



What is AmCares®?

AmCares® is a 24/7 nurse line available to injured employees where nurses use nationally recognized triage guidelines to identify the appropriate level of care for an injured employee's injury:

- Self-care
- Telemedicine
- Occupational Clinic
- Urgent Care
- Emergency Room

Nurses speak both English and Spanish, other languages available as needed.

AmCares is seamlessly incorporated into our claims medical management process. Following nurse triage, our predictive nurse assignment model identifies claims that have a high potential to require medical management and an AmTrust nurse may be assigned to the claim for early intervention. Our nurses proactively partner with the injured employee to set claim expectations and provide medical information and support throughout recovery. Our nurses facilitate and coordinate quality and effective care for our injured employees to ensure a medically appropriate return to work.

Nurse Triage Process

- The injury occurs on the job site
- Supervisor and/or employee calls the AmCares Nurse Triage phone number with company name and location
- A Registered Nurse (RN) assesses the injury and identifies level of care needed
- The nurse educates the employee on self-care treatment or if needed, directs the employee to the most appropriate level of care
- An AmCares Injury Report is sent within 30 minutes to the predesignated contacts and AmTrust for First Notice of Loss (if a claim needs to be established)
- Service includes triage, FNOL, a follow-up call for self-care, and point of care reports for AmTrust and employer
- Claims resulting in the filing of a First Notice of Loss with AmTrust will incur a medical charge
- One phone call addresses nurse triage and claims reporting



Benefits of Using AmCares:

The focus of AmCares is to get injured employees to the right level of care as soon as possible. Policyholders using AmCares generally see an increase in injured employee satisfaction and network utilization, and they may see a reduction in:

- Medical costs
- Lost time from work
- Unnecessary emergency room visits
- Lag time
- Case management involvement as claim develops

With AmCares, AmTrust customers can now opt in to have nurse triage as part of their claims program. A customer enrolls in the program by providing AmTrust with their locations and preferred providers. If the customer doesn't have preferred providers, the nurse utilizes AmTrust's network directory to identify a best in-network provider. Reach out to your Agent to start the process.