



Workers' compensation claims services

# Using 24/7 Nurse Triage Hotline

Information for insureds and injured workers



**For non-life-threatening injuries, call the Nurse Triage Hotline at 1-855-777-7090 to report the claim and receive medical guidance.**

## What is Nationwide's Nurse Triage Hotline?

The Nurse Triage Hotline is an advisory service provided by registered nurses to Nationwide workers' compensation insurance customers. The nurses are employed by Mitchell | Genex | Coventry and lines are open 24/7. The Hotline's nurses utilize the nationally recognized Schmitt-Thompson occupational medicine guidelines and have a minimum of 3 years of acute care experience. They can help your injured employees and their supervisors determine an effective course of action and assist in coordinating treatment with an appropriate authorized provider.

## When to use Nationwide's Nurse Triage Hotline

The Nurse Triage Hotline is a great resource, but it's not the right answer for every situation. **If it is a life- or limb-threatening injury, immediately call 911.** If you know the injury requires treatment, seek appropriate treatment or make a call to Nurse Triage to help you with making that decision. The table below lists examples and what steps to take to help bring about positive outcomes for injured employees.

Some typical scenarios	What you should do
It's a serious and/or life-threatening injury (e.g., fall from heights, laceration causing significant loss of blood, struck by falling object).	Call 911 immediately so the employee can receive emergency treatment. Then report the injury to Nationwide at 1-800-421-3535.
It's a non-life-threatening injury that clearly requires treatment (e.g., broken bone, laceration requiring stitches, concussion).	Refer the employee to an authorized treatment provider if your state permits or call the Nurse Triage Hotline at 1-855-777-7090 for assistance. If the Nurse Triage Hotline is not called, please report the injury to Nationwide at 1-800-421-3535 after medical treatment is obtained.
It's an injury and you're not sure whether medical treatment is needed or what type of treatment is needed.	Call the Nurse Triage Hotline at 1-855-777-7090 for guidance on how to proceed.

## Things to keep in mind

For non-limb or life-threatening injuries, the preferred method for reporting the injury is through the Nurse Triage Hotline.

- If you contact Nurse Triage, there is no need to report the claim to Nationwide because Nurse Triage 24/7 will report the claim. If no further medical treatment is recommended or sought, there is no cost for the Nurse Triage service
- If you do not use the Nurse Triage Hotline, report your claim to Nationwide by one of the following methods:
  - Call 1-800-421-3535
  - Email First Notice of Loss to [enewloss@nationwide.com](mailto:enewloss@nationwide.com)
  - Agribusiness Commercial Online Access (if you are not already registered, go to [nationwide.com/agclient](http://nationwide.com/agclient))
  - Online at <https://www.nationwide.com/business/insurance/claims>
  - Fax First Notice of Loss to 1-800-554-2899.

**Nurse Triage  
Hotline**

**1-855-777-7090**  
**Call 24/7**

For serious and/or  
life-threatening injuries,  
**call 911 immediately**

## Questions on Nurse Triage?

Contact Coventry at 1-855-777-7090 and ask for the manager on duty, or email [NurseTrgCS@cvty.us.com](mailto:NurseTrgCS@cvty.us.com)

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