TeleCompCare® Workflow

Workplace Injury

Need to speak with a triage nurse?

Call TeleCompCare Nurse Triage

866- 323-4227

For Spanish, press #9

Employee must provide

Employer Name: iLife, LLC

TCC Account Number: 100822

Employer Address: 2020 W Wells St
Milwaukee, WI 53233

Report claim only (No nurse intervention)

Nurse Triage with Employee

Self-Care

- Triage nurse will provide self-care instructions to employee
- Employee will receive text message with care instructions
- Employee returns to normal working duties
- Nurse will offer to follow up with employee within 24 hours to confirm symptoms improved

Clinic Referral

- After speaking with nurse, the employee is transferred to an agent who assists with locating a preferred provider
- In provider panel states, employee will be instructed to follow up with their supervisor

Telemedicine

To use this option, the employee must have a personal email address and device with audio/video

- After speaking with a nurse, employee is transferred to an agent who can assist with telemed application
- Physician reviews triage notes while employee creates personal login for appt.
- Any DME, imaging or PT will be scheduled with employee
- Any prescription orders are sent directly to pharmacy
- Return to work note emailed to employer

Options:

- Report claim via brand website portal
- Call TCC triage line, press option #2 and provide employer policy number

First notice of loss entered into claim system by staff member

*If applicable, employer directs employee to complete post-accident drug test

- Triage report sent to employer via email
- Triage data electronically received into claim system to create new claim

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