



Occupational Injuries - Immediate Actions

We all do our best to protect ourselves and have a work life that is injury free. Our mobile work environment, with full flights, reduced staffing, excess carry-on baggage, turbulence, faulty carts and equipment all contribute to circumstances that lead to accidents and injury, through no fault of our own.

Below, are listed the **Immediate Action** procedures that we suggest you follow in order to have your OJI/occupational injury paperwork/claim processed in a timely fashion. Flying partners who also may be injured while on duty can follow the step by step procedures.

- **Report any accident/injury promptly.** UAL now requires that you report within 24 hours after arrival from an ID. Effective October 1, 2017, **ALL OJI/Occupational Injuries** should be reported to the **Sedgwick** reporting hotline @ 1-844-717-2579. During your call to report, the call may be recorded for quality control purposes. This is allowed by law, and there are no privacy laws violated. If a call professional is not available, leave a message with your name, file number and phone contact. During the reporting process, you will be asked a series of questions regarding your injury. Be factual, when answering all questions. It should take approximate 25-30 minutes to complete the reporting process. During reporting, please ensure that you provide the intake representative your **personal email address, and current phone contact** information.
- United also requires that you file an **IOR** report on Flying Together, after reporting to the **Sedgwick** reporting Hotline. Please do not assume that filing just an IOR report will begin the opening of a claim with Sedgwick.

After reporting, you should receive a call from a Sedgwick claims examiner, (if lost time is involved) within 24 hours. You may also receive a call from your base supervisor. Keep accurate notes of all conversations you have with the person taking the report, your Sedgwick claims Examiner, and your supervisor.

- If you seek immediate treatment for your Injury/Illness at any one of United's Clinics in EWR, IAH, CLE or ORD, your injury will be reported by the clinic personnel for you, and there should be no need for you to call the UAL HURT number on your own. **We suggest that you verify with clinic personnel before leaving that a report will in fact be filed on your behalf. If clinic personnel Do file the report for you as required, make sure you provide them your current phone contact information, and personal email address.**

- **Clinic personnel should also provide you with a copy of United's Occupational Injury/Illness packet**
- You should receive an acknowledgement of the report within 24 hours via email to your UNITED.COM, or personal email address. This acknowledgement should contain links to United's **OJI/Occupational Injury/Illness packet** on United's Flying Together website. We suggest that you review this packet thoroughly. United's Occupational Injury/Illness Packet can also be accessed via Flying Together>Inflight Services>Administration>FAST team.

If you are injured or become ill while away from your domicile while on a work assignment, you are required to contact **International SOS Medaire** for assistance. They are available 24 hours, 7 days a week, and can direct you to qualified medical facilities that can treat your injury/illness. **International SOS Medaire** will also coordinate medical fees and expenses (when approved). Transportation expenses to/from the medical facility you are referred to should be submitted (with receipts) to your local base for reimbursement. Please refer to the Membership information that was distributed at your respective domicile. Phone numbers are listed below:

Dial 00+1 480-333-3883 from any Int'l location to contact **SOS Medaire**. Submit expenses for all calls on a company approved expense report to your local domicile for reimbursement. Ensure that you have all appropriate receipts from hotel.

- **Seek medical care/treatment immediately.** Do not delay. Obtain copies of all reports and testing results to verify accuracy, and keep for your own records. On your first visit to your medical professional, ensure that you take the **Flight Attendant Job Description** with you. In addition, ensure that you take the **Dear Provider Letter** with you, as this contains the billing information your treating physician will need to ensure all bills are paid by **Sedgwick**. With each visit to your medical professional, ensure that you take an Employee Status Form (**ESF**) with you, and have it accurately completed. The ESF form is found in the Occupational Injury Packet (or see instructions in the next paragraph on how to obtain it). The company requires that the form be faxed to the Employee Service Center @847-700-9533, immediately after each visit to your medical provider.
- If you begin losing time for your injury/illness, after calling in sick, we suggest that you review, **the Pay Options Acknowledgement letter** appropriate to your pm affiliation, and forward to Crew Pay as required. While individual financial circumstances may vary, we recommend that you consider choosing one of the pay options that allow you to use your sick leave bank to supplement your income while your claim is being investigated. Not doing so, could put you on Medical Leave of Absence status. This may prevent you from using your sick leave during your Occupational time off from work.

- A **UAL OJI/Occupational ESC representative, Sedgwick claims examiner, or GENEX Nurse** may contact you within a few days of filing your claim. Keep your conversations brief and factual: i.e. "I have seen my doctor and am following her/his instructions and or treatment plan." If you are based in an Int'l location, you may receive an email questionnaire from your **Sedgwick Claims Examiner**, requesting additional information regarding your injury. Contact your Local Council Occupational Volunteer, or Scott Schultz, MEC Benefits Committee Vice Chairperson – occupational@unitedafa.org before replying to the questionnaire.
- You may receive a letter from **Sedgwick** that states they are delaying your claim pending receipt of additional medical documents. If a **Medical Records Release form** is included, **do not** complete and return this form. Immediately contact an AFA Occupational Committee Volunteer, or obtain the **AFA Medical Records Release Form** from the link on this website. Complete the AFA form and FAX/scan and email to the appropriate **Sedgwick** representative. You may want to FAX a copy of the AFA release to your treating physician as well, so that they are aware to only release Medical records that are related to your injured body part(s).
- Keep a record of all phone conversations (names, dates, and times). Retain all documents including receipts of all faxes and ESF forms.
- Most importantly, do NOT hesitate to contact your Local AFA Occupational Committee Volunteer for assistance as soon as possible.