



EMC OnCall Nurse 24-Hour Work Injury Nurse Hotline

EMC Insurance Companies and Medcor are working together to provide EMC OnCall Nurse, a 24-hour work injury nurse hotline, to our workers' compensation policyholders. EMC OnCall Nurse improves health outcomes for injured employees while reducing workers' compensation claims and costs.

How It Works

With EMC OnCall Nurse, an injured employee and his/her supervisor can immediately contact a nurse any time, day or night. The injured employee speaks directly to a registered nurse who immediately assesses the injury and recommends the best course of action for the injured worker, or directs them to a qualified provider, if necessary. This proven process resolves many cases simply with first aid, avoiding unnecessary costs, claims and time away from work.

Policyholder Benefits

EMC OnCall Nurse can help:

- Free supervisors from making medical decisions
- Avoid unnecessary doctor and/or emergency room visits, reducing medical only and lost time claims
- Send detailed Notice of Injury Reports immediately to the policyholder and EMC
- Provide the injured employee with an in-network preferred provider, if possible, in your state



Employee Benefits

- Employees receive immediate attention from a registered nurse, 24/7
- A registered nurse provides advice for first aid or self-treatment
- A registered nurse can help identify potentially serious injuries and guide employees to appropriate care
- Translators are available for over 200 languages and dialects

How to Enroll

EMC is ready to help you manage your workers' compensation claims. To enroll in EMC OnCall Nurse, simply contact your independent insurance agent, EMC underwriting or marketing representative, or email EMC's medical management staff at claims.oncallnurse@emcins.com. Please provide your account name and account contact information (name, phone and email) with your enrollment request. An EMC medical management team member will assist you with the process.

Commitment to Exceptional Claims Service

EMC is committed to offering the most proactive management services for your workers' compensation claims. In addition to EMC OnCall Nurse, we offer:

- Bill review
- Pharmacy management
- Access to additional cost-containment vendors

EMC's staff of nurses, medical consultants, case managers, return to work consultants and bill review specialists can help manage medical costs and coordinate timely return to work.

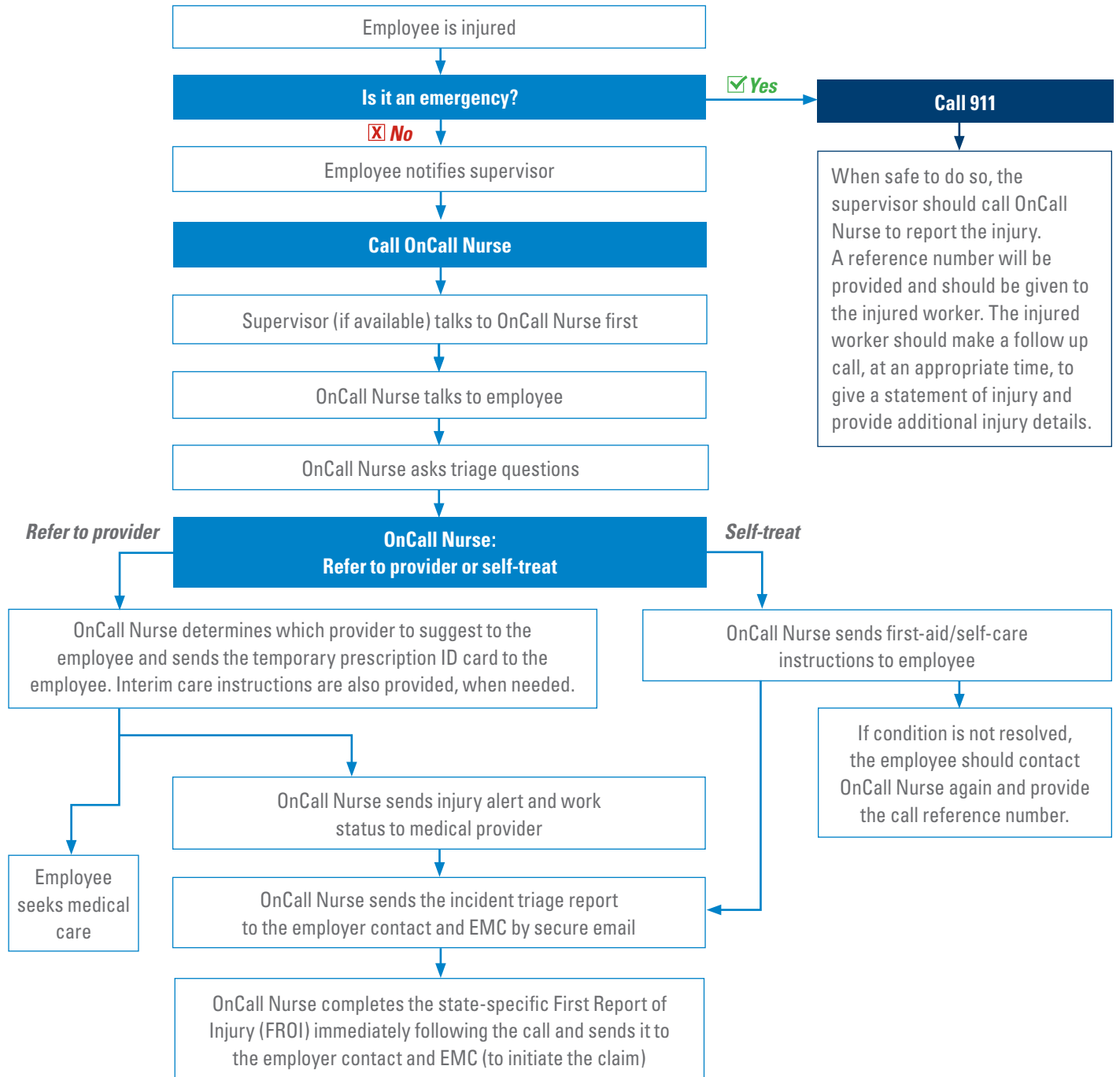
For more information, contact your EMC representative or independent agent.

EMC Insurance Companies
717 Mulberry Street • Des Moines, IA 50309
800-447-2295 • 515-280-2511

www.emcins.com



EMC OnCall Nurse Injury Flowchart



EMC OnCall Nurse

Using EMC OnCall Nurse is easy with your mobile phone. Here's how to get started:

Once your company is signed up for EMC OnCall Nurse, go to www.emcins.com/oncallnurse from your mobile device.

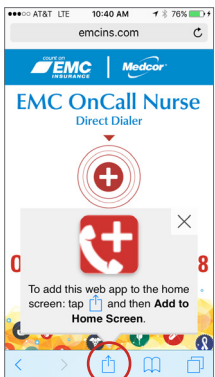
1. On the mobile site, you'll need to enter your policy number in order to gain access.
2. After entering a policy number, you'll be directed to the OnCall Nurse site where you can create a shortcut to the page.

You can use the "Call Now" button on this website to call EMC OnCall Nurse directly. The phone number will also be visible if you want to manually dial.

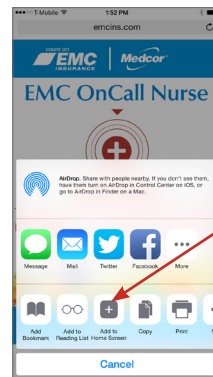


To create a shortcut on your mobile phone that looks like a standard app icon, follow these steps:

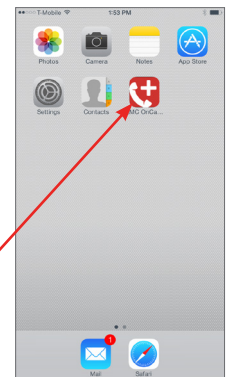
Apple iPhone



1. Visit EMC OnCall Nurse [www.emcins.com/oncallnurse]
2. At the bottom of the screen, select the square with the arrow



3. Of the options shown, select **Add to Home Screen**

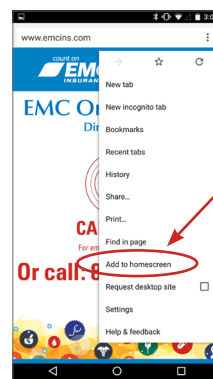


4. You will see the shortcut on your home screen

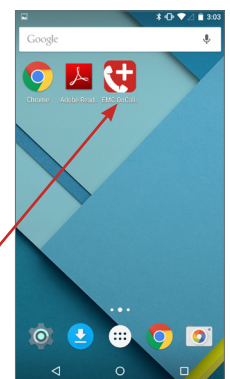
Android Devices



1. Visit EMC OnCall Nurse [www.emcins.com/oncallnurse]
2. At the top right corner, tap the three dots



3. Of the options shown, select **Add to Home Screen**



4. You will see the shortcut on your home screen

For more information, contact your local EMC insurance agent.

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EMC OnCall Nurse | 844-322-4668

If injured at work | Si se lesiona en el trabajo





EMC OnCall Nurse

If injured at work, tell your supervisor right away and call

Si se lesiona en el trabajo, informe a su supervisor de inmediato y llame al

844-322-4668

24 hours/7 days a week

*Disponible las 24 horas del día,
los 7 días de la semana.*





If injured at work, tell your supervisor right away and call **EMC OnCall Nurse** at

844-322-4668



For life-threatening injuries, call 911.

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