

**UNITED**



## **Employee's Guide to Workers' Compensation**

### **Occupational Illness/Injury Packet**

**ALL FLIGHT ATTENDANTS (except Guam based)**

**\*\*Please note – this document is a “living document” and will be continually updated to reflect the current contract processes as we get validation of those processes.**



Dear Co-Worker:

In the event you are injured on the job, United’s goal is to ensure you receive prompt medical treatment, timely payment of benefits and support in returning to health and work. We also are committed to addressing any unsafe work environment or unsafe work practice to protect you and your fellow co-workers.

The attached document outlines the processes and procedures for the proper reporting and record keeping of occupational illnesses and injuries, which are very important for United’s safety program.

There are significant benefits that we all derive from timely, accurate and detailed reporting of any on the job injury, including:

- Development of programs to prevent future injuries and illnesses
- Ensuring prompt and proper administration of medical expenses and benefits
- Meeting governmental regulations, including the United States Occupational Safety and Health Administration (OSHA) requirements, and state specific requirements and international regulatory requirements.

We encourage you to thoroughly read this guide as it will provide most, if not all, of the information you will need during the workers’ compensation process. If, however, you find that additional assistance is needed, please feel free to contact the Employee Service Center (ESC), your Base Administrative Supervisor, or a member of the Workers’ Compensation staff. Our goal is to ensure that the workers’ compensation process works well for all of us here at United Airlines.

Joan Vincenz  
Managing Director – Workers’ Compensation and Managed Care

**Mission Statement:**

*For compensable occupational claims, to provide the best appropriate medical care and all indemnity benefits within statutory timeframes and requirements. To return the employee to good health and to work as quickly, as medically and operationally possible.*

*Certain portions of this packet describe benefits that are governed by plan documents and summary plan descriptions (“Plan Documents”). In the event of any conflict between this packet and the Plan Documents, the Plan Documents will govern. Please review the Plan Documents for a more detailed explanation of these benefits.*



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**OVERVIEW**

This overview briefly summarizes your responsibilities and those of others involved in the workers' compensation process. It will help you understand your rights and benefits under the state Workers' Compensation laws in addition to those provided by United Airlines.

**Immediate Reporting of Injury/Illness**

- To report your On-the-job injury (OJI), you are required to call 1-844-717-2579 as soon as possible, but no later than 24 hours after the conclusion of your pairing/ID.
- If being treated at an onsite United Airlines Health Clinic (ORD, IAH, EWR) then the clinic will report the injury.
- Acceptance of your claim and timely payment of benefits may be delayed if your injury is not immediately reported.
- GUM based flight attendants are to continue to follow their local specific injury reporting process. If the injury occurs on an international layover in the U.S. continent, please call AIG's affiliate, Travel Guard @ 1-888-826-8949 (within U.S.) or 1-817-826-7132 (international collect)
- A supervisor at your home base will follow up with you after you report your injury.

**Initial Medical Care and Evaluation**

- If on a U.S. layover and based at a U.S. location and you require immediate emergency medical care, contact your hotel or phone 9-1-1. Advise your home base as soon as able to ensure proper reporting, transportation, payments, etc.
  - If on an international layover (active ID) outside of the home base or home country, contact an International SOS/MedAire at 1-480-333-3883
- Some states require that you choose a panel doctor for treatment. Our third party administrator, Sedgwick, will advise you if your state follows the panel system.
- For evaluation purposes, you are required to see an approved medical provider or your personal physician within twenty-four (24) hours of the conclusion of your pairing/ID.
- After the initial evaluation, you are responsible for arranging any authorized follow-up care. At each subsequent medical evaluation you will need to provide your treating physician with an Employee Status Form (ESF) for completion (**see Appendix B**)

**Claim Verification**

- To determine whether your injury/illness is work related and eligible for Workers' Compensation benefits, a Base Supervisor will provide information obtained during the initial filing (FA report, witness reports, hotel/van reports, pilot reports etc.) to your assigned Sedgwick Claims Examiner.
- Sedgwick will investigate and evaluate your claim to determine if benefits are to be paid
- If Sedgwick determines you have a valid Workers' Compensation claim, they will work with you, your treating physician, the ESC or your base, United authorized medical facilities, managed medical care partners and other parties to ensure you receive the appropriate benefits and medical care.
- Please be mindful that certain States have state mandated waiting periods that must be met before Sedgwick can determine compensability
- Note: some states may require state mandated forms as part of the claim filing process

**Medical Case Management:**

- You may be contacted by a nurse case manager who has been assigned to the claim. The nurse case manager will work with you, your treating physician, any referred medical specialists, United authorized medical facility and your Sedgwick Claims Examiner to ensure that you are receiving the appropriate medical care.

### Return to Work

- United's Workers' Compensation efforts are designed to enable you to return to work in a full duty capacity as soon as medically prudent.
- The ESC will review the Employee Status Form (ESF) completed by your physician and notify the Flight Attendant Support Team (FAST) to initiate the RTW process.

### Closing the Claim

- When you return to work, you may still be eligible for certain benefits that will result in your claim remaining open.
- Contact your Sedgwick Claims Examiner for additional information as processes and benefits vary by state.

### INJURED CO-WORKERS ROLE - Flight Attendant

- To report your On-the-job injury (OJI), you are required to call 1-844-717-2579 as soon as possible, but no later than 24 hours after the conclusion of your pairing/ID.
- If being treated at an onsite United Airlines Health Clinic (ORD, IAH, EWR) then the clinic will report the injury.
- Seek medical attention (if applicable) within 24 hours of the injury/illness once your pairing/ID has concluded and fax a completed Employee Status Form (ESF) immediately after initial evaluation (and each subsequent visit) to the ESC at 847-700-9533. You can print a copy of the Employee Status Form (ESF) by visiting <https://FT.ual.com>. Search for "ESF". On the Workers' Comp page, select the ESF Form (for employees at all other stations) on the right side of the page.
- Please check your Corporate Webmail as you should receive a copy of the Workers' Comp Guide from your home base for your perusal
- Provide treating physician with the Dear Provider Letter (*see Appendix C*) including the Flight Attendant Job Description (*see Appendix C*) for his/her review
- In addition to reporting the injury, submit an IOR (or detailed report to your Supervisor) detailing how the injury occurred (Who, What, Why Where, When and How) and provide the name(s) of the witness(es) who actually observed the incident.
- Supply an ESF to your treating physician at each medical evaluation and ensure that the completed ESF is faxed to the ESC at 847-700-9533 immediately following each visit.
- **Until common management system is in effect:**
  - pmUA: Please dial FLT-LINE option 4, 1 to be placed on sick leave if injury/illness requires absence from work. Advises FAST they are going on sick leave pending an occupational injury/illness. Complete the Employee Pay Option Acknowledgement form (found in Appendix D) within ten (10) days of reporting. The form can be found on the Flying Together webpage.
  - pmCO: Please call scheduling to be placed on sick leave if an injury/illness requires absence from work. Please remember to call in Trip for Trip.
- Cooperate with Sedgwick Claims Examiner
- Nurse case manager is available to ensure that the recommended treatment plan is reasonable and necessary to help in the recovery from the injury/illness
- If flight attendant receives any medically related bills for injury/illness, they should be promptly forwarded to Sedgwick
- Comply with treating physician's medical treatment plan
- Comply with all requests by Sedgwick regarding medical treatment and progress. (Sick leave benefits may be interrupted if Sedgwick does not receive requested information.)
- Comply with all instructions from the ESC and Base Supervisor
- Promptly inform United and Sedgwick of any change of address or contact number(s)
- Attend a mandatory return to work conference with a base supervisor (upon your return to work)



- Return to work as soon as medically able. **\*\*NOTE\*\***All employees on an occupational injury/illness must be cleared to RTW Full Duty by the ESC Occupational Team prior to flying their next scheduled ID.
- Ensure Personal contact information is updated in the United systems.

### **Inflight/Base Supervisor**

- Gathers all applicable reports (FA report, witness reports, hotel/van reports, pilot reports, etc.) and forwards to Sedgwick
- Provide Flight Attendant with Workers' Comp Guide via their Corporate Webmail.
- Provide Flight Attendant with an authorization to treat form, if treating at an offsite authorized United clinic.
- Update investigation tab in OIS system within 24 hours of receiving injury notification.
- Supervisors may offer access to medical care. However, employees can seek treatment on their own as well.
- Assists FA with emergency medical needs as they arise
- Manages non-compliance for all FA's on occupational absences
- Works collaboratively with the ESC, Sedgwick and United Work Comp Staff Rep to ensure a smooth transition
- Conducts return to work conference with FA returning from an occupational absence
- Participates in the Reasonable Accommodation Process (RAP) in conjunction with the Employee Service Center when appropriate

### **Employee Service Center (ESC)**

- Reviews ESF for work status after each medical evaluation and notifies Sedgwick of current work status
- Receives notification from Sedgwick once claim has been approved and engages in verbal and written communication during your injury/illness to monitor progress and plan for return to work
- Notifies crew pay as soon as the claim is approved by Sedgwick
- Notifies flight attendant if placed on an Occupational Extended Illness Status or Occupational Leave of Absence
- Provides written notification when next ESF is due, of the Reasonable Accommodation Process (RAP), and the expiration or extension of Extended Illness or Occupational status
- Notifies you if return to work requires a Company/Concentra evaluation

### **Workers' Compensation Staff Representative**

- Provides information and resolves concerns regarding your claim
- Ensures you receive eligible Workers' Compensation benefits
- Provide assistance in your communication with Sedgwick
- You may contact the ESC to be transferred to your Staff Representative

### **Sedgwick Claims Examiner**

- A Claims Examiner will contact you within one business day (24 hours) of receiving a lost-time injury claim. He/she will review your claim and obtain information to determine whether you are eligible to receive Workers' Compensation benefits
- If your claim is accepted, Sedgwick will work with you and all other parties to ensure you receive the medical care and benefits for which you are eligible
- If your claim is denied and you disagree, you have the right to appeal under state law. Upon request, your Sedgwick Claims Examiner shall provide you with information regarding the appeal options in your state
- Sedgwick will notify you & ESC by letter if your claim is accepted, delayed, denied, or benefits are terminated
- Sedgwick will pay all medical bills that represent charges for authorized, reasonable and necessary medical treatment for your work-related injury/illness

**Contact your Sedgwick Claims Examiner with questions regarding your injury/illness**



### **GENEX – Medical Nurse Case Management**

- Serves as your advocate to ensure you are receiving the appropriate medical care
- Acts as the liaison between you, your treating physician and your Sedgwick Claims Examiner to discuss your work related injury/illness
- Discusses your current medical status and treatment plan, past medical history, your current job functions and your physical abilities with the appropriate medical personnel
- Reviews proposed treatment plans and make recommendations for further intervention when applicable
- Makes follow-up contact with you and your treating physician as required
- Reviews your claim’s medical direction and plan with Sedgwick

### **United Airlines Health Clinics, Concentra Medical Facilities or Affiliates (See Appendix A)**

- Directs or reviews follow-up medical treatment as appropriate
- Determines your functional capabilities and work status when requested
- Facilitates your prompt return to work as soon as medically prudent
- Refers you for treatment to appropriate medical specialists
- United Airlines Health Clinic will take the initial injury report if treated at the clinic.

### **United Medical (OPCMD)**

- Completes the Assessment of Functional Capacity (AFC) form for long term restrictions based on medical reports by your treating physician and/or other designated medical provider

### **Flight Attendant’s Treating Physician**

- Completes an ESF (or applicable State Occupational Form) at each medical visit including date of next visit and projected return to work date; provides completed ESF to flight attendant and faxes a copy directly to the ESC
- Contacts the Sedgwick Claims Examiner for authorization of all non-emergency diagnostic tests, physical therapy, chiropractic treatment and surgery
- Submits all medical reports relating to the injury/illness to Sedgwick
- Submits disability statements for all authorized periods to Sedgwick
- Assists the flight attendant in returning to work as soon as medically prudent
- Send all medical bills/invoices/notes related to the injury promptly to:
  - Mail: Sedgwick, PO Box 14155, Lexington, KY 40512-4155
  - Email: [United6925Images@Sedgwick.com](mailto:United6925Images@Sedgwick.com)
  - FAX: 1-844-810-4365
- **For international based flight attendants**, please complete the following in order to expedite payments:
  - 1) Provide your Sedgwick Claims Examiner with your complete doctor’s name, address and telephone number and advise Sedgwick of your next doctor’s appointment.
  - 2) Mail invoices/bills to Sedgwick, PO Box 14155, Lexington, KY 40512-4155 or email to [United6925Images@Sedgwick.com](mailto:United6925Images@Sedgwick.com)
  - 3) Request your doctor to complete an ESF form or country mandated form. Once completed please send to [United6925Images@Sedgwick.com](mailto:United6925Images@Sedgwick.com) and the ESC.
  - 4) Send medical records with current medical orders to [United6925Images@Sedgwick.com](mailto:United6925Images@Sedgwick.com)



## Flight Attendant Support Team – Occupational Pay / Crew Pay

Until common management system:

**pmUA: Flight Attendant Crew Support Team**

**pmCO: Flight Attendant Crew Support Team**

- Adjusts monthly pay files for sick leave and vacation
- Substantiate supplemental sick pay due to FA via OJI/Non-Occupational sick banks
- Ensure accurate sick bank depletions – OJI/Non-Occupational sick banks
- Monitor Sedgwick TTD payments (date ranges)
- Apply appropriate pay codes based on Sedgwick documentation
- Audit pay registers up to RTW (1<sup>st</sup> ID/pairing)
- Update with verification of payment by Sedgwick
- Confirm Sedgwick has open case
- Verify waiting periods to determine if FA's are paid according to pre-merger requirements via Sedgwick database
- Monitor monthly schedules for duration of Occupational (for Pay Implications)
- Quality control pay accuracy to ensure pay is substantiated by Sedgwick case record
- Oversee pay claim modifications to ensure they are substantiated by documentation from Sedgwick
- Upon RTW or Claim closure, review Sedgwick database payment history to ensure accuracy of FA final payout
- Quality control illness postings to ensure accuracy prior to closing Crew Pay case record
- Works collaboratively with ESC and FAST to ensure harmonized process and efficiencies
- Updates FA's monthly schedules to accurately reflect current Occupational pay status
- Work directly with Workers' Compensation Staff Representatives for assistance with delayed Sedgwick updates impacting FA pay (supplemental sick payments)

## WORKERS' COMPENSATION BENEFITS

### Income Protection

- **pmUA: Initial Benefits:** You will be paid sick leave from your **Occupational Injury sick bank and/or your personal sick bank** while Sedgwick investigates the claim and determines its compensability up to 25% of lost time monetary value. If the claim is determined compensable, you can continue to utilize your **Occupational Injury sick bank and/or your personal sick bank** hours to supplement the state Temporary or Total Disability (TTD) payments up to value of lost time as shown on your schedule. If you do not have available hours in your sick leave bank while the claim is being investigated, or upon acceptance, you will have no income protection during the period.
- **pmCO: Initial Benefits:** You will be paid sick leave from your **Occupational Injury sick bank and/or your personal sick bank** while Sedgwick investigates the claim and determines its compensability. If the claim is determined compensable, you may continue to utilize your Occupational Injury sick bank and/or your personal sick bank to supplement the state Temporary or Total Disability (TTD) payments. You will be paid 30% of wages by United until verified that you have returned to work or lost time exceeds 3 days. If you return to work within the first 3 days, United will pay 100% of wages provided enough hours are in your Occupational sick bank and/or your personal sick bank for the value of the hours lost. If you exceed the 3-day waiting period but are able to return to work within 14 days you will be paid for the 1<sup>st</sup> 3 days of lost time at 100% from United provided enough hours are available in your Occupational Injury sick bank and/or your personal sick bank and your claim is accepted by Sedgwick. If your lost time exceeds 14 days, United will pay you at 30% from your Occupational Injury sick bank and/or your personal sick bank for lost time. Please note – the Occupational Injury sick bank hours will be paid at 30%. Your remaining pay while out on OJI will come from Sedgwick. If you do not have available hours in your Occupational Injury or personal sick leave bank while the claim is being investigated, you will have no income protection during that period.



- Disability Benefits:** If you are temporarily or permanently disabled as a result of a work related injury/illness, United will provide you with disability pay (TTD) as mandated by your state’s Workers’ Compensation laws. TTD is a percentage of your average weekly wage up to a state-mandated maximum. Sedgwick will inform you of the TTD amount you are eligible to receive.

**Temporary Total Disability Payment Examples**

Flight Attendant Wage Calculations:

*To find the Average Weekly Wage out of 52wks:*

(Regular Pay + Sick Pay + Tax P/Dm) divide by 52 weeks. \*\*IRS P/D and Dty Free are not included

**Example:**

Regular Pay = \$30,000.00      Sick Pay= \$500.00      Tax P/DM = \$50.00

\$30,000.00 + \$500.00 + \$50.00 = \$30,550.00

\$30,550.00 divided by 52wks = \$587.50      AWW = \$587.50

To get TTD = AWW x 0.6667      TTD = \$391.69

To get PPD = AWW x 0.6      PPD = \$352.50

*To find the Average Weekly Wage If worked less than 52weeks:*

(Regular Pay + Sick Pay+ tax P/Dm) divide by number of weeks worked. \*\*IRS P/D and Dty Free are not included

To find the number of weeks worked is the # of pay periods x 2.167wks

**Example:**

Regular Pay = \$30,000.00      Sick Pay = \$500.00      Tax P/DM = \$50.00

# of pay periods is 10 = 10 x 2.167wks = 22wks

\$30,000.00 + \$500.00 + \$50.00 = \$30,550.00

\$30,550.00 divided by 22wks = \$1,388.64      AWW = \$1,388.64

To get TTD = AWW x 0.6667      TTD = \$925.81

To get PPD = AWW x 0.6      PPD = \$833.19

\*\*\*Flight Attendants who would like to confirm their specific TTD payments must contact their assigned Sedgwick Claims Examiner\*\*\*\*



- **pmUA: Supplemental Sick Bank Pay Options:** You may use your accrued sick leave to supplement your state TTD payments. To determine the amount of supplemental sick pay, you may choose from the following on the Employee Pay Option Letter:
  - **Option 1** – Supplement my workers’ compensation pay with hours from my occupational and/or non-occupational sick leave bank up to the value of my monthly awarded line of flying (default)
  - **Option 2** – Supplement my workers’ compensation pay with hours from my occupational and/or non-occupational sick leave bank up to 71 hours
  - **Option 3** – Supplement my workers’ compensation pay with hours from my occupational and/or non-occupational sick leave bank up to 100 hours
  - **Option 4** – Be placed on Occupational Leave of Absence and receive only Workers’ compensation with no additional paid sick hours from my occupational and/or non-occupational sick leave bank. ***No hours drawn from your Occupational or Non-Occupational sick bank toward supplemental sick payments.***

In most cases, these hours will be paid entirely on your mid-month paycheck only.

If you choose to use one of the Supplemental Sick bank options and the amount of your TTD payments meets or exceeds your Supplemental Sick Bank calculations, you will not draw hours from your sick leave banks towards supplemental sick payment. Supplemental sick leave payments for Workers’ Compensation injuries will be used to supplement Workers’ Compensation lost time benefits up to 100% of pay for the period of lost time.

Pay Options #2 and #3 will not go into effect until your first **full** month that you are out on occupational leave.

You may also elect **not** to use your occupational or non-occupational sick leave banks (Option #4) to supplement your state TTD.

When you make this election, you will be placed on an Occupational Leave of Absence. Once placed on leave, this election cannot be rescinded. Medical and/or dental coverage will continue throughout your Occupational leave provided you pay your employee contributions. For specific information, please contact the Benefits Service Center at 1-800-651-1007.

Any questions pertaining to occupational supplemental sick payments, please contact a Flight Crew Support Team member at 1-877-825-3729. Request Pay questions, Request Earnings and Hours, follow the prompts or submit a service request via United Help Hub>Payroll Services>Offerings>Questions concerning your DFAP/Payable Hours.

Flight Attendants who would like to confirm their specific TTD payments must contact their assigned Sedgwick claims examiner.

- **pmCO: Supplemental Sick Bank Pay Options:** You may use your accrued sick leave to supplement your state TTD payments. To determine the amount of supplemental sick pay, you may choose from the following on the Employee Pay Option Letter:
  - **Option 1** – Supplement my workers’ compensation pay with hours from my occupational and/or non-occupational sick leave bank up to 83 hours
  - **Option 2** – Supplement my workers’ compensation pay with hours from my occupational and/or non-occupational sick leave bank up to 71 hours
  - **Option 3** – Supplement my workers’ compensation pay with hours from my occupational and/or non-occupational sick leave bank up to 93 hours



- **Option 4** – Be placed on Occupational Leave of Absence and receive only Workers’ compensation with no additional paid sick hours from my occupational and/or non-occupational sick leave bank. **No hours drawn from your Occupational or Non-Occupational sick bank toward supplemental sick payments.**

In most cases, these hours will be paid entirely on your mid-month paycheck only.

If you choose to use one of the Supplemental Sick bank options and the amount of your TTD payments meets or exceeds your Supplemental Sick bank calculations, you will not draw hours from your sick leave banks towards supplemental sick payment. Supplemental sick leave payments for Workers’ Compensation injuries will be used to supplement Workers’ Compensation lost time benefits up to 100% of pay for the period of lost time.

Pay Options #2 and #3 will not go into effect until your first **full** month that you are out on occupational leave.

You may also elect **not** to use your occupational or non-occupational sick leave banks (Option #4) to supplement your state TTD.

When you make this election, you will be placed on an Occupational Leave of Absence. Once placed on leave, this election cannot be rescinded. Medical and/or dental coverage will continue throughout your Occupational leave provided you pay your employee contributions. For specific information, please contact the Benefits Service Center at 1-800-651-1007.

Effective December, 2017 bid month personal Sick bank will be used upon the depletion of your Occupational Injury bank. If you have questions regarding when your Occupational sick bank will be depleted, please feel free to contact your supervisor or administration staff. Keep in mind that you will continue to receive TTD payments from Sedgwick even if your Occupational sick bank has been depleted, unless you have reached MMI status.

Any questions pertaining to occupational supplemental sick payments, please contact a Flight Crew Support Team member at 1-877-825-3729. Request Pay questions, Request Earnings and Hours, follow the prompts or submit a service request via United Help Hub>Payroll Services>Offerings>Pay Claim : Questions concerning your DFAP/Payable Hours.

- **Direct Deposit** :- Effective March 1<sup>st</sup>, 2012, Flight Attendants who will be out of work are eligible to receive payment for Worker’s Compensation lost time benefits through direct deposit from our Third Party Administrator (TPA) Sedgwick. Direct deposit must be made to a financial institution in the United States that accepts electronic deposit in U.S. dollars. Please contact your assigned Sedgwick Claims Examiner, and they will assist you in setting up the process.
- **pmUA: Salary Continuance**: As a flight attendant, you have two accrued sick leave bank that can be used for occupational sick leave purposes. You may use accrued sick leave to provide full salary during periods when the treating physician verifies that you are temporarily totally disabled and unable to work due to a work-related injury/illness or be placed on an Occupational Leave of Absence (LOA) and receive the state disability benefit of 66 2/3 of your average weekly wage. **Once the election is made to go on an LOA status, you cannot revert to your personal sick leave bank.**

When utilizing your sick leave bank, you have a choice to be paid your monthly awarded line value, a minimum of 71 hours or a maximum of 100 hours (choose one). Via Pay Acknowledgement Letter submittal via Flying Together>Employee Services>United Help Hub>Payroll Services tile>Offering>Pay Acknowledgement Letter (Occupational) to request OI supplemental sick calculations are based on your pay option.



You will automatically be placed on a Leave of Absence (MLOA) for an occupational injury/illness on the 17th day after exhaustion of all applicable sick leave hours. In addition, you may request to be placed on an Occupational Medical LOA prior to exhausting sick leave hours. Per the contract, Section 15 of JCBA: A flight attendant shall retain and accrue seniority for a period not to exceed three (3) years.

- **pmCO: Salary Continuance:** Flight attendants who miss a flight assignment due to an OJI will be paid a maximum of 93:00 **or the value of the trips missed whichever is less**, unless they are not capped for the month. If a flight attendant has a bid awarded line and after withdrawal from his/her OJI bank, there is still 200:00 remaining in their bank, the 93:00 CAP will not apply and the flight attendant will be paid for the value of the trips missed. Please note that the CAP of 93:00 applies to all pay including vacation. If a flight attendant does not receive a bid line and is pulled occupational injury for the month, he/she will receive a maximum of 83:00 or the value of the remaining bank, whichever is less. pmCO Flight Attendants can also submit a Pay Acknowledgement letter via Flying Together>Employee Services>United Help Hub>Payroll Services tile>Offering>Pay Acknowledgement Letter (Occupational) to request. OI supplemental sick calculations are based on either 71/83/93 hours to be decremented from your sick leave bank.

If you are scheduled for vacation and you are currently not working due to a leave, you can request to have your vacation deferred or get paid for your vacation as normal (keep in mind that your vacation pay is part of the monthly pay total of 83:00 or 93:00 total hours paid for the month). If you elect to defer your vacation, you must contact FAST Inflight Administration no later than 1 business day prior to your vacation to request a deferral. This request must be in writing to [FAST-Inflight-Admin@united.com](mailto:FAST-Inflight-Admin@united.com). When you return to work you may pick vacation from open time. If no open time is available you can be paid off for your unused vacation on the 16<sup>th</sup> January paycheck of the following year, or you can defer your vacation into the following year.

- **pmCO: Long-Term Income Protection:** When your OJI (pmCO) and sick leave bank is exhausted, you are placed on an Occupational Leave of Absence (LOA) for up to three (3) years. During this period, you will receive TTD payments directly from Sedgwick mailed to your address of record for as long as you are medically unable to work, subject to the legal limits of your state. If you have any changes to your contact information (address and/or phone number), please make sure you provide that information to United and Sedgwick to ensure that your benefits are continued without interruption.

*Leaves of absence required due to illness or non-occupational injury shall be granted upon written verification of disability from a qualified medical doctor. Any such leave may not exceed the lesser of (a) the period of disability, or (b) 3 years, or (c) the Flight Attendant's total length of active service. At the end of the maximum period, the Flight Attendant will be administratively terminated and removed from the system seniority list.*

- **pmUA: Long Term Disability (LTD) Plan:** If you are enrolled in the Flight Attendant LTD plan, you may be eligible for additional benefits. Please check with your LTD insurance representative for information regarding these benefits. Requests may be made after the 180<sup>th</sup> day of disability. Benefits begin on the 271st day of disability, provided you qualify. You must file the request form electronically. Log onto Flying Together (<https://FT.ual.com>), go to the My Info tile and input your personal information to be submitted to your supervisor for validation of the information.

*Leaves of absence required due to illness or non-occupational injury shall be granted upon written verification of disability from a qualified medical doctor. Any such leave may not exceed the lesser of (a) the period of disability, or (b) 3 years, or (c) the Flight Attendant's total length of active service. At the end of the maximum period, the Flight Attendant will be administratively terminated and removed from the system seniority list.*



- **Follow up Doctor and Therapy Appointments:** When you return to regular duty, you may still require medical care. Medical appointments will not be considered a basis for paid sick leave unless your doctor can provide documentation showing that he/she does not maintain office hours outside of your scheduled work hours or on your RDOs. (See United's People Policies under Paid Sick Leave.)

*Note: The above summarizes how certain benefits of yours are affected by your Occupational LOA. Although United expects to continue to offer these benefits, the Company reserves the right to modify, reduce, change or terminate all or any part of any of these benefit plans (subject to the terms of the collective Bargaining Agreement). This summary is not meant to supersede any plan documents which govern these benefits. In case of conflict, the actual plan documents always control.*

#### **RETURN TO WORK**

- An ESF with medical clearance must be faxed to the ESC at 847-700-9533 immediately upon release from your treating physician(s)
- Once medical clearance is received from the ESC, FAST will contact you and initiate the return to work process. (I.e. fingerprinting, background clearance & badging, schedule any necessary training, etc.)
- Update passport/visas prior to return to work
- Update Flight Attendant Operations Manual (FAOM) in FA LINK
- Comply with all necessary training requirements
- You are required to return to work with a complete uniform as uniform points do not accrue while on LOA.
- Verify that all your contact information is current
- All flight attendants are encouraged to bid however certain criteria is required to be awarded a Line of Flying
- **Trades/Open Time/OT:** Prior to completing any trades or picking up trips in open time, you will be required to get approval by your Base Administrative Supervisor.

#### **Insurance – All Leaves of Absence**

- If you participate in Group Universal Life (GUL) insurance, you may continue coverage on a direct bill basis within thirty-one (31) days from the effective date of your LOA by paying the premiums directly to the insurance carrier. MedLife will send you information regarding your portability options. If you do not hear from MedLife within twenty-one (21) days of the effective date of your LOA, contact MedLife at 800-GET MET8 (1-800-438-6388) to check on the status of your options letter.
- If your spouse or domestic partner participates in the GUL insurance plan, you may continue coverage on a direct bill basis by paying the premiums directly to the insurance carrier. If you are enrolled, MetLife will send a Portability Options letter directly to you advising of the options for continuing the GUL coverage. If you do not receive the letter within twenty-one (21) days of the effective date of your leave or have questions, please call MetLife at 1-800-GET MET8 (1-800-438-6388).
- When you return from your LOA and your coverage was previously cancelled or lapsed, you will automatically be enrolled in GUL coverage equal to four times your base annual salary (not to exceed \$500,000) with a new effective date as if you were a new employee. If you wish to reduce or cancel the automatic coverage, contact MetLife by written notice.
- If you reduce or cancel the automatic coverage and wish to participate later, you will be required to submit evidence of good health. For detailed information, please refer to the Sick & Disability Benefits/Life and Accident Benefits for Flight Attendants on Flying Together under Employee Services.
- As of the effective date of your leave, you are no longer eligible to participate in the 24-hour Personal Accident Insurance plan and coverage is suspended until you return to work.



If your premiums are not paid-to-date, you must bring your account current before payroll deductions can resume.

*Note: Except to the extent that the provisions in this packet are specifically governed by a Collective Bargaining Agreement, this packet does not constitute an employment contract between United and its employees, either by itself or in conjunction with any other material which may have been, or which may be, distributed to employees. Where union agreements differ from the policies in this packet, the former will take precedence. Additionally, the provisions in the packet which are not specifically governed by a Collective Bargaining Agreement are subject to unilateral change by the company and any such changes will supersede any and all contrary representations which have been made previously.*

*This packet should not be relied upon as legal advice or as an accurate summary of any one state's Workers' Compensation laws. Rather it should be used as a guide to the general system of Workers' Compensation utilized in the U.S. If you have a question that is not answered in this packet, please refer to your Base Supervisor.*

*It is important for you to be aware of your responsibilities. If, however, you find that additional assistance is needed, please feel free to contact the employee services center (ESC) or a member of the workers' Compensation staff. Failure to comply with these responsibilities may result in your absence being deemed unauthorized and may result in disciplinary action.*

*It is your responsibility to verify you are using the most up to date version of this packet. You can view the current Inflight Work Comp Guidelines via the following link:*

[https://flyingtogether.ual.com/web/content.jsp?SID=WC\\_MgndCare&path=/Pages/WC\\_GuidelinePackets.jsp](https://flyingtogether.ual.com/web/content.jsp?SID=WC_MgndCare&path=/Pages/WC_GuidelinePackets.jsp)

## **MEDICAL INFORMATION**

United's primary occupational treatment centers are United Medical Clinics, Concentra Medical Centers or affiliates. Your nearest United Authorized Clinic is publicized on the local employee bulletin board. You can also locate the nearest United Authorized Clinic on Flying Together (<https://FT.ual.com>). Search for "United Authorized Clinic Locations", map is on bottom of page, click on your state. Information for the approved contracted medical facility, including hours of operation and directions, is provided.

### **Selecting a Physician:**

You can select a physician near your home by visiting [www.genexservices.com](http://www.genexservices.com). Click on "Find a Provider" in upper right corner of home page. Username: **United** Password: **Airlines**

- If you reside in California, click on blue box labeled "address search". Type in your street address, city and state. You will be directed to the CA MPN listing of providers.
- If you reside in Texas, click on appropriate blue box labeled TX HCN and associated Date of Injury. You will be directed to another site listing TX HCN providers. Click on "address search". Type in your street address, city and state. You will be directed to the TX HCN listing of providers.
- For employees in all other states, click on blue box labeled "address search" and type in your street address, city and state to find a provider.

You can print a copy of the Employee Status Form (ESF) by visiting <https://FT.ual.com>. Search for "ESF". Select the link for the ESF Form (for employees at all other stations) on the right side of the page.



## Appendix A - Contacts

### UNITED HELP HUB

You can submit a request or find answers to your questions via the portal United Help Hub. This is a 24/7 self-service Portal, Review answers and common question or submit requests to our service centers. Access to this Portal can be found by going to Flying Together → Employee Services → Help Hub or type in [HelpHub.ual.com](http://HelpHub.ual.com).

### EMPLOYEE SERVICE CENTER

**877-UAL-ESC9 (877-825-3729)/ 877-825-3729 or FLT-LINE option 4, 6  
847-700-9533 (Fax)**

The Employee Service Center is your primary contact for United Airlines internal benefits related to workers' compensation. The ESC will be able to answer or direct your questions to the appropriate individual or department. This includes your supervisor or manager, Workers' Compensation Senior Staff Representative and Employee Relations or Labor Relations Staff Representative.

It is our intent to minimize the amount of time that you spend in getting answers to the questions you may have. We, therefore, encourage you to contact the professionals at the ESC for any inquires you have.

### FLIGHT ATTENDANT SUPPORT TEAM

pmUA – any questions pertaining OI Supplemental sick payments, please contact 1-877-825-3729 or submit a service request via United Help Hub>Payroll Services>Offerings>Questions concerning your DFAP/Payable hours.

pmCO – Any questions pertaining OI supplemental sick payments, please contact 1-800-338-2739, Option #4 and #2, or submit a service request via United Help Hub>Payroll Services>Offerings>Pay Claim: questions concerning your Pay Register/Payable hours.

### BENEFITS SERVICE CENTER

800-651-1007

The Benefits Service Center can assist you with questions regarding United Airlines employee benefits. (I.e., medical and dental insurance, life insurance, long-term insurance and dependent)

### PAYROLL

877-825-3729 – Flight Attendant Crew Support Team

Can assist you with questions regarding your pay OI Supplemental sick payments.

### SECURIAN

1-866-887-1043

[lifebenefits@securian.com](mailto:lifebenefits@securian.com)

### SEDGWICK

You may contact your Sedgwick Claims Examiner or supervisor for information regarding your claim and workers' compensation benefits for your state. Certain self-service claim access is available to injured employees through Sedgwick's "viaOne express" website @ [www.claimlookup.com](http://www.claimlookup.com). Sedgwick will send details in an information packet to you directly after your claim has been accepted. An injured employee should contact their claims examiner for further information about the resources available through viaOne express.



**WORKERS' COMPENSATION STAFF REPRESENTATIVES**

**Linda Teague**

Manager – Worker’s Compensation

United Airlines WHQSY  
Willis Tower  
233 South Wacker Drive, 16<sup>th</sup> Floor  
Chicago, IL 60606 USA  
Phone: 872-825-9586  
Fax: 872-825-0060  
E-Mail: Linda.Teague@united.com

**Locations:** All “IL” Benefit State (ALL Airport Ops; Pilots); LAX (except CS, MM, SW), SNA, SAN, HI, MO, MT, NE, SD, WI

**Barry Jenkins**

Senior Staff Representative

United Airlines WHQSY  
Willis Tower  
233 South Wacker Drive, 16<sup>th</sup> Floor  
Chicago, IL 60606 USA  
Phone: 872-825-3223  
Fax: 872-825-0060  
E-Mail: Barry.Jenkins@united.com

**Locations:** All “IL” Benefit State (Management; ALL Inflight *including* ORDSW); LAXSW, LAXMM, LAXCS, IA, IN, KS, MI, MN, OH

**Karen Parker**

Senior Staff Representative

United Airlines HSCSY  
609 Main St, 18<sup>th</sup> Floor, Suite 1150-B  
Houston, TX 77002 USA  
Phone: 346-265-4156  
Fax: 346-265-6714  
E-Mail: Karen.parker@united.com

**Locations:** TX, CO, AL, AR, AZ, FL, GA, KY, LA, MS, NC, SC, NM, OK, TN, UT, WY

**Kim Vaughan**

Senior Staff Representative

United Airlines WHQSY  
Willis Tower  
233 South Wacker Drive, 16<sup>th</sup> Floor  
Chicago, IL 60606 USA  
Phone: 872-825-1536  
Fax: 872-825-0060  
E-Mail: Kimberly.Vaughan@united.com

**Locations:** N. California (SFO, SMF), ID, NV, OR, WA

**Vernelle Carson**

Senior Staff Representative

United Airlines – IADSY  
PO Box 20200  
Dulles International Airport  
Washington, DC 20041 USA  
Phone: 703-661-4825  
Fax: 703-661-7652  
E-Mail: Vernelle.Carson@united.com

**Locations:** DC, NJ, MD, CT, DE, MA, ME, NH, NY, PA, RI, VA, VT, WV

**Lillian Perez-Posadas**

WC & Medical Programs Manager - GUM

United Airlines GUMSY  
523 Chalan Pasaheru  
Tamuning, GU 96913  
Phone: 671-645-8524  
Fax: 671-642-8050  
E-Mail: Lillian.Perez-Posadas@united.com

**Locations:** GUMSW\*  
The Guam TPA is Guam Insurance Adjusters (GIA) except for Flight Attendants, which is AIG (Dallas)



**CREW PAY REPRESENTATIVES**

Flight Attendant should call 1-800-338-2739, prompt #4, and then follow the prompts to the right base.

**BASE ADMINISTRATIVE SUPERVISORS / DUTY DESK**

Base / Duty Desk #	Administrative Supervisor Name	Email	Phone	Fax
ORD 773-601-0161	Sandy Sills	sandy.sills@united.com	773-601-0471	872-825-0089
SFO 650-634-1934	Liz Jacobsen	Elizabeth.jacobsen@united.com	650-634-1963	872-825-0093
LAX 310-342-9353	Betsy Gallo	betsy.gallo@united.com	310-431-2809	872-825-0092
DEN 303-348-3052	Maeve Moran	maeve.a.moran@united.com	303-348-3053	872-825-0091
IAH 281-553-8513	Aleta Stansberry	aleta.stansberry@united.com	281-553-1229	281-553-1224
EWR 973-681-1424	Alta Jordan	alta.jordan@united.com	973-681-1428	872-825-3320
IAD 703-661-8577	Donna Risso	donna.risso@united.com	703-661-8657	872-825-0090



**Managed Care Program Contacts**

**Pat Claiborne, RN, CCM**

Director, Managed Care and Onsite Clinics

346-265-4155

[Pat.Claiborne@united.com](mailto:Pat.Claiborne@united.com)

**Brian Perry**

Sr Mgr, Managed Care Integration

872-825-4640

[Brian.m.Perry@united.com](mailto:Brian.m.Perry@united.com)

**Terry Werber**

Program Manager, Managed Care and Onsite Clinics

872-825-4857

[Terry.Werber@united.com](mailto:Terry.Werber@united.com)

- *Premise Health Clinic Services*
- *Concentra Clinic Services*
- *Occupational Health Issues*
- *Telephonic or Field Case Management Issues*
- *Doctor / Clinic Referrals*
- *Concerns about medical care*

<b>Genex Telephonic Case Managers</b>	
Common Fax # 872-825-0464	
Common email: <a href="mailto:ua.casemgmt@united.com">ua.casemgmt@united.com</a>	
<p><b>Tammi Lane, RN, BSN Lead</b> 713-324-5054 <a href="mailto:Tammi.Lane@united.com">Tammi.Lane@united.com</a></p>	<p><b>Leslie Ihrie, RN Lead</b> 872-825-5088 <a href="mailto:Leslie.Ihrie@united.com">Leslie.Ihrie@united.com</a></p>
<p><b>Jacquel Saint Etienne, RN</b> 713-324-5574 <a href="mailto:Jacquel.saintetienne@united.com">Jacquel.saintetienne@united.com</a></p>	<p><b>Laura Kelly-Schaffer, RN, BSN, CCM</b> 872-825-5087 <a href="mailto:Laura.Kelly-Schaffer@united.com">Laura.Kelly-Schaffer@united.com</a></p>
<p><b>Theresa (Teri) Mitchell</b> 713-324-9410 <a href="mailto:Theresa.mitchell@united.com">Theresa.mitchell@united.com</a></p>	<p><b>Paula Majewski, RN</b> 872-825-5718 <a href="mailto:Paula.Majewski@united.com">Paula.Majewski@united.com</a></p>

Prescription Program for Work-Related Injuries		
Welcome to Optum, a workers' compensation pharmacy benefit program customized for <b>United Airlines, Inc.</b> in partnership with Sedgwick and Genex Services.		
Injured Worker		
Obtain prescriptions for your work-related injury from Day 1 with no delay or cost	Step 1	<b>Fill out the form</b> below with your information
	Step 2	Present to the pharmacy along with your prescriptions for your work-related injury
	Pharmacy Network	Optum has an extensive network of retail pharmacies including major chain drug stores. For assistance in locating a pharmacy call Optum's pharmacy support center at 800-419-7191; Option 2 or visit our website at <a href="http://cypresscare.com">cypresscare.com</a> and use the pharmacy locator in the quick links section of the home page.
Please note, Optum is valid only for medications prescribed to treat your compensable work-related injury. You or your group health insurer are responsible for any prescriptions outside of your work-related injury. The claim will be reviewed by the workers' compensation carrier to determine compensability.		
If you have any questions please call Optum's pharmacy support center at <b>800-419-7191; Option 2</b>		

**First Fill Form: Complete and take to your pharmacy**

<b>Bin #: 010876    Group Number: UALFF</b>	
<b>Member ID:</b>	<input type="text"/>
<b>Member Name:</b>	<input type="text"/>
<b>Employer Name:</b>	United Airlines
<b>Date of Injury:</b>	<input type="text"/>

Last 4 digits of SSN + date of injury;  
No spaces (i.e. 9999050206)

Injured worker's first & last name

Pharmacy Help Desk: **1-800-419-7191**

PLEASE NOTE: This form allows you to fill your initial prescriptions with a cost maximum of \$150.00 and no more than a 14-day supply per prescription. Once your claim has been reviewed, you will be sent a new card in the mail. If you do not receive the pharmacy card, please call us at **1-800-419-7191**.

*Issuance of this letter does not constitute acceptance of your claim.*

**Prescription Program for Work-Related Injuries**

Optum ha sido seleccionado por **United Airlines** para asistirle en la obtención de medicamentos relacionados con su reclamo de compensación de trabajadores. Este formulario le permite completar las prescripciones escritas por el médico de sus empleados autorizados de compensación para los medicamentos relacionados con su lesión.

**Injured Worker**

Este formulario debe asegurarse de que usted no tendrá gastos de su propio bolsillo cuando surte su primera receta.

<b>Paso 1</b>	Simplemente <b>llene el siguiente formulario.</b>
<b>Paso 2</b>	Preséntelo en la farmacia en el momento que su prescripción está lleno.
<b>Pharmacy Network</b>	Para su comodidad, Optum cuenta con una extensa red de farmacias al por menor. De la red de farmacias Optum incluye las siguientes principales cadena de farmacias. Para localidades de Farmacia adicional, también puede llamar a nuestro número gratuito o visite nuestro sitio web en <a href="http://cypresscare.com">cypresscare.com</a> y usar el localizador de farmacias en la sección de enlaces rápidos de la página de inicio.

Optum es solo valido para medicina recetada en el tratamiento de su lesion que sea driectamente relaciondada opor causa de su trabajo. Usted o su grupo de seguro medico son responsables por cualquier otra receta. El seguro de compensacion de su trabajo determinara la compensacion de su caso.

Si usted tiene alguna pregunta, llame a nuestro número gratuito de servicio al cliente: **800-419-7191; Option 2**

**First Fill Form: Complete and take to your pharmacy**

<b>Bin #: 010876</b>	<b>Group Number: UALFF</b>
<b>Member ID:</b>	<input type="text"/>
<b>Member Name:</b>	<input type="text"/>
<b>Employer Name:</b>	United Airlines
<b>Date of Injury:</b>	<input type="text"/>

Last 4 digits of SSN + date of injury;  
No spaces (i.e. 9999050206)

Injured worker's first & last name

Pharmacy Help Desk: **1-800-419-7191**

PLEASE NOTE: This form allows you to fill your initial prescriptions with a cost maximum of \$150.00 and no more than a 14-day supply per prescription. Once your claim has been reviewed, you will be sent a new card in the mail. If you do not receive the pharmacy card, please call us at **1-800-419-7191**.

*Issuance of this letter does not constitute acceptance of your claim.*



# Appendix B - ESF

For Usable ESF Form see List at:

[https://flyingtogether.ual.com/web/content.jsp?SID=WC\\_MgndCare&path=/Pages/WC\\_GuidelinePackets.jsp](https://flyingtogether.ual.com/web/content.jsp?SID=WC_MgndCare&path=/Pages/WC_GuidelinePackets.jsp)



## EMPLOYEE STATUS FORM

PATIENT'S NAME: \_\_\_\_\_ DEPT CODE: \_\_\_\_\_ EMPLOYEE ID # \_\_\_\_\_  
 DATE OF INJURY: \_\_\_\_\_ OFFICE VISIT DATE: \_\_\_\_\_ TIME IN: \_\_\_\_\_ TIME OUT: \_\_\_\_\_  
 INITIAL INJURY TREATMENT Circle One: YES / NO SUPERVISOR: \_\_\_\_\_  
 DESCRIPTION OF INJURY/ILLNESS: \_\_\_\_\_

### TRANSITIONAL DUTY AVAILABLE

Some work groups (ie Flight Attendants) do not have Trans Duty. To assist United Airlines in understanding our co-worker's current work limitations please indicate any physical restrictions so we can ensure proper light duty placement, if available.

- EFFECTIVE DATE: \_\_\_\_\_ PATIENT HAS NO RESTRICTIONS
- EFFECTIVE DATE: \_\_\_\_\_ PATIENT IS UNABLE TO WORK
- EFFECTIVE DATE: \_\_\_\_\_ PATIENT IS RELEASED WITH THE FOLLOWING PHYSICAL CAPABILITIES:



ACTIVITY	MAY NOT PERFORM	UP TO 2 HOURS	2 TO 4 HOURS	4 TO 6 HOURS	8 HOURS OR MORE
<b>BODY MOVEMENTS</b>					
Stand					
Walk					
Sit					
Bend / Twist / Turn					
Kneel / Squat / Crawl					
Head / Neck Movement					
Outward Reach Arm(s) *					
Reach above Shoulder *					
Repetitive Hand Use *					
Grip *					
Additional Restrictions or Requirements:					

ACTIVITY	MAY NOT PERFORM	UP TO 2 HOURS	2 TO 4 HOURS	4 TO 6 HOURS	8 HOURS OR MORE
<b>LIFT/CARRY</b>					
Up to 20 lbs. Specify # of lbs: _____					
21 to 45 lbs.					
45 or Greater					
<b>PUSH/PULL</b>					
Up to 20 lbs. Specify # of lbs: _____					
21 to 45 lbs.					
45 or Greater					
<b>MISCELLANEOUS</b>					
	NO				YES
Full Visual Acuity, Color Discrimination and full Visual Field					
Ability to Hear					
Crutches, Cane, Cast, or Splint required					
Drive and Operate Company Equip.					
Climb and Work at Heights:					
Using Ladders					
Using Stairs					

\*Above restriction(s) applies to: Left \_\_\_\_\_ Right \_\_\_\_\_ Both Extremities \_\_\_\_\_  
 MEDICAL TREATMENT ADMINISTERED: (e.g. medications and dosage, splints, sutures, injection, etc.) \_\_\_\_\_

ADDITIONAL COMMENTS: \_\_\_\_\_  
 PHYSICIAN'S NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_  
 PHYSICIAN'S SIGNATURE: \_\_\_\_\_ SPECIALTY: \_\_\_\_\_ DATE: \_\_\_\_\_  
 PHYSICIAN'S ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_  
 DATE/TIME OF NEXT OFFICE VISIT: \_\_\_\_\_ ANTICIPATED MMI DATE: \_\_\_\_\_

**Fax to United - Employee Service Center at 847-700-9533 immediately following each visit**

Revised 02/2017



## Appendix C - DEAR PROVIDER LETTER & Job duties

Dear Healthcare Provider:

United Airlines would like to thank you for providing services to our employee. We are committed to assisting our employees to return to meaningful work as early as possible following a work related injury/illness.

To assist us in understanding the nature of the employee's injury/illness, we request that you complete an Employee Status Form (ESF). The ESF must include the date of the employee's next scheduled visit and/or a projected return to work date. This form must be completed at each examination and immediately faxed to the United Airlines Employee Service Center at **847-700-9533** and returned to your patient.

Please promptly submit all medical bills/invoices/notes related to the injury to:

**MAIL: Sedgwick**  
**PO Box 14155**  
**Lexington, KY 40512-4155**  
**1-844-717-2579 (worldwide)**

**Ebill: [United6925Images@Sedgwick.com](mailto:United6925Images@Sedgwick.com)**

**FAX: 1-844-810-4365**

**Please include employee's name, base location, claim number (if available) and employee ID number on all correspondence.**

United Airlines appreciates your cooperation and support in providing high quality, cost effective medical care to our employees.

Thank you for your attention to this matter.

Workers' Compensation Programs  
United Airlines

Enclosure: Description of Flight Attendant Job Duties

**DESCRIPTION OF FLIGHT ATTENDANT JOB DUTIES****Overall Duties and Work Environment**

Provides high quality customer service to passengers based on market specification and individual needs. This includes, but is not limited to, en-route cabin service and/or ground cabin service to delayed or canceled passengers.

Reads, interprets, demonstrates and provides safety briefings to passengers. Communicates and ensures compliance with company and government safety and security rules and procedures. Required to manage crew and passengers in any potential onboard event, including medical emergencies, assessment of security threats and a variety of difficult situations. Oversees cabin to ensure cockpit access is prevented by unauthorized personnel. Provides leadership, direction, and assistance to passengers and other crew members in stressful, emergency or evacuation situations.

Works in an environment subject to varying climatic conditions and air pressures, turbulence-induced variable positive and negative G loads, changing work locales, variable hours and shifts and working conditions, moderate noise levels, dim lighting, confining spaces and frequent contact with others. May be exposed to radiation levels of three to six millisieverts (mSB) per year at altitude, dry air ranging from 4% to 15% humidity, and ambient altitudes ranging from 4,000 to 8,500 feet. The frequent air pressure changes could predispose certain employees to ear and/or sinus barotrauma.

***Specific Duties and Abilities***

Proactively assists passengers with stowage (i.e., floor to above shoulder level) of carry-on bags, garments and other belongings. Serves or sells food, beverages and various other amenities in accordance with service standards. Picks up trash, keeps cabin and lavatories tidy. Provides assistance, which could include cardiopulmonary resuscitation, to ill or incapacitated passengers.

Operates mechanical and safety equipment such as oxygen systems, aircraft doors, evacuation slides, fire extinguishers, life rafts, galley equipment, communication and audio/visual equipment and lighting systems. Handles cash and credit transactions for liquor, audio equipment and other sales. Uses computers, including navigation within Windows environments and data entry and retrieval of information using company operated systems. Reads, comprehends, updates and uses technical or specialized information.

Interacts in a professional and friendly manner with clients, coworkers and customers of diverse backgrounds. Works with other crewmembers on a team to ensure all services meet company standards. Takes responsibility and is accountable for commitments and assignments.

Presents a professional image, including a neat, well-groomed appearance as described in United Company Regulations 30-5.

Must be able to speak in a clear, concise, and organized manner, loudly enough to be heard in an emergency. Ability to speak and understand English fluently. Proficiency in a second language highly desirable. Ability to hear all types and ranges of sound. Must meet hearing and vision requirements as established by the Federal Aviation Administration and the airline.

Ability to use time efficiently and productively. Ability to demonstrate assertiveness and influence, when appropriate. Ability to resolve difficult, emotionally charged or confrontational issues while maintaining composure and focusing on customer needs. Ability to make decisions with little or no supervision, or in the face of rapidly changing events, stress,



emergencies or crisis. Ability to demonstrate flexibility and adjust easily to new conditions, changing needs and priorities.

Must complete Initial Flight Attendant Training, including Emergency Procedures and annual recurrent emergency training. May be required to complete other training as well.

***Physical Requirements:***

Flight attendants are required to be able to perform a combination of physical activities in the course of their work day. The types and combination of physical activities that are required may vary from day to day, depending upon job tasks assigned. Some of those activities include the following:

Works in aircraft aisles and galleys for periods of up to 14 hours or more, performing duties which require standing, walking, climbing, stooping, crouching, squatting, kneeling, reaching, twisting and bending. Such duties may be complicated by unpredictable, and at times, air turbulence.

Pushes or pulls movable carts. Ergonomic studies show that the initial push/pull force (force required to put a beverage or food cart in motion, at a flat angle) is 29 pounds of force. On a 4 degree angle, the estimated required force is 45 pounds.

Frequently required to use force up to 25 lbs. to lift, push, or pull objects, such as beverage stowage bins. Occasionally required to use 25 to 55 lbs. of force to lift, push, or pull objects. At times, required to use forces greater than 55 lbs. to lift, push, or pull objects. Some of these push, pull, or lifting forces must be performed with the arms at or above shoulder level, such as in the case of closing or opening overhead bins.

Ability to perform tasks that require overall body coordination/balance. Vertical reach of at least 82 inches (2.08 meters) and maximum height of 76 inches.

***Education:***

High school graduate or GED.

***Additional Qualifications:***

Qualifications: Must be able to complete company physical assessing capability to meet flight attendant essential functions with or without a reasonable accommodation, drug tests, background checks, the required initial and emergency procedures for flight attendants and other pre-employment checks required to obtain SIDA access. Must possess a valid passport prior to attending training with 30 months validity remaining prior to expiration.

## Appendix D – Employee Pay Option Acknowledgement

As there are different pay option letters for pmUA, pmCO and CMI, please cut and paste link below to get to the Help Hub page where you can click on the appropriate letter:

[https://united.service-now.com/hrportal/?id=hrj\\_sc\\_cat\\_item&sys\\_id=a518df5cdb264b00051eff971d9619a7](https://united.service-now.com/hrportal/?id=hrj_sc_cat_item&sys_id=a518df5cdb264b00051eff971d9619a7)

Once you have signed into Help Hub with the above link, you will see the option according to your accessibility:

### pmCO –Pay option letter offering



#### Occupational Pay Option Letter (pmCO)

**(CREW PAY)** You may use your accrued sick leave to supplement your state TTD payments. Submit this request to determine and request the amount of your supplemental sick pay. Read the text in...

REQUEST SERVICE

### pmCMI-Pay option letter offering



#### Occupational Pay Option Letter (pmCMI)

**(CREW PAY)** You may use your accrued sick leave to supplement your state TTD payments. Submit this request to determine and request the amount of your supplemental sick pay. Read the text in...

REQUEST SERVICE

### pmUA – Pay option letter offering



#### Occupational Pay Option Letter (pmUA)

**(CREW PAY)** You may use your accrued sick leave to supplement your state TTD payments. Submit this request to determine and request the amount of your supplemental sick pay. Read the text in...

REQUEST SERVICE

## Appendix E – viaOne Express Setup Instructions



### viaOne® express user overview for employees

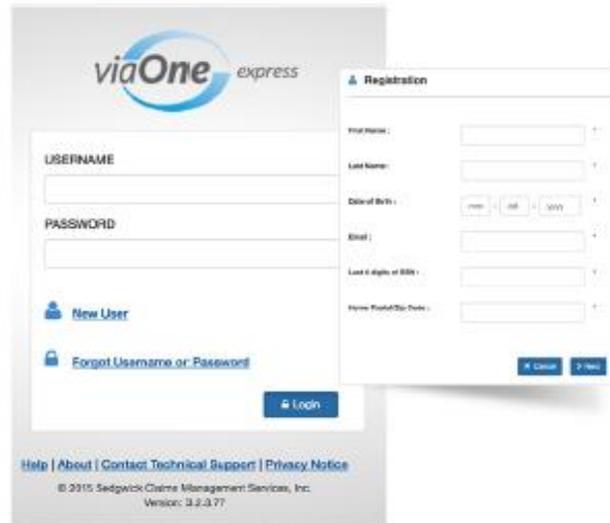
With viaOne express, you can view your workers' compensation claims and payment status, update return to work dates, contact your claims examiner, opt in to receive automatic status updates, sign up for direct deposit if your employer is enrolled in it, search for a medical provider specializing in occupational injuries in select states based on your employer's program, and securely upload claim or medical documents, information or images using document upload or camera capture. You can access viaOne express using a personal computer, tablet or smartphone.

#### Create a new user account

- Go to <https://www.claimlookup.com>
- Click new user
- Complete the personal information section of the registration page and click next
- Enter a unique username and password
- Select a security question and answer
- Click submit
- After registration, you will receive a confirmation email containing your registration information

#### Log in to viaOne express

- Go to <https://www.claimlookup.com>
- Provide your username and password



#### View your claims

Click the view tab to access your claims and important documents, and to view your work status and payment history.

#### Upload claim information

In the related links section, click the upload a file link. This opens a page or section and you can browse and select a file or photo from your computer or mobile device. If you provide an email address or cell phone number, you will receive a notification status of your upload within four hours. Completed attending physician statements can be uploaded to your file using this method.

#### Contact your examiner

You can securely contact your claims examiner using viaOne express to report a return to work date, ask a question, or opt in to receive automatic status updates via text or email. In the related links section, click the green envelope icon in the contact column of the My Claims page and complete the information requested.

## **Appendix F – Glossary**

<b>ESC</b>	<b>Employee Service Center</b>
<b>ESF</b>	<b>Employee Status Form</b>
<b>FAST</b>	<b>Flight Attendant Service Team</b>
<b>GUL</b>	<b>Group Universal Life</b>
<b>LOA</b>	<b>Leave of Absence</b>
<b>LTD</b>	<b>Long Term Disability</b>
<b>OIS</b>	<b>Occupational Injury System</b>
<b>OI</b>	<b>Occupational Injury</b>
<b>OJI</b>	<b>On-the-Job-Injury</b>
<b>RTW FD</b>	<b>Return to Work Full Duty</b>
<b>RTW</b>	<b>Return to Work</b>
<b>TTD</b>	<b>Temporary or Total Disability</b>
<b>TPA</b>	<b>Third Party Administrator</b>