



ACWA/JPIA

(916) 535-7500 -- (800) 231-5742 www.acwajpia.com

e-letter

To: All JPIA Workers' Compensation Member General Managers, Human Resource staff, and Workers' Compensation Contacts

From: Nancy Stangel, JPIA Director of Administration

Date: March 23, 2007

Subject: **New and Enhanced Occu-Med Procedures and Services**

I am very pleased to report the outcome of conversations and meetings with Occu-Med to enhance the product and services offered to members. Over the past three years, Occu-Med has provided valuable services to many of the JPIA's members, saving time, money, and headaches! Occu-Med evaluates medical exam components for pre-employment physicals and fit-for-duty exams; provides consultation and recommendations to members, as well as legal paperwork. Occu-Med takes the guesswork out of key decisions by staff personnel not medically and legally trained.

As with any new endeavor, problems were identified and an effort to improve the service was launched. Key problems identified along the way were members' frustration with the amount of extra time the process took, and problems locating responsive clinics. The following simplified procedure has been developed and will help reduce the problems noted.

If your district has not yet set up job profiles, set up clinics, or begun using the service, please do so at your earliest convenience if you chose to use Occu-Med. I receive many phone calls from members that need to use Occu-Med but have not set up job profiles or identified clinics. If this happens to you, call Occu-Med anyway; however, it is much easier if these steps are already in place.

Please read through this and keep in mind; **"It's as simple as a phone call"!**

- **As easy as a phone call: 877-762-2863, ext. 100 (to schedule exams); ext. 101 (to set up district).**
- Tell Occu-Med you are a JPIA member and would like to set up an exam. (If a member prefers to set their own appointments, just call Occu-Med with details and they will follow-up).
- Provide applicant's name and phone number (as well as district information)
- Occu-Med will coordinate the appointment with the applicant and clinic.

- Occu-Med will inform the district of appointment details.
- While speaking to the clinic, Occu-Med will review their protocol, procedures, timing, and insure they have correct forms and job profiles.
- The Clinic is expected to provide the report to Occu-Med within 2-3 days.
- Occu-Med sends their report to the member's contact within 24 hours after receipt from clinic (usually sooner depending on time of day report received).
- If the clinic does not have open appointments, Occu-Med will locate another clinic.
- Occu-Med will Inform the member and applicant if there is a problem (i.e., incomplete exam, need more information).
- Due to high-turnover at clinics, Occu-Med will re-train clinic staff as needed.
- If member has not completed enrollment process with Occu-Med and needs "emergency" service, Occu-Med may be able to help them, please call.
- Occu-Med continues to grow their network and in some cases, reducing the cost of exams.
- Occu-Med also assists with fit-for-duty exams and reasonable accommodation issues, proper legal paperwork, etc.
- Any member that has not taken advantage of the Occu-Med services and would like to, please call Occu-Med to start the process.

Any problems or issues should be reported to Nancy Stangel at the JPIA (800-231-5742 ext. 3133). Thank you for your support and assistance in making this service a valuable resource for everyone.