



REPORTING A CLAIM: THE SECURIS NURSE TRIAGE PROGRAM

Reporting a claim is easy. Securis records all of the necessary information over the phone, so no forms are needed. Simply call **888.603.0144** and:

- **Press 2** for the Securis triage nurse if you have not yet sought medical treatment. The nurse will record the required information and assist you in determining the appropriate level of care.

If an injury occurs after hours or over the weekend, Securis's backup triage service, Fonemed, will take the call. Securis staff will follow up with you the next business day.

- **Press 3** to bypass Securis triage services or to report a workers' compensation claim if initial treatment has already occurred.* A member of Securis support staff will generate the claim for you over the telephone. If an injury occurs after hours or on the weekend, please leave a message, and Securis will return your call the next business day.**

*Please show your Securis wallet card at the medical facility if you do not have a claim number at the time of treatment.

**Employees with severe injuries should seek immediate medical treatment or call 9-1-1. Once stable, call 888.603.0144 and press 3 to report the claim.

The on-call triage nurse line is available 24 hours a day, 7 days a week. Details such as the injured employee's date of birth and date of hire will be needed when reporting a claim. Securis recommends, too, that the employee's supervisor join the injured employee on the call.

Please note that there is no need to call the Securis toll-free number if the injured employee has a minor injury requiring only first aid. Fire district staff should instead complete the Supervisor's Incident Report with the employee and retain a copy for district records.

