



A workplace injury can lead to questions about medical treatment for an injured employee. TravCARE nurses are always available to immediately determine the appropriate level of medical care for your injured employees so they can return to work as soon as medically possible.

### TravCARE Nurse Line Features

- The TravCARE Standard FNOL nurse triage program gives injured employees access to medical advice from registered nurses who can recommend the appropriate level of care using evidence-based medical guidelines.
- Available 24 hours a day, 365 days a year.
- English/Spanish-speaking nurses with access to a language line for other languages.
- Telemedicine – bringing the latest conveniences to your injured employees. Telemedicine provides the use of digital tools by healthcare providers to diagnose and treat patients from a distance.

### Program benefits

- Once you call, the TravCARE nurse immediately starts the claim process – helping the injured employee return to work as soon as medically appropriate.
- There is no need for you to file the claim separately – this is already taken care of.

TravCARE nurses can suggest the appropriate level of initial treatment – a medical facility or telemedicine video visit.

### Accessing the nurse line

The TravCARE Standard First Notice of Loss nurse triage program is available for any new workers compensation injury, accessed from the Travelers Guaranteed Cost claim reporting line.

Following is the phone number and prompts to access the nurse line:

- Call **800.238.6225**
- **Press 1** to indicate you are calling about a business insurance claim
- **Press 1** to indicate you are calling to file a **new** claim
- **Press 4** to indicate you are calling to file a **workers compensation claim**
- **Press 2** to indicate your company is **not** a large employer with a national presence
- **Press 2** to indicate that the injured employee has **not** yet received medical care
- **Press 1** to indicate that the injured employee **is** available to be brought onto the call
- Call will be routed to the TravCARE Nurse Line

For more information, please contact your Travelers representative.

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