

Workers Comp. – Basic Information
****Staff/Faculty and Departmental Assistants****

Who is our insurer/insurance company? The University of Massachusetts Amherst is self-insured under the Commonwealth of Massachusetts. Your attending physician's office may ask who your insurance company for Workers' Compensation is – this would be The Commonwealth of Massachusetts.

Who is your Workers' Compensation adjustor? Eva Chung – Ph: 617-878-9824. Email: Eva.S.Chung@Mass.gov

What to do when and after receiving treatment? Please provide your attending physician's office your Workers' Compensation Number. You will receive this once your Notice of Injury has been received and processed by UMass Amherst HR. Typically, this is available the next day after processing, sometimes sooner. We will send this to you as soon as it is available to us. Please **DO NOT** charge workers' compensation medical expenses to your health insurance plan. ****You or your doctor must call Utilization Review for pre-approval of medical treatment (or within 24 hours after receiving emergency care)****

****Be sure your doctor will accept the Commonwealth of Massachusetts workers compensation.****

After your emergency treatment, you or your doctor would need to call Utilization Review (UR) for pre-approval of further treatment, including specialists and physical therapy. Utilization Review will ask for your worker's comp file number.

Contacts for Utilization Review

Phone: 1-800-266-7991

Fax: 1-617-727-7816

What is the prescription card for? Attached is Workers' Compensation Temporary Prescription information. Please present this to any participating pharmacy to fill a workers compensation prescription until you receive your regular card from Workers' Compensation/HRD Boston.

What do I do with Medical Invoices? Medical Invoices should be sent, with treatment notes, in proper form, to:

Commonwealth of Massachusetts
Human Resource Div./Workers Comp.
P.O. Box 211134
Eagan MN 55121.

Any other forms please send to:

Commonwealth of Massachusetts
Human Resources Div/ Workers Comp Unit
100 Cambridge Street, Ste. 600
Boston MA 02114
Phone: 617-727-3437

Who is your contact at UMass Amherst: Courtney S. Reed – 325 Whitmore Admin Bldg. Ph: 413-545-6114

I need accommodations to perform my job post-injury, whom do I contact? If you require accommodations in order to perform the essential functions of your job, please submit an accommodation request to the Accessible Workplace Manager. Please reference <https://www.umass.edu/equalopportunity/accessible-workplace> for forms and additional information. Accessible Workplace can be reached at: 413.545.3464 -- e-mail: accessibleworkplace@umass.edu.

When should expect a determination regarding my claim for Workers' Compensation Benefits? The Commonwealth of Massachusetts Human Resources Workers' Compensation Division will review your claim and make the determination. The adjustor has 14 days to review for approval or denial.

What should I do in the meantime? Please stay connected with your department regarding your time away from work, time and labor and impending return to work. Important – Please monitor your deductions coming out of your paycheck. If you are off payroll, and you carry Group Insurance Commission Insurances/Coverages, be sure to pay any bill you receive in the mail. Failure to do so may result in discontinuation of benefits.

Need Help? GIC-Eligible employees have access to Mass4You Employee Assistance Program <https://www.mass.gov/info-details/mass4you-employee-assistance-program-eap>. Also available to employees: UMass Amherst Employee Counseling and Consultation Office (ECCO) – call to make an appointment 413-0350.