**Responses to FREQUENTLY ASKED QUESTIONS**

* Current treating providers are encouraged to continue treating for continuity of care purposes. As reimbursement rates will change as the contractor changes from Covel/Optacomp to AmeriSys, other providers will be identified to take over medical treatment should the current provider not want the new rate.
* If AmeriSys has to identify a new medical provider, because the previous provider does not want to continue under the revised reimbursement rates, this is not considered a one-time change.
* Care will be coordinated with providers within convenient driving distance to home/work.
* Appropriate level of acuity of initial evaluation will be determined by the triage process. If an injury is appropriate for an ortho, but not the ER first, then every attempt will be to schedule directly for specialist.  A simple “fell on the knee and have some swelling” does not necessarily qualify for ortho eval, but would be more appropriate for walk in eval.  What you will see with the AmeriSys is more meaningful triage, and more appropriate selection and utilization of initial provider.

* There are no changes to the reporting process and completion of the FROI with AmeriSys.
* AmeriSys numbers will be operational as of midnight January 1, 2014.  Callers to AmeriSys  prior to 1/1/2014 at will be directed to contact Optacomp, and callers after 1/1/14 to Optacomp will hear a recording that instructs them to call AmeriSys.
* Telephone Number for Reporting an Injury: 1-800-455-2079.
* TCM phone number for injured workers: 1-800-427-3590.
* TCM agency assignments and direct telephone numbers will be provided to workers compensation coordinators prior to January 1, 2014.