



# VAIL HEALTH

## Quick Workman's Compensation Injury Process

- The first report of injury/illness of any work-related accidents or illnesses needs to be submitted to the Worker's Compensation Insurance Trust within four days of the occurrence of an incident
- Employee calls the 24/7 Nurse Injury Report Line – **1-844-228-2034**
  - Multiple languages available.
- Talk with a live person, **DO NOT LEAVE A MESSAGE.**
- Provide the information around the injury. Follow the directions/instructions that are provided by the Nurse Call Line. Most of the time, the direction will be to seek care at one of the Urgent Cares or Emergency Room if a true emergency
- Medical Care received prior to reporting injury/illness will not be covered by workman's comp.
- Employee Health will receive a notification of the injury, including a Work comp claim number.
- **Employee** is responsible for notifying their department manager of the reported injury.
- The Department Manager and Employee Health will complete the accident investigation paperwork.
- It is the responsibility of the **Employee** to call and make any follow up appointments that are needed.
- If there is a requirement for follow up visit in Occupational Health, please call 970-569-7715 - push 1 option to reach the scheduler for Occupational Health.
- If a follow up appointment(s) is required and/or if there is an appointment scheduled, it is the responsibility of the **Employee** to attend the appointment.
  - This includes all appointments such as Occupational Health, Physical Therapy and/or doctor visits related to the injury
  - All appointments should be made during non-working hours.
  - Work restrictions must be followed at all times, at work and outside of work.
- When a workers compensation injury has been reported, then it is **mandated** that the **Employee** is to have a follow up through Occupational Health, to close the claim.
- If appointments are not made, or late to the appointment or a no show to the appointment, then a mandatory appointment letter will be sent to the **Employee** from our workers compensation insurance carrier.
  - The mandatory appointment made by the insurance carrier is called a “demand appointment”

January 8<sup>th</sup>, 2026