

**HRConnect Employee Service Center  
Workers' Compensation  
SUPERVISOR ROLES AND RESPONSIBILITIES**

**1. General Responsibility.**

- a. Strives to ensure the safety of employees.
- b. Ensures that prompt medical care is provided when injuries occur.
- c. Communicates to employees the procedures for reporting injuries.
- d. Conducts the initial incident investigation into the root cause of the incident.
- e. Promotes the safe return to work for injured employees, when eligible, by identifying modified duties within their established restrictions.

**2. Before an Injury Occurs.**

- a. Prevents injuries by providing training, encouraging, and enforcing safe work practices, correcting unsafe conditions, and maintaining safe work areas. **Note:** Unsafe acts and safety rule violations should not be condoned. For repeat offenses which occur after the employee received training, discipline may be appropriate.
- b. Familiarizes employees with their responsibilities to report work-related injuries and "near misses" immediately to the supervisor or individual in-charge. A near miss is an opportunity to improve health and safety in a workplace based on a condition or an incident with potential for more serious consequences, including unsafe conditions and unsafe behavior. A near miss incident does not result in injury but could have if there was a slight shift in time or position.
- c. Familiarize yourself with the HRConnect Employee Service center and the location of the Workers' Compensation Claim form and Employee Workers' Compensation Packet for Work-Related Injuries, which is to be provided to injured employees at the time of the injury if possible. If not at the time of the injury as soon as practical.
- d. Familiarize yourself with the HRConnect Workers' Compensation Shared Services team, Safety Department and/or University Police to identify how emergency medical care will be obtained, and if such care will be through first responders, calling 911, or actual transportation of employees to local medical facilities.

**3. Medical Care When an Injury Occurs.**

- a. For a serious injury requiring emergency medical care, arranges for ambulance transportation and/or accompanies (or has another employee accompany) the employee to the emergency care facility.
- b. When non-emergency medical care is needed, provides Employee Workers' Compensation packet which includes the following:
  - **Rights and Duties form.** Employee should review and sign. Upon employee signing, the completed form should be sent to HRConnect WC Service team at [hrconnectwc@passhe.edu](mailto:hrconnectwc@passhe.edu) or via the HRConnect Employee Service center.

- **Panel of Providers.** If medical treatment is needed the employee must select from one of the Panel of Providers, to ensure the medical treatment will be paid by the State System.
- **Medical and KeyScripts Card.** An employee can present the Medical card to their doctor, which provides information where to submit the bill for the employee's treatment. If an employee needs any prescriptions for the treatment of the injury, the supervisor should contact the HRConnect WC Service team to activate the Keyscripts card or the supervisor can activate the card by calling 1.866.446.2848.
- **Return to Work Status Report.** The employee should take the Return-to-Work Status Report to the appointment with the health care provider and provide the completed Return to Work Status Report to their supervisor, upon return from their medical appointment. The Supervisor should forward a copy of the completed Return to Work Status Report, to the HRConnect WC Service team at [hrconnectwc@passhe.edu](mailto:hrconnectwc@passhe.edu) or via the HRConnect Employee Service center.

#### 4. Reporting An Injury.

- a. Employers must report all injuries. This includes injuries that are suspicious; minor injuries that an employee may not want to report; and injuries that seem minor and result in no medical attention.
- b. For claims that are catastrophic, severe or result in death, immediately notify the campus Police Department, your Safety Department, and HRConnect WC Service team for prompt reporting to Inservco, the workers' compensation third party administrator.
- c. As soon as an injury occurs or notification is received that an injury has occurred, complete the Workers' Compensation Claim Report accessible on the HRConnect Employee Service center. The Worker's Compensation Claim Report and all required forms and instructions can be found under **"Supervisor Work Related Injury Quick Guide"** on the HR Knowledge Library -Work Related Injury tab. **Do this as soon as possible, even if the employee does not seek medical treatment.** Provide the Work-related Employee Packet to the injured employee. The packet can be printed out for the employee or sent to the employee electronically via email.
  - (1) The HRConnect WC Service team is notified of the injury through the DocuSign process as soon as the Claim form is completed and electronically signed by the supervisor. The HRConnect WC Service team will send a copy to the applicable Safety Director and report the claim directly to Inservco, (WC administrator) using Inservco's injury reporting system.
  - (2) The HRConnect WC Service team will create a case in HRConnect for the employee injury as soon as it is received. Any communication, forms and medical documents should be sent to the HRConnect WC Service team using the case number created for the employee injury.
  - (3) The information provided on the claim report cannot be used as evidence against the employer in any litigation. Therefore, as much information about the injury as possible should be provided yet be concise.
- d. Use the HRConnect employee service center or send an email to

[hrconnectwc@passhe.edu](mailto:hrconnectwc@passhe.edu) to notify the HR Connect WC Shared Services team if any of the following are suspected:

- (1) The injury did not occur as reported by the employee, especially if the injury may not have occurred at work.
- (2) The injury is intentionally self-inflicted.
- (3) The injury is caused by an act of a third person intended to injure the employee because of reasons personal to him, and not directed against him as an employee or because of his employment.
- (4) The injury is caused by the employee's violation of a law.
- (5) The injury occurred when the employee was not in the furtherance of the business or affairs of the employer.
- (6) The injury occurred when it is suspected that the employee was under the influence of alcohol, illicit drugs, or misused prescription drugs.
- (7) The injury may be related to other medical problems.
- (8) The injury could be related to activities/hobbies off the job or a weekend home project.

## **5. Work Related Incident Investigation.**

- a. Incident investigations are fact finding investigations. They are used to determine what caused the incident (root cause). They also assist in eliminating causal factors to prevent future incidents, and to help ensure work continues safely and effectively. Do NOT assign blame or create a negative feeling toward the injured employee.
- b. Request that any witnesses complete an Incident Witness Statement Form to be used during the investigation of the incident. Forward the completed form to your Safety Department and a copy to the HRConnect WC Service Team.
- c. Take photographs of the incident area and any associated materials.
- d. Complete the Incident Investigation Report form. If any Witness Statements were collected, they can be used to assist in the completion of the Investigation Report form. Forward the completed form and any additional information (e.g., photographs, statements, notes, diagrams) to your Safety Department and a copy to the HRConnect WC Service Team.
- e. The Supervisor will assist the university Safety Department if additional information is needed. The Safety Department will conduct further investigation into complex incidents and/or incidents that result in severe injury, illness, exposure, or death. The information compiled on the Incident Investigation form, along with any information provided by witnesses, is essential in investigating the injury to determine the root cause of the incident.

## **6. Absences Due to Injury.**

- a. Receives instructions from the HRConnect WC Service team for reporting any lost time absences. Do not approved any lost time absences input by the employee

until confirmed instructions from WC Shared Services team is received as to the correct absence type to be used.

- b.** Maintains records of the date(s) of absence related to the injury. No leave is required for the day of the absence if the employee seeks medical treatment that day. **Note:** applicable to AFSCME and Police only, leave is charged on the day of the injury if the employee leaves work but does not seek medical treatment on that day.
- c.** Maintains contact with the injured employee for the duration of the absence. Contact should occur biweekly for the first three months and monthly thereafter within the following guidelines. **Note:** The employee is required to follow all call-off policies.
- d.** Keeps the employee updated on work activities.
- e.** Seeks updated medical prognosis and encourages the employee to return to full-time, part-time, or modified duty work as soon as possible.

## **7. Return to Work.**

- a.** If periodic medical updates are received from the employee, provide the information to the HRConnect WC Service team. To return the employee to work as soon as possible, work with the WC Service team to determine if modified duty assignments are appropriate based on the type of work normally performed, nature of injury, and medical restrictions.
- b.** In the event, the HRConnect WC Service team receives information from a medical provider or the employee on an expected return to work, the team will notify the supervisor and inform them of any restrictions to the employee's normal job duties and confirm whether the restrictions can be accommodated.
- c.** The supervisor must notify the HRConnect WC Service team immediately when an employee returns to work.
- d.** The supervisor may not allow employees to work after an absence from an injury without a clear release to return to full duty work from the treating physician unless the WC Service team notified the supervisor of an approved modified duty assignment.
- e.** Contacts the WC Service team if employees do return without a full duty medical release to obtain instructions or to determine if the Service team has received the medical release.

## **8. Other Important Information.**

- a.** Any questions, communication, forms, and medical documents should be sent to the HRConnect WC Service team using the case number created for the employee injury in the HRConnect employee Service center.
- b.** Contacts the HRConnect WC Service team immediately if absences occur that were not initially reported.
- c.** Cooperates with Inservco, the workers compensation third party administrator and the WC Service team by providing details concerning injuries, as requested.
- d.** Verifies dates of absences when requested by Inservco or HRConnect WC

Service team.

- e.** Represents the university at hearings by observing the proceedings, testifying on the universities' behalf, or arranging for witnesses to testify as requested by the HRConnect WC Service team.
- f.** Copies of any forms and medical notes can be sent to the HRConnect WC Service team using any of the below methods:
  - Using the HRConnect Employee Service Center or HRConnect mobile app
  - via email to [hrconnectwc@passhe.edu](mailto:hrconnectwc@passhe.edu)
  - fax to 717-703-5953
- d.** The HRConnect WC Service team can be reached by telephone:
  - Dial the HRConnect general number 717-720-4040
  - Choose Option 1 for Shared Services.
  - Choose Option 4 for the WC Shared Services team or ask the customer service representative to connect you to the WC Service team