

## HOW TO HANDLE A WORKER'S COMP RELATED INJURY

Always rely on common sense first when dealing with potential medical emergencies. Dial 911 .

**1 . Report the injury** to Mercer Police and your supervisor. If you are not able to report the injury, ask someone to report on your behalf. Mercer Police will prepare an official report of incidence.

**2 . Seek medical attention** when needed from a worker's compensation provider. A list of these providers is posted in each building on campus. If you do not have access to this list, please call x2787 for assistance.

**3 . You will be contacted by a representative** from worker's compensation. Please provide them with the information they need to expedite your claim.

## WHAT ELSE SHOULD I KNOW?

Please help to assure that your campus is safe by reporting any accident you witness as well as any potential hazards for accidents to Mercer Police.

## YOUR HIPAA RIGHTS

Please understand that the Benefits & Payroll Office has no access to any of your personal health records which includes but is not limited to healthcare information such as health history, symptoms, examinations, test results, diagnoses, treatment, and any plans for future care with the following exceptions:

- Employees who are seeking (or are currently receiving benefits for) Long Term Disability.
- Employees who have completed an application for AFLAC (cancer insurance)
- Employees who have experienced worker's comp related injuries

If you would like to review a copy of our Privacy Practices for Protected Health Information, please log on to our website [www.mercer.edu/payroll](http://www.mercer.edu/payroll) or call x2699.

NO ONE HAS THE RIGHT TO ACCESS ANY INFORMATION RELATED TO YOUR PERSONAL HEALTH UNLESS YOU HAVE AUTHORIZED HIM OR HER TO DO SO. IF YOU BELIEVE YOUR HIPAA RIGHTS HAVE BEEN VIOLATED, PLEASE CONTACT OUR HIPAA COMPLIANCE OFFICER AT X2325.

## Benefits & Payroll Administration



## Accessing Benefit Services after Enrollment

## CLAIM FORMS

### Obtain a Claim Form

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Get health insurance, dental insurance, and flex account forms by Calling extension 2699

OR

Logging on to  
[www.Mercer.edu/payroll/FORMS.html](http://www.Mercer.edu/payroll/FORMS.html)

### Mail Your Claim Form to:

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CORE Administrative Services  
P.O. Box 1755  
Macon, GA 31202

OR

CORE Admin Services  
Campus Mail Box 72759

### Inquire about your claim

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CORE – CLAIMS DEPARTMENT

Macon (478) 741-3521

Toll Free 1-888-741-2673

### Appeal a Claim Payment

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For instructions log on to:

[www.mercer.edu/payroll/](http://www.mercer.edu/payroll/)

Click on “Appeal a Claim”

or call Benefits @ x2699

## WHAT IS COVERED?

Make inquiries at CORE:

Macon (478) 741-3521

Toll Free 1-888-741-2673

## ONLINE SERVICES

You may log on at  
[www.Mercer.edu/payroll/](http://www.Mercer.edu/payroll/)  
to retrieve forms, search for providers in the Patient 1st Network, check claim status, and much more.

## RETIREMENT

If you would like to begin making contributions towards your retirement or make changes to an existing tax deferred annuity (Supplemental Retirement Account), please contact Benefits at extension 2787 for further guidance. The Salary Reduction Authorization form can be printed from the Benefit website on the forms page.

If you would like to speak to a representative regarding an existing account with TIAA-CREF, please call their toll free number: 1-800-842-2776

TIAA-CREF conducts educational seminars on our campus each month to include a wide array of financial planning topics. Watch for email notifications.

Our TIAA-CREF representatives are more than willing to conduct one-on-one consulting sessions with our

employees. Regular meetings are conducted on both the Macon and Atlanta campus. Employees are notified via email in advance of the available days with instructions for securing an appointment.

## CUSTOMER SERVICE

If you were not able to get the assistance you needed from any of our service providers, we want to know. Please call Benefits @ x2787 or x2699.

We recognize that occasions will arise when your needs simply cannot be handled by phone or email. If you would like to set up an appointment to speak with someone in person, please call extension 2787 to schedule a time to come in on.

HIPAA mandates that we do not have access to completed health care forms. If your inquiry involves a disclosure of the protected health information typically present on a claim form, you will be asked to sign a HIPAA Release Form in order that we may provide further assistance.