

Understanding Workers' Compensation and who to contact

? What is Workers' Compensation?

Workers' compensation ("work comp") is insurance your employer provides if you are injured at work. It covers medical treatment, may replace lost wages, and helps you return to work safely.

📄 What is a Claim Number?

- A claim number is your case number with the insurance company.
- It is given to you by your employer's workers' comp insurance carrier after they file your injury.
- You must have this number for authorizations, medications, and referrals.
- 🖱️ If you don't know your claim number, ask your employer or HR department

👤 Who is an Adjuster?

- An Adjuster works for the insurance company.
- They review your doctor's requests (for medication, physical therapy, imaging, or specialist visits) and decide what is approved.

👤 Who is a Workers' Comp Coordinator?

- At Healthline, WC Coordinator is assigned to your case by your last name.
A–G, I – Maribel C. (818) 826-5320 – Maribelwc@healthlinemedgroup.com
H, Q–X – Ana P. (818) 826-5358 – Apayanwc@healthlinemedgroup.com
J–P, Y, Z – Jenny K. (818) 826-5353 – JKim@healthlinemedgroup.com
- WC Coordinators track your treatment requests and authorizations.
- If you have questions about your treatment status, your coordinator is your main contact. Text them, through Klara - (818) 721 - 9151 , or call them directly.

👉 What if I'm Referred to a Specialist?

- The doctor sends an RFA (Request for Authorization) to the insurance company.
- Once approved, You will be contacted by the office you are being referred to, or your WC Coordinator.
- If you don't hear back within 5–8 business days, call your coordinator.

💬 Patient Portal – Klara

- You can text us anytime at (818) 721-9151 with questions.
- Messages are secure and HIPAA-compliant.
- We monitor this line during business hours and will reply promptly.

Work Comp Prescription Information

- This is your first visit for a work injury.
- Even if your prescription is sent to the pharmacy today, it may take a few days before Work Comp insurance approves it.
- You may also get a Work Comp insurance card in the mail — this can take several days to a few weeks.

While waiting:

- You may choose to pay for your medicine yourself.
- Keep your receipt.
- Once you get your Work Comp adjuster's contact info, you can send the receipt to request reimbursement (money back).

 If you have questions, call your doctor's office or your Work Comp adjuster once you have their contact information.

How Do I Schedule Physical Therapy, Acupuncture and Chiropractor app. ?

- PT must be scheduled by you, go to Window #1 or call (818) 779-6370
- Acupuncture, Chiropractor and Additional Physical Therapy must be approved before starting. Call Therapy Desk at (818) 779-6370 to schedule.

Key Things to Remember

- Always keep your claim number handy.
- Stay in contact with your WC Coordinator for questions on authorizations.
- Ask questions at every visit if you don't understand your work status or treatment plan.
- Authorizations take time — this is normal in workers' comp.

Other Important Numbers

- Client Services (general updates, insurance, services): (818) 779-6387
- Work Status / PR2 / DFR Reports: (818) 239-7905
- Physicals / Drug Test Results: (818) 785-5517
- Medical Records: (818) 785-5741
- Physical Therapy / Acupuncture / Chiropractic: (818) 779-6370
- Billing: (818) 779-6389
- Front Desk / Transportation (Initial Work Injury): (818) 464-1943