AmCares

What is AmCares®?

AmCares® is a 24/7 nurse line available to injured employees where nurses use nationally recognized triage guidelines to identify the appropriate level of care for an injured employee's injury:

- Self-care
- Telemedicine
- Occupational Clinic
- Urgent Care
- Emergency Room

Nurses speak both English and Spanish, other languages available as needed.

With AmCares®, AmTrust customers can now opt in to nurse triage as part of their claims program. The setup process for the program takes about two weeks. A customer must enroll in the program by providing AmTrust with their locations and preferred providers ensuring that when an injured employee calls in, the triage nurses send the employee to the customer's preferred providers. If the customer doesn't have preferred providers, the nurse can utilize AmTrust's network channeling site to identify the best in-network provider.

AmCares® is seamlessly incorporated into our claims medical management process. Following nurse triage, our predictive model utilizes claim notes, medical treatment information and third-party data to identify claims that have a high potential to medically decompensate and then assign a case management nurse for early intervention. Our nurses proactively partner with the injured employee to set claim expectations and provide medical information and support throughout recovery. Our nurses facilitate and coordinate quality and effective care for our injured employees to ensure a medically appropriate return to work.

Benefits for AmCares® include:

- Decreased medical cost
- Decreased indemnity days
- Increased network penetration
- Emergency room avoidance
- Decreased attorney representation
- Decreased lag time
- Less need for case management as claim develops

Nurse Triage Process

- The injury occurs on the job site
- If non-life-threatening, the supervisor and/or the employee calls the Nurse Triage # 1-833-385-1317
- Provide your company name and location where the employee works
- A Registered Nurse (RN) assesses the injury and identifies the level of care needed
- The RN educates the employee on self-care treatment or if needed, directs the employee to the most appropriate level of care provider
- The call may be transferred to a Care Coordinator who will obtain the caller's demographic information and assist with provider referral
- The Point of Injury (POI) Report will be sent within 30 minutes to the predesignated contacts and the insurance company for First Notice of Loss (FNOL)
- Follow-up phone calls are made for all self-care cases
- Service includes triage, FNOL, a follow-up call for self-care, and point of care reports for the carrier and employer
- Claims resulting in the filing of a First Notice of Loss with AmTrust will incur a medical charge
- The process is seamlessly incorporated as part of AmTrust medical management capabilities
- One phone call addresses nurse triage and FNOL