

Windham Group's Work Injury Network

We understand that work is an important part of your life. When you have a work-related injury or illness, it affects you, your family and employer. That's why the Windham Group facilitates a partnership between you, your employer, your claims adjuster, and your health care provider. It is through this partnership that you have the best opportunity for recovery and a safe, prompt return to work.

NHADA, 507 South St, Bow NH 03304
If you experience a work-related injury or illness, follow these important steps:

1. Report the condition to your supervisor or employer representative immediately.
2. Fill out the necessary forms.
3. Contact NHADA-WCT Nurse Case Manager for assistance with a network medical provider referral.
4. Seek medical attention with a provider in the Windham's Work Injury Network. For a complete list of network providers go to www.windhamgroup.com

Windham Group Mission

Windham Group is committed to:

Acting as a resource for you and your employer by helping you through the workers' compensation and medical processes. Providing high quality, comprehensive and accessible managed care to you.

Maintaining a partnership of educated and accountable parties dedicated to returning you to work with a minimum of financial and emotional trauma.

NHADA Services, Inc. (rev. 8/2019)

Offered Through



WORKERS'
COMPENSATION
TRUST

Managed Care For Workers' Compensation

Windham's Work Injury Network

If you have an injury or illness that is work related, everyone in the Windham Group's Work Injury Network partnership - you, your employer, health care providers, claims adjuster, and the Windham Group - has important responsibilities.

Below are answers to common questions about managed care. If you need more information, please feel free to call:

NHADA 1-800-852-3372

What is Windham's Work injury Network (WIN)?

Win is a managed care program designed to help people who have sustained a workers' compensation injury/illness.

What happens if I get injured at work?

There are important steps you must take:

1. Report the injury or medical condition to your supervisor or employer representative immediately.
2. Fill out the necessary forms to document the injury or illness.
3. Contact your nurse case manager at NHADA toll free 1-800-852-3372 for assistance with a network health care provider referral.
4. Select a health care provider from the Windham's Work Injury network. www.windhamgroup.com
5. You are allowed treatment with a maximum of 2 network providers of the same specialty.
6. Out of network medical treatment will not be covered except under special circumstances, see #2 on next page.

IN CASE OF LIFE THREATENING EMERGENCY:

1. Seek treatment at the nearest emergency room immediately.
2. **Report the injury to your employer.**
3. **Notify NHADA as soon as possible at: 1-800-852-3372.**
4. **If you are referred to another provider call NHADA to make sure they are within the network.**

How does the Windham Group provide assistance?

The Windham Group has teamed up with the NHADA Nurse Case Manager who will act as an impartial advisor and coordinator of health care. The nurse case manager will:

1. Assist you, if necessary, in selecting an appropriate medical provider from within the network.
2. Out of network treatment is only allowed in special circumstances as defined by law in cases of emergency care, reoccurring treatment within six months, or written approval from the Commissioner of Labor. Call NHADA prior to seeking treatment outside of the network.
3. Facilitate communication between you, your employer, health care providers and any other involved parties.
4. Work with your employer if job modifications are necessary in order for you to return to work.
5. Assist you in reaching the maximum level of medical recovery possible for a prompt, safe return to work.

How do doctor's work with Windham's

The physicians, within the Windham Group's Work Injury Network, will give you prompt, appropriate medical care, generally within the same day of the injury. When necessary, they work with your nurse case manager to make referrals, for you, to other provider specialists within the network. The health care provider will also communicate medical information to you, your employer and your nurse case manager to ensure your safe return to work.

What is my employer's role in the partnership?

Your employer can assist in the selection of your health care provider from the Windham's Work Injury Network, or refer you to the NHADA nurse case manager for assistance. Depending upon the nature of your job, your employer may need to help you return to work with modifications, or to provide alternate job assignments, called temporary alternative duty (TAD). All employers with 5 or more employees are required by the NH Workers' Compensation Statute to provide temporary alternative duty.



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1-800-852-3372