your CIRMA Claim professional, directly.

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HELPFUL TIP:

Workers' compensation regulations vary by state. At CIRMA, we only serve Connecticut and as a result, we deeply understand how workers' comp is done in our state. Workers' compensation is our passion and we take pride in being your dedicated local claim experts. However, if you want to know more about the workers' compensation process in Connecticut, here's a helpful website with loads of resources: <https://portal.ct.gov/wcc>

Frequently Asked Questions

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Who should I contact for information about the scheduling or approval of my medical treatment?

CIRMA nurses and Claim professionals are here to help, which includes answering any questions you may have regarding your medical treatment.

You can count on CIRMA to ensure you have access to the best possible medical care and a smooth workers' compensation claim experience.

We're only a phone call away. Feel free to contact your Claim professional directly, or **give us a call at 1-800-526-1647**.

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