

**Northeast Florida Educational Consortium
(NEFEC)**

JOHNS EASTERN COMPANY

EMPLOYEE INFORMATION PACKET

(NEFEC) in conjunction with Johns Eastern Company and its Medical Management Services Department, have established a specialized program to provide injured employees with prompt, cost-effective, and quality medical services regarding their workplace injury(ies).

Enclosed you will find informational materials for your review. Please refer to them for answers to questions you may have.

***NEFEC** is committed to assisting you in a speedy recover and return to work in the event of a work-related injury. A reminder that Johns Eastern Medical Management Services Department and staff are available 8:30 am to 5:00 pm., Monday through Friday should you need to report an injury, request additional information or seek authorizations. If you require assistance after hours or on weekends/holidays, please contact your manager or supervisor for assistance.*

IMPORTANT

**To contact the Director of Medical Management Services/Medical Claims
Representative/Nurse Case Manager
For questions, comments and/or treatment authorization call:
(941) 907-3100 or (800) 749-3044**

Questions & Answers

1. What is Johns Eastern Company (JECO)?

JECO is a third party administrator of worker's compensation programs. We represent the organizations and their employees that make up NEFEC. It is our job to assist workers in obtaining appropriate benefits associated with their workers compensation claims.

2. If I am injured on the job, whom do I contact?

If you are injured on the job and are medically able to do so, contact your supervisor immediately to log the claim; then contact the Risk Management Department at the Government Services Building or via email coes@flaglerschools.com to file the claim and receive medical attention.

3. How is my treatment initiated?

Your Risk Management Department will refer you immediately for your initial treatment.

4. Can I choose my area physician or treatment center?

You will be sent to the Districts contracted treatment center for your initial services. Once your initial care has been provided, you are entitled to **one** change of physicians. In the event that you require a referral to a specialist or a **one**-time change of physicians, you will need to contact Johns Eastern Medical Management Services Department for the proper referral. You **may** discuss any concerns regarding your physicians with Johns Eastern Medical Management Services Department at **any** time.

5. Once my initial treatment is rendered, who assist me with applicable follow-up care?

Johns Eastern Medical Management Services Department will assist you with follow-up care and answer questions. A Johns Eastern representative will contact you **immediately** upon notification of your injury to assist you with any applicable needs.

6. If my physician or facility provides me with a prescription can I use my usual pharmacy?

Contact Risk Management coes@flaglerschools.com to obtain information regarding the prescription program and approved pharmacies.

7. Do I have to pay for my medical services?

Once your injury is reported and proper authorizations are extended to the provider, they will bill JECO directly. After you have reached maximum medical improvement, and you return to the physician for additional treatment, you will be responsible for a \$10.00 co-payment.

8. What if I move away from my original treating physician?

If you move, please contact Johns Eastern immediately. A new physician will be established for you if you relocate to an area outside the established guidelines for travel.

9. Who pays my wages if I am out of work?

The indemnity adjuster at Johns Eastern Company handles your workers' compensation benefits. Any questions concerning these benefits should be directed to your adjuster.

10. If I should have any questions or concerns regarding my medical care, whom do I contact?

Johns Eastern Medical Management Services Department is available during normal business hours (8:30 am – 5:00 pm, Monday through Friday). Emergency, after hour care should be reported to your manager or supervisor for assistance.

11. What steps do I take if I am not satisfied with my medical care?

An assistance program has been established for all employees regarding any issue about their medical care. A comprehensive, step-by-step instruction will be provide to you in this brochure.

Pharmacy Access

- When you sustain an injury, the enclosed prescription form will provide you access to numerous pharmacies for direct billing of your work-related injury medications.

Quality Assurance

- NEFEC is committed to providing each injured worker with quality care.
- All files are monitored closely for the provision of quality, timely and appropriate medical services.
- Johns Eastern staff of nurse case managers and their Medical Director is available to assist you with any questions or concerns you may have.

Return to Work

- NEFEC is committed to assist you in prompt recovery from your injury and return to work in a safe, smooth and timely manner.
- NEFEC and Johns Eastern Medical Management Services Department will work with your physician and you, to make sure your return to work is without difficulty.
- If you should have any problem with your return to work, contact a JECO representative or your employer for assistance.

Case Management

- At the time of injury, Johns Eastern Medical Management Services Department will assist you with physician and ancillary service appointments.
- Johns Eastern Medical Management Services Department will also assist with return to work issues.
- A nurse case manager will be available to you from the date of accident until your return to work.
- Remember, a nurse is only one call away!

Physician Access

- NEFEC is working in conjunction with Johns Eastern to provide you with primary care and specialty physicians within your geographical location.
- At the time of your injury, your Risk Management Department will refer you to the District's contracted treatment center.
- In the event you wish to change your primary care provider/specialist, you may do so **once**, by contacting Johns Eastern Medical Management Services Department for assistance.
- **Reminder, it is your responsibility to keep all scheduled physician or ancillary service appointments.**

Employee Assistance Program

- You have the right to report any problem you may have with the level of medical care you are provide.
- Informal problems can be called into Johns Eastern at (941) 907-3100 or (800) 749-3044 where you may request to speak with the Employee Assistance Coordinator.
- Most issues will be handled telephonically among all claim handlers and providers and you will be advised of the outcome.
- In the event the issue cannot be resolved informally, you may then file a formal, written request by using the Employee Assistance Form.
- Formal requests will be resolved within 60 days from receipt unless the collection of information lies outside the service area; an additional 30 days will be added in these circumstances.
- If you should have any questions concerning this program or need assistance, please contact Johns Eastern Company claims representative.