

A Patient's Guide to the Workers' Compensation Process at DuPage Medical Group

At DuPage Medical Group's Workers' Compensation Department, we are dedicated to assisting and supporting injured workers throughout their medical treatment and recovery. To ensure this process runs as smoothly as possible, please follow the steps outlined below so that your case is handled properly.

Workers' Compensation insurance works differently than personal health insurance. Once the doctor determines your treatment plan, the DMG Workers' Compensation Department works with your insurance company to obtain approval for all treatments. The time frame for approvals may vary depending on treatment, but typically takes 5-7 business days.

Please note; it is your responsibility to gather complete workers' compensation coverage information from your employer and present it to your doctor's office.

If you are injured at work, you should:

- Report any injury to your supervisor, safety manager or Human Resources Department.
- Call your Human Resources representative to confirm that a claim has been filed with the employer's workers' compensation insurance company.
- Obtain insurance information, including workers' compensation insurance carrier name, claim number, claim adjuster's name and contact information.
- Go to http://dupagemedicalgroup.com/userfiles/file/patientForms/WCPatientRegForm2014_18.pdf to download the workers' compensation registration form. Please bring this completed form to your appointment and present it to the receptionist when you check-in.
- When scheduling and attending appointments at your physician's office, always be sure to inform the staff about status as a workers' compensation patient.
- Provide insurance information to the doctor's office and/or any other facilities where you are obtaining treatment.
- At each office visit, the physician is required to complete a work status report. Once signed, provide the work status report to your employer.
- Maintain contact with the claim adjuster assigned to your case throughout the course of your treatment.
- If you have any questions, please contact DMG Customer Service at 630-942-7998.