



Occupational - Immediate Actions

Seek medical care/ treatment for your injury/ illness!

- If you seek immediate treatment for your Injury/Illness at any one of United's Clinics in EWR, IAH, or ORD, your injury will be reported by the clinic personnel for you, and there should be no need for you to call the Sedgwick reporting hotline number on your own. **We suggest that you verify with clinic personnel before leaving that a report will be filed on your behalf. If clinic personnel do file the report for you as required, make sure you provide them your current phone contact information, and personal email address.**
- **Keep copies of all reports and testing results related to your illness/ injury. Start a log of all contact you have with anyone involved (names, dates and time).**
- **Clinic personnel should also provide you with a copy of United's Occupational Injury/Illness packet.**
- **If you are injured or become ill while away from your base while on a work assignment, International SOS Medaire** may be contacted for assistance. If you are in an **international location or country other than where you are based, you are required to contact International SOS Medaire.** They are available 24 hours, 7 days a week, and can direct you to qualified medical facilities that can treat your injury/illness. **International SOS Medaire** will also coordinate medical fees and expenses (when approved). Transportation expenses to/from the medical facility you are referred to should be submitted (with receipts) to your local base for reimbursement. **SOS Medaire Membership # - 11BYCA 000027**

Dial 00+1 480-333-3883 from any Int'l location to contact **SOS Medaire.** Submit expenses for all calls on a company approved expense report to your local domicile for reimbursement. Ensure that you have all appropriate receipts from hotel.

Report any accident/injury/ illness promptly.

- UAL now requires that you report within 24 hours after arrival from an ID/pairing. **ALL Occupational Injuries** should be reported to the **Sedgwick** reporting hotline @ 1-844-717-2579. During your call to report, the call may be recorded for quality control purposes. This is allowed by law, and there are no privacy laws violated. If a call professional is not available, leave a message with your name, file number and phone contact.

During the reporting process, you will be asked a series of questions regarding your injury. Be factual, when answering all questions. If you do not feel a particular question

is relevant to your claim, then question its relevance or have the question re-phrased. If you feel uncomfortable answering particular questions contact your local Occupational Benefits representative. It should take approximate 25-30 minutes to complete the reporting process. During reporting, please ensure that you provide the intake representative your **personal email address, and current phone contact** information.

- United also requires that you file an **IOR** report on Flying Together, after reporting to the **Sedgwick** reporting Hotline. Please do not assume that filing just an IOR report will begin the opening of a claim with Sedgwick. You should receive a call from a Sedgwick claims examiner, (if lost time is involved) within 24 hours. You may also receive a call from your base supervisor. Keep accurate notes of all conversations you have with the person taking the report, your Sedgwick claims Examiner, and your supervisor.

Follow up actions

- Sedgwick is a vendor that has been contracted by United to administer all occupational injury claims. Sedgwick will investigate your claim and should make a determination within 2 weeks provided they have received all reports and medical documentation substantiating your illness/ injury. If your claim is delayed or denied, you have the option to file a claim in another jurisdiction and appeal the decision as referenced in Section 13.F. of our JCBA.
- You should receive an acknowledgement of your claim within 24 hours via email to your @united.com, or personal email address. This acknowledgement should contain links to United's **Worker's Compensation Guide (Occupational Injury/Illness packet)** on the Flying Together website. We suggest that you review this packet thoroughly. The Guide can also be accessed via Flying Together>My Work>Inflight Administration>Worker's Compensation Guide.
- On the first visit to your medical professional, take the following documents: (These forms are in United's Worker's Compensation Guide - Flying Together website)
 - **Flight Attendant Job Description**
 - **Dear Provider Letter;** this contains the billing information your treating physician will need to ensure all bills are paid by **Sedgwick**.
 - **Employee Status Form (ESF);** have it accurately completed. Once completed by your treating physician after each office visit, ensure that it is FAXED to the ESC @ 847-700-9533
- If you lose time for your injury/illness, and call in sick, we suggest that you complete the **Pay Options Acknowledgement letter** (Worker's Compensation Guide - Flying Together website) and forward to Crew Pay as required. Individual financial circumstances may vary, so we recommend that you consider choosing one of the pay options that allow you to use your sick leave bank to supplement your income while your claim is being investigated. For example, if you have no paid activity from a

supplemental sick bank, you will be placed on a leave of absence. This would prevent you from using your sick leave during your Occupational time off from work.

- A **UAL Occupational ESC representative, Sedgwick claims examiner, or GENEX Nurse** may contact you within a few days of filing your claim. Keep your conversations brief and factual: i.e. "I have seen my doctor and am following her/his instructions and or treatment plan."
- If you are based in an International location, you may receive an email questionnaire from your **Sedgwick Claims Examiner**, requesting additional information regarding your injury. Contact your Local Council Occupational Volunteer or MEC Benefits Committee Vice Chairperson – occupationals@unitedafa.org before replying to the questionnaire.
- You may receive a letter from **Sedgwick** that states they are delaying your claim pending receipt of additional medical documentation. If a **Medical Records Release form** is included, **do not** complete and return this form. Immediately contact an AFA Occupational Committee Volunteer, or obtain the **AFA Medical Records Release Form** from the link on the www.unitedafa.org website. Complete the AFA form and FAX/scan and email to the appropriate **Sedgwick** representative. You may want to FAX a copy of the AFA release to your treating physician as well, so that they are aware to only release Medical records that are related to your injured body part(s).
- **GENEX** is a managed medical care vendor contracted to advise Sedgwick about medical treatment. GENEX has Nurse Case Managers on staff who may contact you and ask a series of questions about your claim. The nurse should not ask questions about medical treatment beyond your diagnosis, treatment and progress. She/he cannot prescribe treatment. They may want to meet with you in person and/or go with you to your doctor's appointment. However, after initial contact, you are not obligated to utilize the services of a GENEX nurse. It is your option. You may simply thank them for their offer of services, and inform them that you do not wish to utilize their services at this time.
- ***Your legal benefits are governed by your state of Jurisdiction.***

***pm UAL (hired 8/31/2016 or before), all ORD or GUM based:
– jurisdiction is state of Illinois;
pm CAL (other than ORD),
and all Flight Attendants hired after 8/31/21016:
- jurisdiction is the state where you are based or injured;***

- Most of these benefits are legal benefits, and you may need to contact an attorney if you wish to challenge decisions regarding your claim made by **Sedgwick**. AFA has available a vetted list of Worker's Compensation attorneys which may be obtained from your local Occupational Benefits committee.
- Most importantly, do NOT hesitate to contact your Local AFA Occupational Committee Volunteer for assistance as soon as possible.