

Using 24/7 Nurse Triage Hotline Information for Insureds and Injured Workers



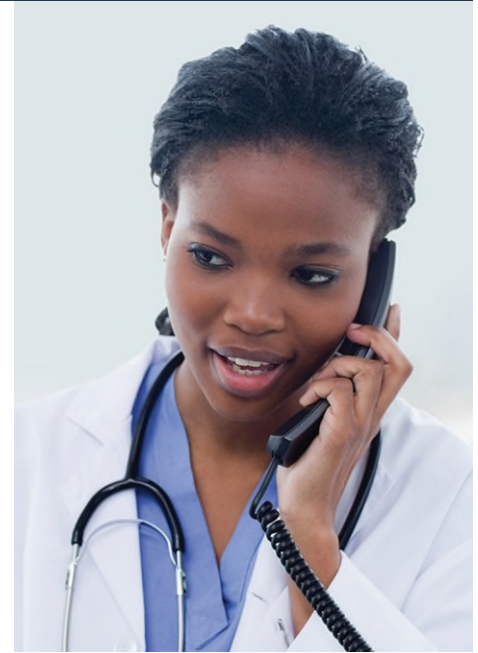
For non-life threatening injuries, call the Nurse Triage Hotline: 1-855-777-7090 to report the claim and receive medical guidance.

What is Nationwide's Nurse Triage Hotline?

The Nurse Triage Hotline is an advisory service provided by registered nurses to Nationwide workers' compensation insurance customers. The nurses are employed by Mitchell | Genex | Coventry and lines are open 24/7. Hotline nurses can help determine an effective course of action and, if needed, assist in coordinating treatment by an appropriate authorized provider.

When to use Nationwide's Nurse Triage Hotline

The Nurse Triage Hotline is a great resource, but it's not the right answer for every situation. **If it is life or limb threatening injury immediately call 911.** If you know the injury requires treatment, seek appropriate treatment or make a call to Nurse Triage to help you with making that decision. The table below lists examples and what steps to take to help bring about positive outcomes for injured employees.



Some typical scenarios ...	What you should do ...
It's a serious and/or life-threatening injury (e.g., fall from heights, laceration causing significant loss of blood, struck by falling object).	Call 911 immediately so the employee can receive emergency treatment. Then report the injury to Nationwide at 1-800-421-3535.
It's a non-life-threatening injury that clearly requires treatment (e.g., broken bone, laceration requiring stitches, concussion).	Refer the employee to an authorized treatment provider if your state permits or call the Nurse Triage Hotline at 1-855-777-7090 for assistance. If Nurse Triage Hotline is not called, please report the injury to Nationwide at 1-800-421-3535 after medical treatment is obtained.
It's an injury and you're not sure whether medical treatment is needed or what type of treatment is needed.	Call the Nurse Triage Hotline at 1-855-777-7090 , for guidance on how to proceed.

Things to keep in mind:

For non-limb or life-threatening injuries, the preferred method for reporting the injury is through the Nurse Triage Hotline.

- If you contact Nurse Triage, there is no need to report the claim to Nationwide Nurse Triage 24/7 will report the claim.
- If you do not use the Nurse Triage Hotline, report your claim to Nationwide by one of the following methods:
 - Call 1-800-421-3535
 - Email First Notice of Loss to: enewloss@nationwide.com
 - Online at <https://www.nationwide.com/business/insurance/claims>
 - Fax First Notice of Loss to 1-800-554-2899.

Questions on Nurse Triage?

Contact Brenda Lentz, 515-508-3673 lentzb@nationwide.com

Nurse Triage Hotline

1- 855-777-7090,
Call 24/7



For serious and/or life-threatening injuries, **call 911 immediately**