

Important Information:

Medical Bills

- Your health care provider(s) will submit medical bills related to your workers' compensation claim directly to Sedgwick.
- In the event Sedgwick denies your claim, you may be held responsible for all or some of the medical treatment expense.
 - For questions about invoices you may receive related to your occupational injury, please contact your Sedgwick examiner.
 - You may fax to Sedgwick at 859-280-3274.

Travel Privileges

- While on an injury on duty (IOD), if eligible, FML will run concurrently with your IOD. During this period, yourself, your eligible dependents and guest travelers will continue to have travel privileges on American, as well as travel on other airlines through our ZED agreements (booked through myIDTravel). When traveling on American, you and your dependents will board at D2, the same as active employees. Travel privileges for your parents (D2P) and guest travelers (D3) will continue for the duration of your leave of absence.
- If you are not eligible for FML or your FML time exhausts, your travel will be discontinued effective the first day of your paid or unpaid leave of absence for the duration of your leave. However, you will maintain on-line (AA coded flights) travel privileges for your eligible dependents, parents and guest travelers.

Any exceptions to such travel must be specifically approved in advance and in writing as follows:

- The Workers' Compensation Department must review travel in advance of required medical treatment related to your injury and not locally available.
- Your Supervisor may grant an exception to travel for an A9 qualifying emergency with written verification of emergency.

Transitional Duty (TD) or Modified Duty

- Employees working on TD or Modified Duty are eligible for travel privileges as long as travel does not contradict medical restrictions.

Other Employment

You must request permission from the Company to commence or continue other employment while out on an occupational injury. If this is your situation, please complete and submit the **Request for Approval for Other Employment form** to your local management. This form may be found on the Workers' Compensation Flight Service webpage at <https://newjetnet.aa.com/docs/DOC-13034>.

Employee Assistance Plan (EAP)

The Employee Assistance Program (EAP) is available to assist all employees with personal and professional challenges. **OptumHealth**: 1-800-363-7190 <https://www.liveandworkwell.com> (Access code: **American**)

ViaOne Express

- The viaOne® express application is specifically designed to give American Airlines' employees real-time access to claim and pay information.
- viaOne system is safe, secure and accessible whenever and wherever it is needed, including on mobile devices and tablets.
 - Employees can set up a username and password and freely communicate with their claims examiner.
 - For more information on ViaOne Express logon to: <https://newjetnet.aa.com/docs/DOC-13034>.

TUL Approved Clinics:

The Clinic | Premise Health*

TEO Building (old AA Medical Clinic location)
3900 N Mingo Road • Tulsa, OK 74116
Tel: 918.292.3250
Mon – Fri 6:00AM - 4:30PM
* Must treat here during open hours

ACCESS MEDICAL/ GREEN COUNTRY OWASSO Urgent Care

13616 E. 103rd St. N., Suite A
Owasso, OK 74055
Tel: 918-274-8555
Mon – Fri 8:00AM - 8:00PM
Sat – Sun 9:00AM - 6:00PM

ACCESS MEDICAL/ GREEN COUNTRY BIXBY Urgent Care

11717 S. Memorial
Bixby, OK 74008
Tel: 918-369-9555
Mon – Fri 8:00AM - 7:00PM
Sat – Sun 9:00AM - 4:00PM

ACCESS MEDICAL/ GREEN COUNTRY CLAREMORE Urgent Care

401 W. Blue Starr Dr.
Claremore, OK 74017
Tel: 918-343-6000
Mon – Fri 8:00AM - 8:00PM
Sat – Sun 9:00AM - 6:00PM

ACCESS MEDICAL/ GREEN COUNTRY PRYOR Urgent Care

4115 Redden St.
Pryor, OK 74361
Tel: 918-825-7555
Mon – Fri 7:00AM - 7:00PM
Sat – Sun 9:00AM - 6:00PM

OKC Approved Clinics:

CONCENTRA

6101 W Reno Ave Ste. 800 • Oklahoma City, OK 73127
Mon – Fri 8:00AM - 5:00PM

Physical and Occupational Therapy:

SPNet Clinical Solutions

888-654-0049 • www.spnet-pt.com





WORKERS' COMPENSATION PRESCRIPTION DRUG PROGRAM

Sedgwick
CARRIER/TPA

American Airlines, Envoy, PSA,
Piedmont
EMPLOYER

INJURED WORKER NAME

Please provide directly to Pharmacist

SOCIAL SECURITY NUMBER

DATE OF INJURY (YYMMDD)

Notice to Cardholder: Present this card to the pharmacy to receive medication for your work-related injury. To locate a pharmacy: www.tmesys.com/pharmacy-locator or 866.599.5426

NDC

RxBIN

RxPCN

004261

CAL

or

Envoy

002538

Envoy Acct. #

tmesys®
Download Free Mobile App:
www.tmesys.com/MyWorkComp



Injury on Duty (IOD) Ground Employees - OKLAHOMA

Preventing work-related injuries is a focus for American Airlines. However, when occupational injuries occur, your management team specializes in assisting you in reporting your occupational injury. On the job injury claims are managed in accordance with state Workers' Compensation laws. All claims are handled and subject to approval by the Company's Workers' Compensation Third Party Administrator, Sedgwick.

This pamphlet is designed to guide you through the occupational injury reporting process. It is critical that you follow the instructions to ensure that there is no delay in processing your claim.

TUL Administration: 918-292-2698

TUL Airport: 918-831-6304

OKC Airport: 405-680-3703

Sedgwick: 800-677-1412 • FAX: 859-280-3274

For more information log on to our Workers' Compensation Ground Webpage at: <https://newjetnet.aa.com/docs/DOC-13034>

Need Pharmacy Help?  866.599.5426

To ensure you receive your benefits and understand your responsibilities while recovering from your IOD, the following information is being provided to you.

Employee Responsibilities - IOD Checklist

Section 1 - Injury Reporting

It is your responsibility to advise your supervisor that you were injured at work and if applicable, to request medical treatment.

- Please complete an Automated Accident Report (AAR) immediately with your supervisor. Be sure to include all facts and details pertaining to your injury. Also advise them if you have received medical treatment or if you intend to seek medical treatment.
- When you submit the AAR with your supervisor it notifies the appropriate personnel to begin processing your claim.
- Failing to complete the AAR may delay your treatment or jeopardize your claim.

Section 2 - Treatment

If you are injured at work, you are required to treat at The Clinic | Premise Health during operating hours. If your injury occurs after hours or if The Clinic is closed you may treat at one of the approved clinics contained in this pamphlet. Failing to treat at one of the approved clinics may jeopardize your claim.

Obtaining prompt medical care is very important in the treatment of your injury and to prevent any delay in the processing of your claim.

- In the event you do not seek prompt medical attention and later require medical care, you must contact your Lost Time Manager/Administrator in order to ensure that your claim is processed.
- Consequently, if you are removed from service your date of disability begins the day you receive treatment from the physician.
- Information on local treatment locations can be obtained from Administration.

Section 3 - Treat and Release

If you receive treatment at a hospital, clinic, or urgent care facility and you are released to full duty, please fax your work status to Sedgwick at 859-280-3274 or provide to your Workforce/Lost Time Administrator. You are responsible to return to work for your next scheduled shift.

Section 4 - Treatment with Follow up

Initial Treatment

If you receive treatment at a hospital or urgent care facility and have been placed on an off work status and require additional follow up you will need to do the following:

- Fax your medical documentation to Sedgwick at 859-280-3274 or provide to your Workforce/Lost Time Administrator
- Contact your Workforce/Lost Time Administrator

Follow up Treatment

All doctor's appointments/medical treatments must be scheduled outside of your work schedule. It is your responsibility to follow your treatment plan and be aware of any work restrictions.

After each doctor's appointment

Please fax your work status to Sedgwick at 859-280-3274 or provide to your Workforce/Lost Time Administrator

Section 5 - Nurse Case Management

A Nurse Case Manager may be assigned to your claim.

- The Nurse Case Manager's role is to facilitate your workers' comp claim by advocating for your medical needs and ensuring a continuous flow of communication occurs among providers, claims examiners, and American Airlines.

Section 6 - Follow-up

It is important to communicate any work status changes to your Lost Time Manager/Administrator, Nurse Case Manager, and Sedgwick examiner.

Advise your Lost Time Manager/Administrator, Nurse Case Manager, and Sedgwick examiner immediately or within one (1) business day of your:

- Choice of doctor, (advise your Sedgwick examiner)
- Changes in your work status/work restrictions (initial and ongoing)
- Estimated return to work date

In order to avoid any delays in the processing of your claim it is vital that you promptly return phone calls, provide any requested medical or other documentation and to fully cooperate with any of your work comp team members.

Section 7 - Transitional Duty

The purpose of the Transitional Duty Program is to provide transitional duty to employees who are temporarily unable to perform the essential functions of their regular position due to an approved work-related illness or injury. Transitional Duty is provided to facilitate an employee's rehabilitation and early return to his or her regular position.

- If you are given work restrictions by your treating physician, it is your responsibility to report to work to determine if transitional duty can be accommodated.

Length of Transitional Duty

(Applicable unless employee is entitled to a reasonable accommodation. See ADA Policy for details)

- Transitional duty/Light Duty will last no more than sixty (60) work days.

Section 8 - Prescriptions

If you require a prescription to be filled please refer to the Optum/Tmesys prescription card on the back of this pamphlet.

Benefits

Section 9 - Pay

A ground employee who becomes sick or injured as a result of an occupational injury or illness shall receive Workers' Compensation benefits in accordance with individual State laws.

The state of Oklahoma has a three (3) day waiting period during which the employee must wait until they begin receiving Workers' Compensation benefits.

- Please refer to your respective collective bargaining agreement on the use of sick and or vacation for the statutory waiting period and/or salary continuance eligibility.
- For all Management and support staff employees, sick or vacation will be used during the Workers' Compensation waiting period

After the waiting period, Workers' Compensation benefits begin for compensable injuries. Please contact your Sedgwick examiner to determine your weekly benefit amount.

Section 10 - Sick Pay Supplement While on Leave

Please refer to your respective collective bargaining agreement for sick pay supplement eligibility.

- For questions regarding sick pay supplement eligibility contact your Workforce/Lost Time Administrator

Section 11 - Long Term Disability

You may be eligible for LTD benefits. For more information logon to Jetnet. TWU members contact your union representative.

Section 12 - FMLA

FML will run concurrently with other applicable leaves, e.g., injury-on-duty and short-term disability or whenever the company has sufficient information to designate the leave as FML. All FML administrative and medical eligibility requirements must be met.

Return to Work

When you are released to return to work, your treating physician will need to provide documentation stating that you are able to perform the essential functions of your position with or without an accommodation. You may fax this information to: 859-280-3274.

- You are responsible to report to your work place to determine any administrative requirements such as: training, fingerprinting, badging etc.
- For return to work questions, contact your Workforce/Lost Time Administrator.