



Occupational - Immediate Actions

Seek medical care/treatment for your injury/illness!

- ✚ When seeking immediate treatment for an Injury/illness at any one of United's Clinics in EWR, DEN, IAH, or ORD, the injury will be reported by clinic personnel for the employee, and there should be no need for the employee to call the Sedgwick reporting hotline number. Verify with clinic personnel before leaving that a report will be filed on behalf of the employee. If clinic personnel do file the report as required, the employee should ensure they have current telephone contact information and a personal email address.
- ✚ Clinic personnel should also provide a copy of United's Occupational Injury/Illness packet to the employee.
- ✚ If injured or become ill while away from the base and while on an international work assignment, contact International SOS Medaire for assistance. They are available 24 hours, 7 days a week, and can provide directions to qualified medical facilities that can treat injury/illnesses. International SOS Medaire will also coordinate medical fees and expenses (when approved). Transportation expenses to/from the medical facility to which referred should be submitted (with receipts) to the local base for reimbursement.
- ✚ International SOS Medaire has an app that is loaded on your Company Link device, and may also be downloaded onto any personal device.
- ✚ Dial 00+1 480-333-3883 from any International location to contact SOS Medaire. Submit expenses for all calls to local base for reimbursement using the Concur™ app. Collect all appropriate receipts from the hotel.

Report any accident/ injury/ illness promptly.

UAL now requires reporting of any accident, injury or illness within 24 hours after arrival from an ID/pairing. *All* Occupational Injuries should be reported to the Sedgwick reporting hotline @ 1-844-717-2579 and these calls may be recorded for quality control purposes. This is allowed by law, and there are no privacy laws violated. If a call professional is not available, leave a message with your name, file number and phone contact.

Note: ***Guam AIG reporting*** 671-645-8800
 London Occupational reporting 0800 89 00 11

During the reporting process, a series of questions will be asked regarding the injury/illness. Be factual when answering all questions. If you do not feel a particular question is relevant to the claim, then question its relevance or ask to have the question re-phrased. If feeling threatened for not answering particular questions, contact your local Occupational Benefits representative. It should take approximate 25-30 minutes to complete the reporting process. During reporting, please ensure the intake representative is provided your personal email address, and current phone contact information.

- ✚ United also requires the filing of an IOR report on Flying Together, after reporting to the Sedgwick reporting Hotline. Please do not assume that filing just an IOR report will begin the opening of a claim with Sedgwick.
- ✚ After reporting, expect a call from a Sedgwick claims examiner, (if lost time is involved) within 24 hours. A call from your base supervisor should also be expected. Keep accurate notes of all conversations with the person taking the report, your Sedgwick claims Examiner, and supervisor(s).
- ✚ Report any injury immediately.

Your legal benefits are governed your state of jurisdiction as follows:

State of Illinois jurisdiction:

- All Chicago based Flight Attendants
- All GUM and LHR (International) Based Flight Attendants
- All pmUA Flight Attendants hired 8.29.2016 or before

Other State jurisdiction (State of domicile/base or injury):

- All pmCAL not based in ORD, GUM or International
- All Flight Attendants hired after 8/29/2016.
- Most of these benefits are legal benefits, and you may need to contact an attorney if you wish to challenge decisions regarding your claim made by Sedgwick. AFA has available a vetted list of Worker's Compensation attorneys which may be obtained from your local Occupational Benefits Committee. You will be asked to sign a Waiver before it is released to you.
- Most importantly, do NOT hesitate to contact your Local AFA Occupational Committee Volunteer for assistance as soon as possible.

Follow up actions

- ✚ Sedgwick is a vendor contracted by United to administer all occupational injury claims in the USA and LHR. (AIG handles GUM.) Sedgwick will investigate claim(s) and should determine the status of the claim within two (2) weeks once they have received all reports and substantiating medical documentation. If the claim is delayed or denied for jurisdictional reasons, discuss the denial with your Local Council Benefits Committee to discuss appeal options as set forth in Section 13.F. of our Contract.
- ✚ Acknowledgement of the report should be received within 24 hours via email to either the united.com or personal email address. This acknowledgement should contain links to United's Occupational Injury/Illness packet (Employee's Guide to Worker's Compensation) on United's Flying Together website. Review this packet thoroughly. United's Occupational Injury/Illness Packet can also be accessed via the following link:

Flying Together> My Work> Inflight Administration> Worker's Compensation Guide.

- ✚ Keep copies of all reports and testing results to verify accuracy and personal record keeping. On the first visit to a medical professional, the Flight Attendant Job Description should be presented to the provider. In addition, ensure the Dear Provider Letter is provided as this contains the billing information the treating physician will need to ensure all bills are paid by Sedgwick. With each visit to your medical professional, ensure an Employee Status Form (ESF) is provided is accurately completed. The ESF form can be found in United's Worker's Compensation Guide, or via the link on the AFA Occupational Benefits website (www.unitedafa.org). Once completed by the treating physician after each office visit, ensure that it is submitted via Help Hub.
- ✚ If there is Lost Time for your injury/illness, after calling in sick, we suggest that you review online (Help Hub via helphub.ual.com) the **Pay Options Acknowledgement letter** and forward to Crew Pay as required. While individual financial circumstances may vary, we recommend choice of one of the pay options that allow you to use your sick leave bank to supplement your income while the claim is being investigated. Not doing so, will result in the start of a Medical Leave of Absence status if the absence is extended. Once on a Medical Leave, you will be prevented from using your sick leave during your Occupational time off from work and must become reactivated to gain access to any sick leave balance.
- A UAL Occupational ESC representative, Sedgwick claims examiner, or GENEX Nurse may contact the employee within a few days of filing the claim. Conversations should be brief and factual: i.e. "I have seen my doctor and am following her/his instructions and or treatment plan."

- ✚ If based in an International location, you may receive an email questionnaire from your Sedgwick Claims Examiner, requesting additional information regarding your injury. Contact your Local Council Occupational Volunteer or MEC Benefits Committee Vice Chairperson — occupational@unitedafa.org before replying to the questionnaire.
- ✚ You may receive a letter from Sedgwick that states they are delaying processing your claim pending receipt of additional medical documentation. If a **Medical Records Release** form is included, immediately contact an AFA Occupational Committee Volunteer, or obtain the **AFA Medical Records Release Form** from the link on the www.unitedafa.org website. Complete the AFA form and FAX/scan and email to the appropriate Sedgwick representative. You may want to provide a copy of the AFA release to your treating physician as well, so that they are aware to only release Medical records that are related to your injured body part(s).
- ✚ GENEX is a managed medical care vendor contracted to advise Sedgwick about medical treatment. GENEX has Nurse Case Managers on staff who may contact you and ask a series of questions about your claim. The nurse should not ask questions about medical treatment beyond your diagnosis, treatment and progress. She/he cannot prescribe treatment. They may want to meet with you in person and/or go with you to your doctor's appointment. However, after initial contact, you are not obligated to utilize the services of a GENEX nurse. It is your option. You may simply thank them for their offer of services, and inform them that you do not wish to utilize their services at this time.
- ✚ Keep a record of all phone conversations (names, dates, and times). Retain all documents including receipts of all faxes and ESF forms.