

# MMMA SIWCF – CLAIMS MANAGEMENT OF MISSOURI, LLC



## NURSENOW TRIAGE HOTLINE

Missouri Merchants & Manufacturers Association SIWCF–Claims Management of Missouri, LLC has implemented an injury management program called NurseNow Triage Hotline. When you encounter an **AFTER HOURS** workplace injury, the Supervisor and injured employee will call the injury hotline as soon as possible after the injury/incident occurs. After the nurse at NurseNow records the injury and incident information, the attending nurse will provide first aid advice and if needed, recommend additional treatment.

**NOTE: IF Life-threatening or Limb-threatening injury, call 911!!**

### How it works:

The process is simple.

- 1. If it is a serious injury requiring Emergency Room (E/R) treatment**
- 2. If it is after 4:30 pm (Monday – Friday)**
- 3. If it is a Weekend or Holiday**

Just call! If an injury is not a true medical emergency, the Supervisor and the EMPLOYEE will telephone the Nurse Triage Hotline at **1-855-704-3555** before seeking medical treatment. They will speak with a Professional Nurse who will assist the employee with his or her medical needs which expedites the claims processing. The nurse will talk to the supervisor first and then the employee to determine what kind of treatment, if any, is necessary for the employee based upon their conversation with the employee and the supervisor.

### Important Hotline facts:

**During normal business hours, Monday-Friday from 8:00 am – 4:30 pm, any questions should be directed to the MMMA SIWCF – Claims Management of Missouri office - Phone Number: 636-537-4613.**

- The Nurse Triage Hotline will complete First Report of Injury report and forward to MMMA.
- **The Supervisor and/or Employee only need to report the injury once to the NurseNow Triage Hotline.** However, you can call back any time with changes or updates to the report if needed.

The advantage of a medical professional assisting in directing the employee's medical treatment should result in cost savings and fewer claims if first aid can be applied. Furthermore, employees will receive instant telephonic first aid advice from an experienced Professional Nurse, and be recommended for further treatment if needed. Your cooperation and participation is appreciated.

*Please do not hesitate to contact Kelley Whorl, Director of Claims for MMMA SIWCF - Claims Management of MO. at 636-681-5288 should you have any questions regarding this process.*