



WORKERS COMPENSATION LINKS:

Link to File a Claim

<https://www.keyrisk.com/claims/report-a-claim>

Injured at Work?

VirtualMD+

Key Risk

| a Berkley Company

In the event of a workplace injury or illness, telemedicine services for immediate medical care with a physician are provided by your employer's workers compensation carrier at **no cost to employees**.

Always call 911 first for life-threatening injuries.

While waiting for the ambulance, you can still follow the steps below.

1. Notify your employer and call the number below.
2. Be prepared with the following details, including:
 - Employer Name & Policy Number
 - First & Last Name
 - Date of Birth
 - Social Security Number
 - Home Address
 - Phone Number/Email
3. You may choose between phone or video consultation with a physician for immediate medical treatment.
4. If any in-person care is necessary, you will be provided a direct referral to a local provider for further treatment.

Employer's Name:

Policy Number:

A new claim will automatically be filed with your employer's workers compensation carrier. Please connect with your employer for further details and next steps.

The use of MedCall services and mobile app is limited to employers with an in-force workers compensation policy issued by a Key Risk administered carrier ("Covered Employer"), and a Covered Employer's employees who are covered under such policy and may have suffered an injury during the course and scope of their employment with the Covered Employer. Telemedicine and claims intake services are administered by MedCall Advisors, an independent telemedicine treatment provider. Access to MedCall Advisors services are provided as a service convenience to employers insured by Key Risk to support immediate claim reporting and access to medical care for their employees. Key Risk is not responsible nor liable for any advice, course of treatment, diagnosis or any other information, products or services obtained from MedCall Advisors. Additional information about MedCall Advisors can be found at the following link: <https://medcalladvisors.com/>

Products and services are provided by one or more insurance company subsidiaries of W. R. Berkley Corporation. Not all products and services are available in every jurisdiction, and the precise coverage afforded by any insurer is subject to the actual terms and conditions of the policies as issued.

For more information, please visit us online at keyrisk.com/reportclaim or call 800.942.0225.

MKT.08.22.226



In the event of needle sticks or other blood-borne exposures, please do not utilize telemedicine.

Immediately proceed to your closest in-person medical center for evaluation.

For English

📞 1.866.687.0710

Para Español

📞 1.866.787.2810

Expertise | Excellence | Exceeding Expectations

Reporting Procedures

In the event of a workplace accident, helping the injured employee connect with Key Risk is crucial to ensuring they receive help and guidance on next steps and, if needed, access to immediate medical treatment. It is important to follow the steps below:

Call 911 first for life-threatening injuries.
While waiting for the ambulance, you can still follow the steps below.



Ask the injured employee to immediately call:

1.866.687.0710 (English)
1.866.787.2810 (Spanish)



Our representative will gather details and submit a claim on your behalf

Employee will be asked to provide general information for a claim to be setup.



If needed, employee will be connected to an ER trained physician

If further evaluation is needed, referral will be made to a local, in-network physician.



You are all done! We will take it from here!

A notification will be sent to the claim contact on your organization's policy.

If you would prefer to handle the claim reporting process manually:



- Provide the injured employee with the panel of physicians.
- Request the injured employee complete and submit the Authorization for Release of Information form.
- Call the physician/provider and advise that the injured employee is on the way to the facility.
- Immediately report the claim to Key Risk online through the claims portal. keyrisk.com/portal_login

Submit Claim Questions & Documents:



Support@keyrisk.com
keyrisk.com
P.O. Box 14817,
Lexington, KY 40512



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