



Advocacy 24/7 Triage

Don't let a minor injury become a major expense.



UFG Insurance understands that people are at the heart of every business. And when an employee gets hurt, we provide the deep expertise, dedication and compassion needed to help injured employees on the road to a speedy recovery. That's why UFG is proud to partner with CorVel to offer 24/7 medical consultation triage for the employees of work comp policyholders.



HOW ADVOCACY 24/7 TRIAGE WORKS

Before an employee receives medical consultation for a work-related incident, an employee calls CorVel's Advocacy 24/7 Triage toll-free number 844-842-2674 (In Idaho, Montana, Nevada, New Mexico or Oregon? Call 855-810-9199) to receive medical consultation that supports the employee by determining their immediate medical needs. A call to Advocacy 24/7 Triage Telemedicine is for medical consultation only and is not a notice to UFG of a claim. When telemedicine or referral to a medical facility is recommended, it's necessary for the employer to complete the state specific First Report of Injury (FROI) and submit it to UFG to start the work comp claim process. If the injury results in first aid or self-care treatment only, a FROI is not needed unless medical care becomes necessary in the future.

Services

- 24/7 medical consultation access
- Immediate intervention and evaluation
- Telehealth options
- Nurses specialized in occupational injuries
- Timely communication with all interested parties
- CorVel's staff of registered nurses are licensed in all 50 states and advocate timely return to work with quality care for employees

Features

- A free service for UFG work comp policyholders
- Comprehensive incident gathering
- Healthcare support for injured workers
- Bilingual capabilities

Ways to report a workers compensation claim

An employer will complete the state specific first report of injury (FROI) report and submit it to UFG by one of the following methods:

- UFG email: newclaims@unitedfiregroup.com
- Send the FROI directly to their UFG agent to submit to UFG
- UFG fax: 888-514-9190



Excited to learn more?

Watch our quick video for additional details.

Visit corvel.com to learn even more about the benefits of Advocacy 24/7 Triage.

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