

GMA Workers Compensation Claims

Corvel offers a nurse triage call center for GMA members 24 hours a day, 7 days a week.

At the time of an injury, an injured employee can call 800-685-4267 and press #1 to speak with a triage nurse who specializes in occupational injuries. The nurse will evaluate the scope of the injury, determine the immediate medical needs of the injured employee, and make a recommendation for self-care (first aid) or medical evaluation.

The 24/7 Nurse Advocacy line is intended for new injuries only. Any subsequent medical questions or requests should be made directly to the adjuster assigned to the case.

In cases where self-care is recommended, the triage nurse will make sure the injured worker understands and is comfortable with the recommendation and then follow up with the employee within 24 hours to check on the status of their injury.

If the injured employee requires medical treatment, the triage nurse will contact the nearest medical provider from your panel and make arrangements for the employee's visit. If the providers on your panel are closed for the day, the nurse will direct the injured employee to the nearest urgent care facility. In the case of a serious injury, please immediately direct your employee to the nearest emergency room. The nurse will fax the facility a one-time treatment authorization and provide your employee with first fill pharmacy information via text or email.

The 24/7 Nurse Advocacy line is also not associated with reporting a new claim or as a replacement for completing the First Notice of Loss (FNOL). As an employer, you still must report the new claim even if your employee has spoken with a triage nurse. If you prefer to call in the claim, you may call the same number (800-685-4267), but choose option #2 to report the claim. You may also report the claim via email to FNOL_Fax@CORVEL.COM or fax the FNOL form to 866-777-1668.

We highly recommend your employees take advantage of the 24/7 Nurse Advocacy program.