



EMP GA MCO Channeling Letter

Employers Compensation Insurance Company, Employers Preferred Insurance Company, or Employers Assurance Company (EMPLOYERS) uses the EMPLOYERS Georgia Managed Care Organization (EMP GA MCO) plan for all work-related injuries or illnesses. The network is supported by Coventry, a national managed care company, and EMPLOYERS. If you have a work-related injury or illness:

1. **Notify your Supervisor.** Your Supervisor will call the Injured Employee Hotline at **1-855-365-6010** to initiate your claim and be transferred to a Coventry Triage Nurse who will call to confirm your need for medical attention. If you need immediate medical attention, the Triage Nurse will help direct you where to go.
2. **If this is an EMERGENCY – go to the nearest hospital or urgent care facility listed on the Emergency Worksite Poster.**
3. **For all Non-Emergency Services call Coventry at: 1-800- 937-6824 option 1, 1, and 1** or visit the provider locator website at www.employers.com. Go to For Injured Workers tab and select Provider Locator, then Georgia.

You must use an EMP GA MCO Provider whenever possible unless:

- You need Emergency Services;
- You cannot find a provider in your Geographic Service Area (GSA) in the specialty needed. By calling Coventry's Call Center at the toll free number above, a representative will assist you with locating a provider within your designated Geographic Service Area (GSA). The GSA consists of multiple counties from which you may choose a provider. The types of providers you will need include:
 - Initial Treatment: Family Practitioner, General Practitioner, Internal Medicine, Occupational Medicine, Occupational Medicine Clinics & Urgent Care Centers
 - Continued Care - choose an "Authorized Treating Provider" who will be an MD or DO to assist in coordinating the care needed.

You may use any provider within the GSA for these services. Failure to use an EMP GA MCO provider may result in your responsibility to pay the non-network provider bills unless access to a non-network provider is approved by your adjuster. There are limited exceptions to using a non-network provider as noted above.

You will be receiving more information from the adjuster outlining additional responsibilities you will have under the EMP GA MCO. If you have any questions about this program or using a non-network provider, contact your adjuster at 1-888-682-6671.

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