



Dear Flight Attendant:

The Association of Flight Attendants--CWA (AFA) has been informed that you have filed a Workers' Compensation claim. Workers' Compensation Benefits include both legal and contractual benefits that can become very complicated. United has designated certain supervisors as Administrative Supervisors who should know how to help you obtain your benefits. They should be the first people you turn to when you have problems. Nevertheless, AFA feels you should have as much information as possible; therefore, enclosed is a packet of information that will answer some of the questions that might arise during your Workers' Compensation claim. Please read it thoroughly.

There is a Guide called *Know Your Occupational Benefits* that explains your legal & contractual benefits. Under our Contract all claims will be filed under Illinois law unless you chose to file under a different jurisdiction that covers you. A *Checklist* that refers to the guide should be used to ensure each step has been completed while you are on occupational sick leave, even if it entails many attempts. It is important that all reports, including medical reports, sent to Gallagher Bassett Services, a company United hired to manage Workers' Compensation claims, be sent by U.S. Mail, RETURN RECEIPT REQUESTED, Regional Branch - UAL, 1827 Walden Office Square, Suite 400, Schaumburg, IL 60173 or by fax (877-643-7509) to ensure GB receives them. GB will investigate your claim & make a determination on it within 2 weeks if they have received all your records. Included is a copy of a *Medical Records Release* form. If GB asks you to sign a Medical Records Release Form use this form instead. If your claim is denied or delayed you may file a claim in your domicile state & appeal the denial or delay in Illinois at the same time. An attorney should be consulted if you need to file an appeal. If your claim is accepted, you will receive the temporary total disability benefits directly from GB. If you are counseled for filing a Workers' Comp claim, notify your local AFA office immediately. If you are sent for a Section 12 examination (IME) & the doctor reports that you are able to return to work (RTW), immediately call the Admin supervisor to determine your status. You may need to go to UAL medical for them to determine if you must RTW. If your treating doctor feels you should not RTW, immediately ask for a review & then pursue medical arbitration.

Included are 2 documents with protocols to follow if you encounter problems. Dorothy Malone, WHQHR, is responsible for GB and CorVel Corporation, a company hired by United to manage the cost of treatment. Please call or write to her regarding any problems with either. Another form is a release you will need to sign and return to your local OBC if you would like a list of attorneys in Illinois who are familiar with our contract. Although it is rare you should also be aware that United may place you under surveillance during your claim. If this should happen you should immediately contact your attorney or your local AFA office.

Although your OBC is always available to answer questions most of these benefits are legal benefits so you might need to contact an attorney if you want to challenge decisions made by GB. AFA hopes this information is helpful, however, never hesitate to call your local AFA Occupational Benefits Committee if you have questions or feel GB is not providing the benefits to which you are entitled.

Sincerely yours,
AFA Occupational Benefits Committee