

## Ohio Council on Aging – Elderly Service Program (ESP) Workers Compensation Information

Dear ESP self-directing Employers and Workers,

Palco has obtained a Workers Compensation policy through the State of Ohio on behalf of each ESP employer. This policy helps ESP workers, employed by the Participant/Authorized Representative, if they are injured at their place of work. Below is additional information from the Ohio Bureau of Worker Compensation (BWC).

The group policy that Palco has setup is policy number: **80122307**

### How do you file a claim?

If the doctor treating the injury files a claim, he or she will submit it to BWC or the managed care organization (MCO) within 24 hours of the worker's visit.

**Note:** MCOs are companies that specialize in managing medical treatment for work-related injuries. An MCO is not the same as the employer's health-insurance provider.

Once BWC receives the claim, the injured worker will receive a notification letter and a BWC ID card in the mail, usually within a few days of the filing.

If the injured worker or another interested party files the claim, they can submit in one of the following ways.

1. **Online:** Complete the [First Report of Injury, Occupational Disease or Death \(FROI\)](#).
2. **Mail or Fax:** Print the [\(FROI\)](#), complete it, and then submit it to BWC by mail or fax to 1-866-336-8352. Be aware that mailing a claim form can slow down the processing time.
3. **Phone:** Call BWC at 1-800-644-6292 from 7:30 a.m. to 5:30 p.m. (EST) or a local BWC customer service office. The customer service representative will ask the questions needed to complete the form and will submit it.

If you have questions or need assistance, please contact BWC directly at 1-800-644-6292 or visit <https://info.bwc.ohio.gov/home>

Thank you,

Palco Support Team

