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Off-Site Transitional Duty Program Frequently Asked Questions

What are the benefits of using the Off-Site Transitional Duty Program?

- Reduces lost time days.
- Non-profit placement within 24 hours (on average) of receiving an approved job description or list of restrictions from the employee's physician.
- Electronic timecard tracking with 24/7/365 accessibility for the employer, claims handler and case manager.
- Structured return-to-work process with meaningful and productive work.
- Job tasks are within physical restrictions outlined by the treating physician.
- Community involvement with employee being active during medical recovery by transitioning back into the work environment.
- Employer maintains weekly communication with employee.

How is the employee notified of the off-site transitional duty position offer?

- Coventry will notify the employee of the transitional job offer through a phone call, e-mail (if applicable) and certified mail.

What happens if the employee refuses the off-site transitional duty position?

- If the employee refuses the position, it may be considered a voluntary rejection of the job offer. This could lead to the lost-time benefits being denied.

How is the non-profit facility selected for the employee?

- The non-profit facility is selected based on the nearest facility from the employee's residence that will be able to accommodate the physical restrictions.

Is there an application process for the off-site transitional duty position?

- Some organizations or non-profit facilities require an application, which includes emergency contact information, basic skills, interests and facility guidelines.
- Some organizations or non-profit facilities require a meet and greet/informal interview prior to starting the position.
- Some organizations or non-profit facilities require attending an orientation session prior to starting the position.
- Some organizations or non-profit facilities require a background check, which is completed at no cost (or is reimbursed to the employee).

How is the employee paid and what is the hourly rate while working at the off-site transitional duty position?

- In most jurisdictions, the employer determines the hourly rate of pay for the off-site transitional duty position, which is paid by the employer based on the actual hours worked during the week with the difference being paid by the Temporary Partial Disability benefit.

What job tasks is the employee doing in this off-site transitional duty position?

- Job tasks are developed with the non-profit coordinator based on the specific employee physical restrictions provided by the physician.

Do the non-profit job tasks need treating physician or attorney approval?

- Some jurisdictions require physician approval of the job tasks, which is handled by the case manager or claims handler.
- There may be circumstances where the claims handler or case manager will secure physician approval and attorney approval of the job tasks even if not a jurisdictional requirement.

Who monitors and supervises the employee while in the off-site transitional duty position?

- Employee has a designated supervisor at the off-site transitional duty facility.
- The electronic timecard tracking system is monitored daily.
- Periodic follow-ups are done with the supervisor at the off-site transitional duty facility. A report of the results will be sent to the referral source.
- Employer, case manager and claims handler have 24/7/365 internet access to the employee's check in/out times, the phone numbers where they originated from and voice mail messages.
- E-mail alerts will be sent to designated parties when the employee does not show up at the non-profit one hour after scheduled start time.

How are the employee's non-profit off-site hours recorded, tracked and reviewed?

- Employee receives timecard instructions with employee code, job code and toll-free number to call in/out from the non-profit facility phone to record the start/end time.
- The employer, case manager and claims handler are provided with electronic timecard system access to run reports for payroll processing.
- Designated parties can review any employee's off-site transitional duty work schedule.

What happens if the employee sustains an injury while working at the off-site transitional duty position?

- This off-site transitional duty position is an extension of the employer's workplace with the employee being entitled to all applicable employer benefits including workers' compensation.