



# WORKERS' COMPENSATION REPORTING

All Employees must report any injury/incident immediately to their supervisor.

**If life threatening, CALL 911 & proceed to the nearest hospital emergency room**

Employee and/or Supervisor calls **CARE 24 at 855-954-0866** for timely reporting, medical assessment and help identifying the level of care needed.

If medical treatment is needed, employee goes to an approved panel physician and presents **Physical Capabilities** form to physician

All forms are located online through the County's HR Employee Portal at <http://employees.henrico.us/govt-ft/my-workplace/> Supervisor provides the **Employee Report of Injury** and the **Panel of Physicians** forms to employee to complete and sign.

If prescribed medication, present the **Express Scripts First Fill Prescription Form** to pharmacist.

If medical treatment is not needed, the employee submits signed forms to supervisor.

Supervisor completes **Supervisor's Investigation Report** Include any photos and/or witness statements.

Employee returns from panel physician with either a return to **Full Duty** or **Light Duty** with Restrictions note to present to supervisor.

Employee returns to work.

**Full Duty**  
Employee returns to work with no restrictions.

**Light Duty**  
Requests for Light Duty must be submitted to supervisor and approved. Accommodations should be made for term of work restrictions if possible.

Supervisor submits all paperwork to **PMA** within **48 hours** of the incident or notification.

Email: [ClaimsMail@PMAgroup.com](mailto:ClaimsMail@PMAgroup.com)

Fax: 800-432-9762

Mail: PMA Customer Service Center  
PO Box 5231, Janesville, WI 53547-5231



**Out of Work**  
If panel physician takes employee **out of work**, employee **MUST** provide written physician's note to supervisor immediately.

Please call the Risk Management Division at 804-501-5661 with any questions about reporting Workers' Compensation claims.

Employees may contact PMA Management Corporation about his or her workers' compensation claim by phone at 888-476-2669 or by email at [ClaimsMail@PMAgroup.com](mailto:ClaimsMail@PMAgroup.com)

For after-hours emergency assistance call the Risk Manager, Jeanetta Lee, at 804-382-4885.