



After Section 12 Examination Guidelines for Procedures

- If the Section 12 doctor writes that you may return to work (RTW), call the occupational specialist to determine your status.
- If the supervisor has taken you off sick leave, ask if you are being required to RTW. If you are not required to RTW, ask what is specifically required of you to remain on sick leave or medical leave of absence (MLOA). Ask the supervisor to send a written request for these documents. If you do not receive the written request, send any detailed medical documents to Concentra or U.S. Healthworks that support your need to remain on medical status with a cover letter that states the supervisor refused to send written instructions. You should not be switched from occupational medical LOA to a non-occupational medical LOA.
- If you are required to RTW, and you and your doctor feel you are not ready, make an appointment to see a Doctor at Concentra or U.S. Healthworks. Bring medical documents that support your doctor's instructions if she/he does not think you are ready to return to work.
- Ask the Doctor to make a decision as to whether she/he will release you to RTW. Insist that the doctor make a decision. If the doctor will not, ask the reason why. Supply any medical documents that are requested. If the doctor still will not make a decision, call every week until the doctor makes a decision.
- Call the Occupational specialist to again determine your status. If more documents are requested, supply them. If the administrative supervisor states you have been released to RTW, begin the medical arbitration process by contacting your Local Council Office.
- Go to your doctor with a United Absence Certificate and have her/him complete it supporting your need to remain on sick leave or MLOA.
- **Do not assume you are on Sick Leave or Medical Leave of Absence if you have not heard from United about your status. If you do not contact United, you may be charged with Unauthorized Absence or Job Abandonment.**



Procedures to Follow if Problems Arise

The following is the protocol to follow if you have problems with your Workers' Compensation claim that are **LEGAL*** (Non-Contractual) problems. You should speak first speak with:

- Gallagher Bassett Claims Adjuster
- Gallagher Bassett Claims Adjuster Supervisor
- UAL Senior Staff Rep. Workers' Compensation: Dorothy Malone, 872-825-2207
email: Dorothy.Malone@united.com
- UAL Senior Manager Workers' Compensation: Dave Rickert, 872-825-9238
email: Dave.Rickert@united.com
- Gallagher Bassett - Assistant Manager: Mary Beth Tushner, 877-643-7516
email: Mary_Tushner@gbtpa.com
- Workers' Compensation Attorney (You must sign a release form to receive the AFA Suggested List of W/C Attorneys). If Claim is filed in Illinois she/he must be an Illinois W/C Attorney (or licensed to practice in the state of Illinois).

The following is the protocol to follow if you have problems with your Workers' Compensation claim that are **CONTRACTUAL**** problems. The Flight Attendant should first speak with:

- For Pay issues, restoration of S/L, and Vacation Pay: FAST team , 1-800-FLTLINE, option 4, option 3
- Employee Service Center – Operations Manager - Carlos Rivera 847-700-3298
email: Carlos.Rivera@united.com
- Base Administration Supervisor - (consult base directory)
- Base Manager - (consult base directory)
- UAL Senior Staff Rep. Workers' Compensation: Dorothy Malone, 872-825-2207
email: Dorothy.Malone@united.com
- UAL Senior Manager Workers' Compensation: Dave Rickert, 872-825-9238
email: Dave.Rickert@united.com

For Problems with **Gallagher Basset** or **CorVel** contact United Senior Staff Rep. Workers' Compensation, Dorothy Malone (Dorothy.Malone@united.com) 872-825-2207.

For any other questions or concerns you can call your local **AFA Occupational Benefits Committee** Members or your local **AFA office** for guidance and assistance.

***Legal issues** are problems not part of the Flight Attendant Contract (CBA), such as acceptance of the claim, TTD calculations, payment of medical bills and TTD etc. Call your local OBC Member if there is a question as to whether it is a legal issue or not.

****Contractual issues** are those provided for by the Flight Attendant Contract (CBA), such as reimbursement of sick leave used before the claim was accepted, buy back of sick leave, vacation deferral, etc.

Gallagher Bassett Services, Inc.

Gallagher Bassett Service, Inc.
Two Pierce Place
Itasca, Illinois 60143-3141

Phone: 877-643-7516
Fax: 877-643-7509

Assistant Branch Manager - UAL Claims

Mary Beth Tushner
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Gallagher Bassett, Services Inc. administers United Airlines' Workers' Compensation Benefits. They make the determination if a claim is "compensable." They also issue the Workers' Compensation checks, and ensure that all related medical expenses from the injury are paid as well.