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To: Directors of OHRM and Directors of Personnel

From: Robert DuBois, Director - Employee Benefits Division

Subject: **Revised Hours for Accident Reporting System (ARS) Call Center**

Date: December 27, 2010

The following memorandum applies to injured workers of Executive Branch agencies only. Judicial and Legislative Branch agencies are not affected by the upcoming changes and are required to continue to follow current procedures.

Currently, the ARS Call Center is open 24 hours a day, 7 days a week to collect information on work-related incidents for employees of New York State. Effective January 1, 2011, the ARS Call Center hours are changing to 8:00 a.m. to 9:00 p.m. EST, Monday through Friday and the Call Center will be closed on State holidays. The Call Center's toll free number will remain 1-888-800-0029. Callers will be able to leave a message after hours and on weekends and holidays. A Call Center Representative will return their call the next business day in order to report the injury or illness and obtain an ARS incident number.

As a result of this change, the *Claimant Information Packet* that personnel offices distribute to injured workers has been modified. The new packet includes a "Workers' Compensation Temporary Prescription Services ID" form. If an employee is injured and an ARS incident number has not been obtained (because the call center is closed), this form may be substituted for the incident number and presented to a participating Express Scripts pharmacy in order to receive a limited supply of a needed prescription.

The revised *Claimant Information Packet* can be found on the Department of Civil Service's web site: <http://www.cs.state.ny.us/ebdonline>, a secure website accessible to personnel administrators. The *Claimant Information Packet* must be distributed as soon as possible to injured workers who have medical services or lost time as a result of their workers' compensation incident. Each state agency should ensure that employees have access to the packet in cases where, after normal business hours, an injured employee is in need of prescription drugs and the agency's personnel office is not staffed.

After hours, an employee can print a *Claimant Information Packet* from the New York State Insurance Fund's website at <http://www.nysif.com>. From the main page, they can click on "Forms" and scroll down to "Claimant Information Packet". These instructions will be provided to callers to the ARS after hours. Please remember that calling the ARS will remain the first step in expediting the workers' compensation claims process.

Attachment