

## MUS Workers' Compensation Claim Filing Process

[Click here for instructions for the Injured Worker](#)

[Click here for instructions for the Supervisor of the Injured Worker](#)

### Reporting Requirements

All work-related accidents, no matter how minor, must be immediately reported to your Supervisor, unless precluded by emergency medical treatment. The supervisor, with the employee's assistance, or without if the employee is incapacitated, must complete the First Report of Injury (FROI) form. This form is available online, please follow this link:

<https://firstreportinjury.mus.edu/>.

### Medical Treatment

If it is necessary to seek medical attention, please notify your Supervisor immediately (if reasonable) your Supervisor will notify Human Resources. If the injury creates an emergency situation proceed to the emergency room and notify your Supervisor as soon as you are able. After seeking medical treatment, if the injury results in time off work it is your responsibility to keep in touch with your Supervisor; daily if possible, to coordinate time off work. The injured employee is required to provide the Supervisor with a completed Return to Work Authorization Form to return from leave. The form is available [HERE](#). The Return to Work Authorization needs to be forwarded to Human Resources within 24 hours of the employee's return from leave due to injury. If the work release has any light duty or modified work restrictions, the Supervisor and Human Resources will work together regarding accommodating the restrictions.

### No Medical Treatment

If medical treatment is not necessary then you need only fill out the FROI.

### Third Party Administrator

The electronic and hard copy forms will be submitted to the third-party administrator handling our work comp claims – Intermountain Claims.

You should advise medical providers to send bills for services to:

**Intermountain Claims**  
**100 24th St W, Suite 1**  
**PMB 140**  
**Billings, MT 59102**

**(406) 656-3951**

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These are instructions for the injured worker to assist with filling out of the electronic First Report of Injury (FROI).

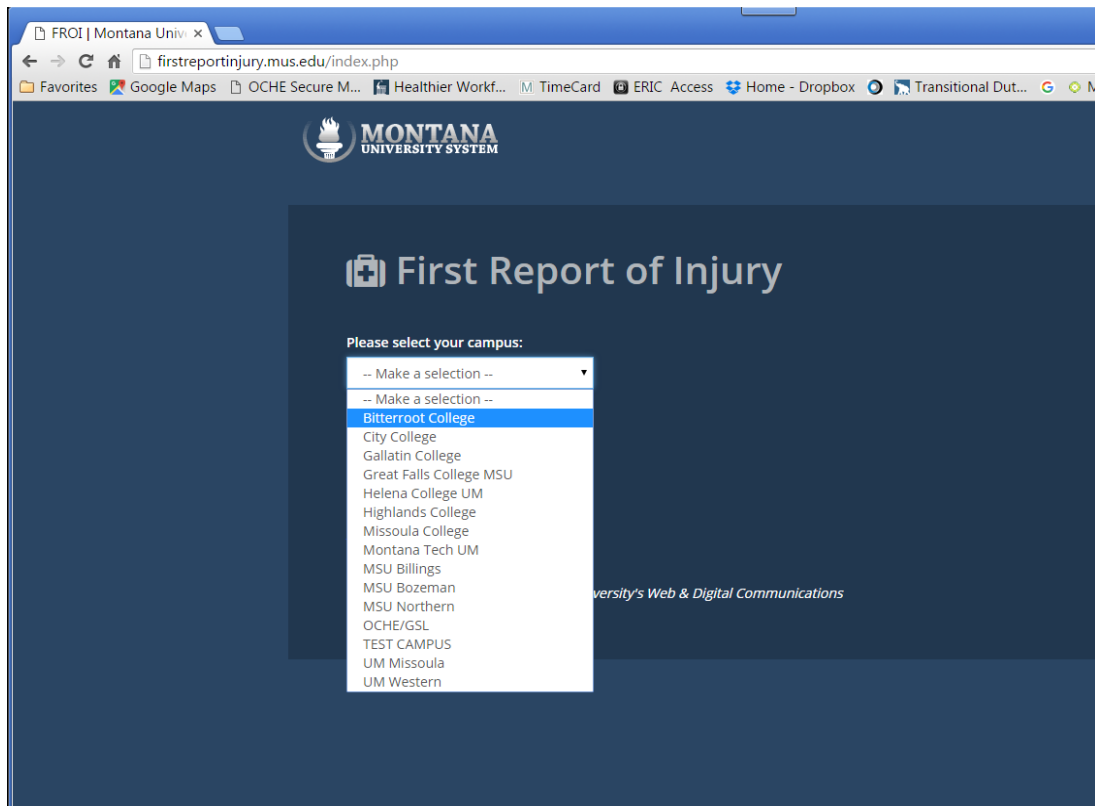
You can contact the HR office with any problems you experience or questions that arise at 406-657-2278.

The electronic FROI for all MUS employees is accessed through the link:

<https://firstreportinjury.mus.edu/>

### COMPLETING a FROI

1. Clicking on the FROI link above will take the applicant to the FROI page shown below.
2. Select MSU Billings from the drop down menu and click Continue




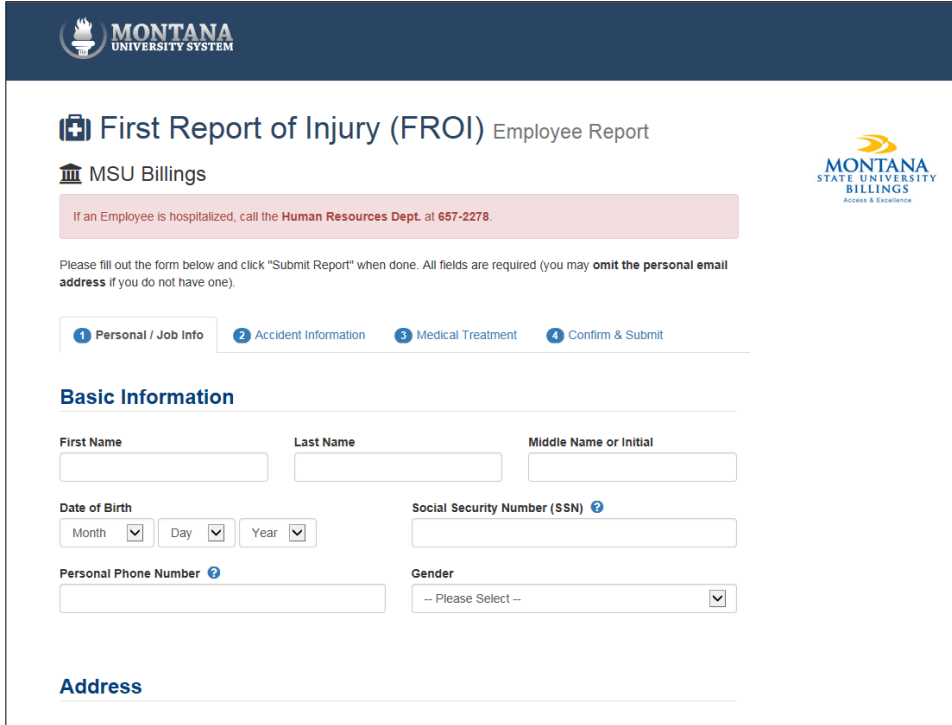
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3. The worker then enters the required information in each field and on each page of the FROI clicking

 Next

to continue through the pages. (Below is a screenshot/example of the first page)

Rolling-over or clicking on a  will reveal a brief instruction on what information is to be provided.



The screenshot shows the 'First Report of Injury (FROI) Employee Report' form for Montana State University Billings. The form is titled 'First Report of Injury (FROI) Employee Report' and includes the MSU Billings logo. A red banner at the top states: 'If an Employee is hospitalized, call the Human Resources Dept. at 657-2278'. Below this, a note says: 'Please fill out the form below and click "Submit Report" when done. All fields are required (you may omit the personal email address if you do not have one)'. The form is divided into four steps: 1. Personal / Job Info, 2. Accident Information, 3. Medical Treatment, and 4. Confirm & Submit. The 'Basic Information' section includes fields for First Name, Last Name, Middle Name or Initial, Date of Birth (Month, Day, Year), Social Security Number (SSN), Personal Phone Number, and Gender (a dropdown menu with '-- Please Select --'). The 'Address' section is partially visible at the bottom.

If any required information for a section has not been entered, you will not be able to progress to the next section so please fill out all the fields completely, and click next.

4. The Confirmation Page provides the option to sign the form with an E-signature (typing your name into the area provided after certifying) or to utilize the hardcopy method with print, sign and mail. (E-Signature is preferred – worker's personal information like DOB, SSN and Address will remain confidential in this system – supervisors will not even see it.)

- If the employee chooses and completes the E-signature block, the Supervisor may also sign using an E-signature when completing the Supervisor section and is not required to collect and submit hardcopy signatures to the claim coordinator.
- If the claiming employee selects print, sign and mail, the supervisor will be instructed to utilize the hardcopy method and to mail the original signed FROI to the campus claim coordinator. (Supervisor will print and bring to worker to sign)

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If a Supervisor or other designee is completing the FROI for the worker, then the worker must be present with them to consent to the E-signature option for the E-signature to be used. If a Supervisor or other designee is completing the employee section of the FROI *in the employee's absence*, they must select the "Print, Sign and Mail" signature option.

Once the employee has selected their signature preference and hit "**submit report**" the employee will see a confirmation of the submittal with a confirmation code, and is provided the option to print a copy of their report for their *own records*. This printed version is *not* a complete FROI; the supervisor must complete and submit the supervisor portion of the FROI as well. ***The confirmation code is not a claim number*** – the confirmation code is used to identify a claim in the system before a claim number is assigned. The claim number is typically assigned by the end of the day the claim was submitted.

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These are instructions for the SUPERVISOR of the injured worker.

*It is assumed that at this time the Injured Worker has already submitted his/her First Report of Injury (FROI) using the electronic system found by accessing the link below.*

You can contact the HR office with any problems you experience or questions that arise at 406-657-2278.

The electronic FROI for all MUS employees is accessed through the link:

<https://firstreportinjury.mus.edu/>

### **SUPERVISOR INSTRUCTIONS START HERE**

1. Using the 1-time link emailed to him/her, the Supervisor will see a brief summary of the employee's FROI details and will have supervisory fields and a signature block to complete. The supervisor will not see the employee address, phone, SSN or DOB.

**NOTE: This link will expire in 72 hours so prompt attention is required! Contact HR as soon as possible if supervisor is absent or unable to attend to the supervisor portion of this form.**

2. Fill out all the fields completely
3. Under Confirmation heading:
  - If the employee had selected print, sign, mail when they filled out the FROI – the supervisor will be prompted to print, sign and then bring to the employee to have them sign as well and then return promptly to HR. If there is a print error/malfunction or the hardcopy is lost, the Supervisor should contact HR (657-2278) –and HR can print a new copy for them to sign.
  - If the employee had selected the E-signature option when they filled out the FROI then the Supervisor may also select E-Signature for their own signature submission OR supervisor may select the print, sign, mail option to have it printed and not electronically submitted. Once the supervisor clicks "submit" the electronic FROI is updated in the system and the Supervisor will see a confirmation.