



Dear Flight Attendant:

The Association of Flight Attendants-CWA has put together a packet of information to assist you with your Workers' Compensation claim. Workers' Compensation benefits include both legal and Contractual benefits that can become very complicated. While your administrative supervisor in your domicile will be able to assist you in some ways with regards to obtaining the benefits you are entitled to Contractually and legally, it is AFA's intention to provide you with as much information as possible, and address any and all questions or concerns you may have with respect to your Workers' Compensation claim.

In this packet you will find a Guide called *Know Your Occupational Benefits*. It explains your legal & Contractual benefits. Under our current Collective Bargaining Agreement (CBA) all claims will be filed under the Illinois law, unless you choose to file under a different jurisdiction that covers you. An *Occupational Injuries - Immediate Actions* guide as well as a more extensive checklist that refers to Occupational Benefits in Illinois should be used to ensure that each step has been completed while you are on occupational sick leave, even if it entails repeated attempts.

Gallagher Bassett Services (GB) is a vendor that has been contracted by United to administer all occupational injury claims. GB will investigate your claim and should make a determination within 2 weeks if they have received all of your reports and substantiating medical documentation. These documents can be "e" faxed to them, or if mailed via U.S. Mail, should be done so RETURN RECEIPT REQUESTED. You may receive a letter delaying benefits with a Medical Records Release Form. DO NOT return their Medical Records release form. Instead, use the AFA Medical Records Release Form that is included in this packet.

If for some reason your claim is delayed or denied, you may file a claim in another jurisdiction and appeal the denial or delay in Illinois at the same time. An attorney should be consulted if you need to file an appeal. AFA has available, a "suggested" list of Illinois Workers' Compensation Attorneys. If your claim is accepted, you will receive the temporary total disability benefits (TTD) directly from GB.

If you are sent to Chicago for a Section 12 exam, (IME) and the doctor reports that you are able to return to work (RTW), immediately contact your administrative supervisor in your domicile to determine your status. You may need to go to UAL medical (Concentra or U.S. Healthworks) for them to determine if you must RTW. If your treating physician feels you should **not** return to work, contact your Local AFA Office for assistance in requesting a review from United's company physician, and pursuing Medical Arbitration (Contract Section 20.D.).

You may be counseled for filing a Workers' Compensation claim. If this occurs, immediately contact your Local Council Occupational Benefits Volunteer. Additionally, although rare, United may place you under surveillance during your claim. If this should happen, contact your attorney and/or your Local AFA office immediately.

While your Occupational Benefits Committee Volunteers are always available to address any questions or concerns you may have with respect to your claim, most of these benefits are legal benefits, and you may need to contact an attorney if you wish to challenge decisions made by GB. AFA hopes that you find the enclosed information helpful, however, never hesitate to call your Local AFA Occupational Benefits Committee volunteer(s) if you have questions, or if you feel that GB is not providing the benefits to which you are Contractually and lawfully entitled to.

Sincerely yours,

AFA Occupational Benefits Committee