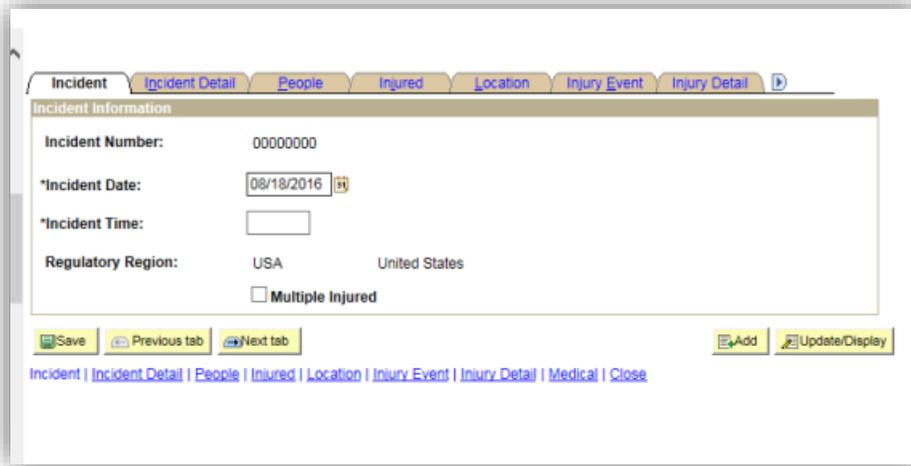# ARS Requested Call Center Enhancements

Incident (page)
Requested change:

Allow the **Multiple Injured** check box to be unchecked on the Incident page.

Resolution:

We have simplified the multiple injured process by removing the **Multiple Injured** (check box) altogether from the **Incident** (page).

Multiple injured will be entered on the **People** (page) by clicking on the plus sign (+) and adding the additional injured persons.

Incident Details (Page)

Requested changes:

- Allow the **Reported by EmplID** and **Reported by Non-EmplID** in **Incident Detail** to be changed after an ID was already entered.
- Allow the check boxes to be changed after an initial selection: **Is Person Reporting also the Injured Person?** and **Is Person Reporting also a Witness**?

Resolution:

We <u>removed</u> the check boxes from the **Incident Detail** (page) and the values; **Reported by EmplID** and **Reported by Non-EmplID** can be edited before and after the incident is saved. It is no longer grayed out.

People (page)

The purpose of this page is to manage the People Connected to this Incident.

The ***Role** field will default to "Injured and Reporting" when **Reported by EmplID** is populated on the **People** (page) and likewise, ***Role** will default to "Reporting" when **Reported By Non-EmplID** is populated.

Note: The values (Witness) and (Injured) can be added by clicking on the plus sign (+) under **People Connect to this Incident.**

Incident Detail (page)

Requested change:

The OCFS HS CC requested that the **EmplID** be listed before **Non-EmplID** on the **People** page to make it similar to how they are listed on **Incident Detail** page.

Resolution:

We have changed the orders of the fields as requested. The People Connected to this Incident on the **People** (page) will be defaulted to Emplid or Non-Emplid pending the **Reported By** field is populated on the **Incident Detail** (page).

Injury Detail (page)

Requested Change:

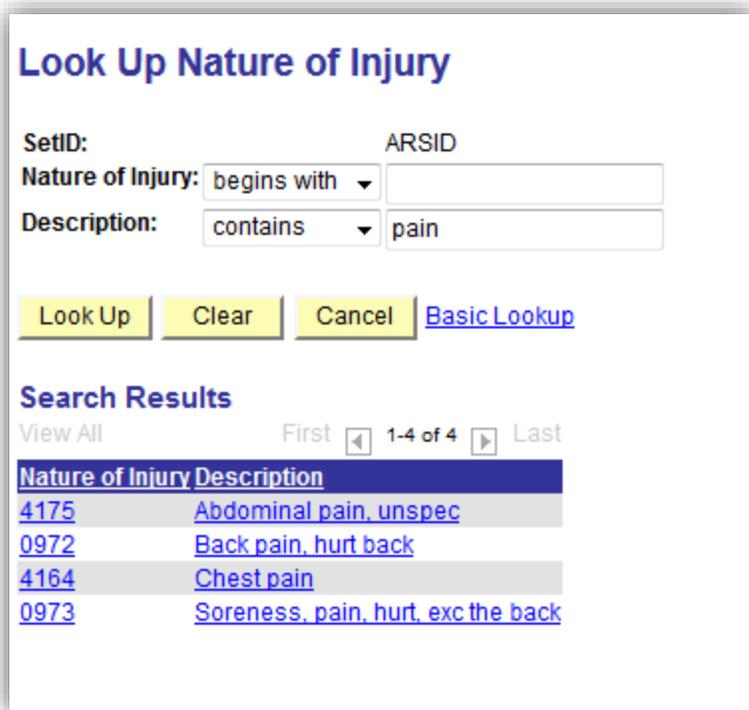Under the **Nature of Injury** lookup, allow to see more than 300 results.

Resolution:

Unfortunately, this is a delivered PeopleSoft functionality and cannot be modified.

Leveraging the search operators can be a helpful way to limit the overall result set returned on a **Nature of Injury** Look Up page:

Ex. Changing the search operator on the Description field to "contains" allows you to do partial work lookups:

Also, another way to assist the agents in looking up the **Nature of Injury** codes is by referencing the Smart Codes section in the ARS Online Manual under "Nature of Injury (Code-Description)". Any "Code-Descriptions" suffixed by a plus sign (+) allow you to further expand to sub-categories to further refine your selection options.

ARS Online Manual

Home >   « go back

Smart Codes

ARS utilizes a standard classification system issued by the US Department of Labor in order to capture details on the types of injuries, accident causes, and body parts injured. The coding of each occupational injury/illness within ARS is dependent upon the description provided by the individual reporting the accident, as well as, the codes selected by the individual entering the information.

In order to review a table of all codes and descriptions within each classification category, click the corresponding **show** button.

Nature of Injury (*Code - Description*) show

Nature of Injury codes "identify the physical characteristic(s) of the work related injury or illness".

Body Parts (*Code - Description*) show

Body Part codes "identify the part of the body directly affected by the nature of injury or illness".

Source of Injury (*Code - Description*) show

Source of Injury codes "identify the objects, substances, equipment, and other factors that were responsible for the injury or illness".

Accident Type (*Code - Description*) show

Accident Type codes "describes the manner in which the injury or illness was produced or inflicted by the source of the injury or illness".

Menu items (sidebar):
- Home
- Overview Of ARS
- Report An Incident
- Access Your Worklist
- Send FROI (C-2)
- Manage Your Claims
- Update Incident Information
- View / Print ARS Reports
- View Broadcast Messages
- View Smart Codes >>
- Agency Location Changes
- Frequently Asked Questions
- Contacts

ARS Online Manual

Home >   « go back

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In order to review a table of all codes and descriptions within each classification category, click the corresponding **show** button.

Nature of Injury (*Code - Description*) hide

Clicking on one of the following will expand a more detailed list of additional codes that fall under that category (if additional codes exist).

0 - Trauma injrs & disords (+)
    01 - Trauma injrs to bones, nerves, spinal cord (+)
    02 - Trauma injrs to musc, tendons, ligs, joints (+)
    03 - Open wounds (+)
    04 - Surface wounds & bruises (+)
    05 - Burns (+)
    06 - Intracranial injrs (+)
    07 - Effects of environmental conds (+)
    08 - Multi trauma injrs & disords (+)
2 - Infectious & parasitic diseases (+)
3 - neoplms, tmrs, & Cancer (+)

Nature of Injury codes "identify the physical characteristic(s) of the work related injury or illness".

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Nature of Injury (*Code - Description*) hide

Clicking on one of the following will expand a more detailed list of additional codes that fall under that category (if additional codes exist).

0 - Trauma injrs & disords (+)
    01 - Trauma injrs to bones, nerves, spinal cord (+)
        011 - Dislocations
        012 - Fractures
        013 - Trauma injrs to spinal cord
        014 - Trauma injrs to nerves, exc the spinal cord
        018 - Multi trauma injrs to bones, nerves, spinal cord
        019 - Trauma injrs to bones, nerves, spinal cord, NEC
    02 - Trauma injrs to musc, tendons, ligs, joints (+)
    03 - Open wounds (+)
    04 - Surface wounds & bruises (+)
    05 - Burns (+)
    06 - Intracranial injrs (+)
    07 - Effects of environmental conds (+)
    08 - Multi trauma injrs & disords (+)
2 - Infectious & parasitic diseases (+)
3 - neoplms, tmrs, & Cancer (+)

Nature of Injury codes "identify the physical characteristic(s) of the work related injury or illness".

Close (page)

Requested change:

When generating a Non-Employee ID's from the link (To add a new Non-Employee click here) on the Incident Detail (page) for the purpose of reporting an injury/illness, the Address information was not being required by the agent and would generate a Non-Employee ID without; Address1, City, State, and Postal being populated but would trigger a Message (20000, 14) when saving the incident. The agency would be forced to cancel the incident until the Address1 information was entered in the Non-Employee Data (component) of ARS.
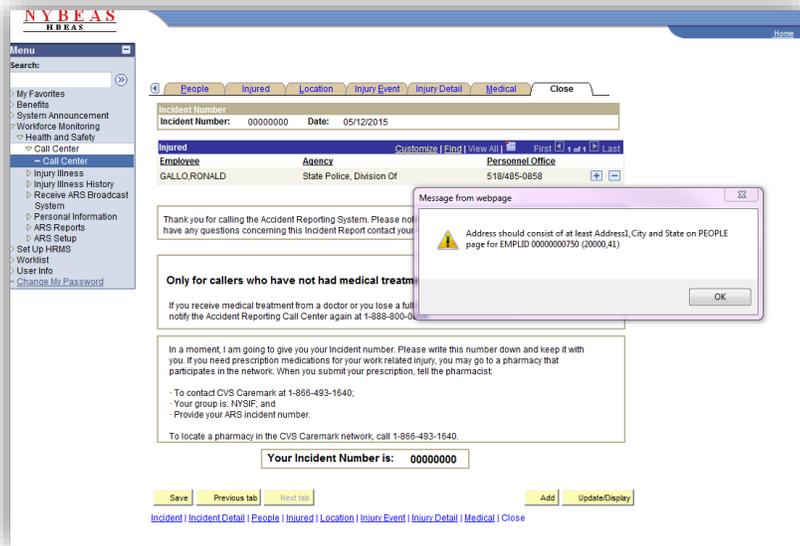
Resolution:

It's no longer necessary cancel the out the Call Center transaction if you receive a message about missing Non-Employee Data you can simply navigate to the **Incident Detail** Page and click **To add a new Non Employee, click here** (link)

We have modified the Non-Employee Data page by removing the requirements for Address information to be entered by the agent. Now in the case of a Non EmplID "Reporter" or "Witness" the only required information the agent must enter is "Name" and "Phone".

Agent Note: Phone is found on the Address (page).
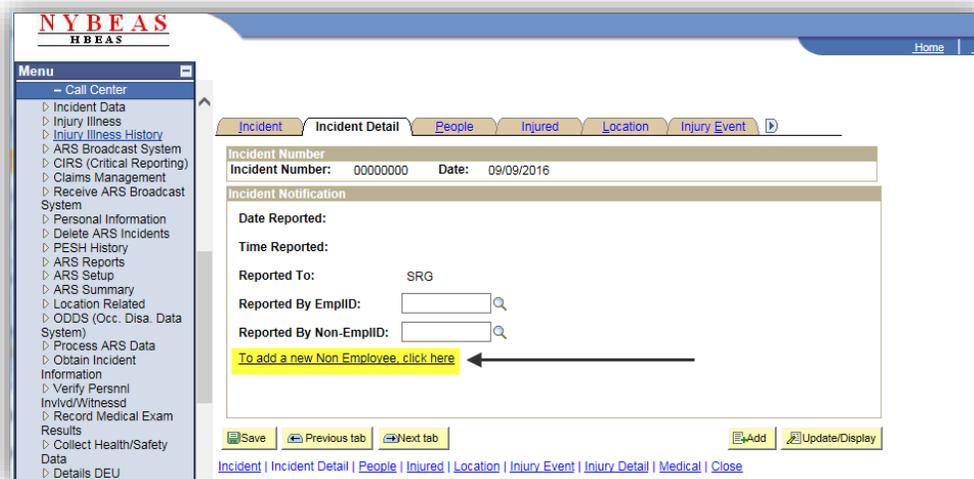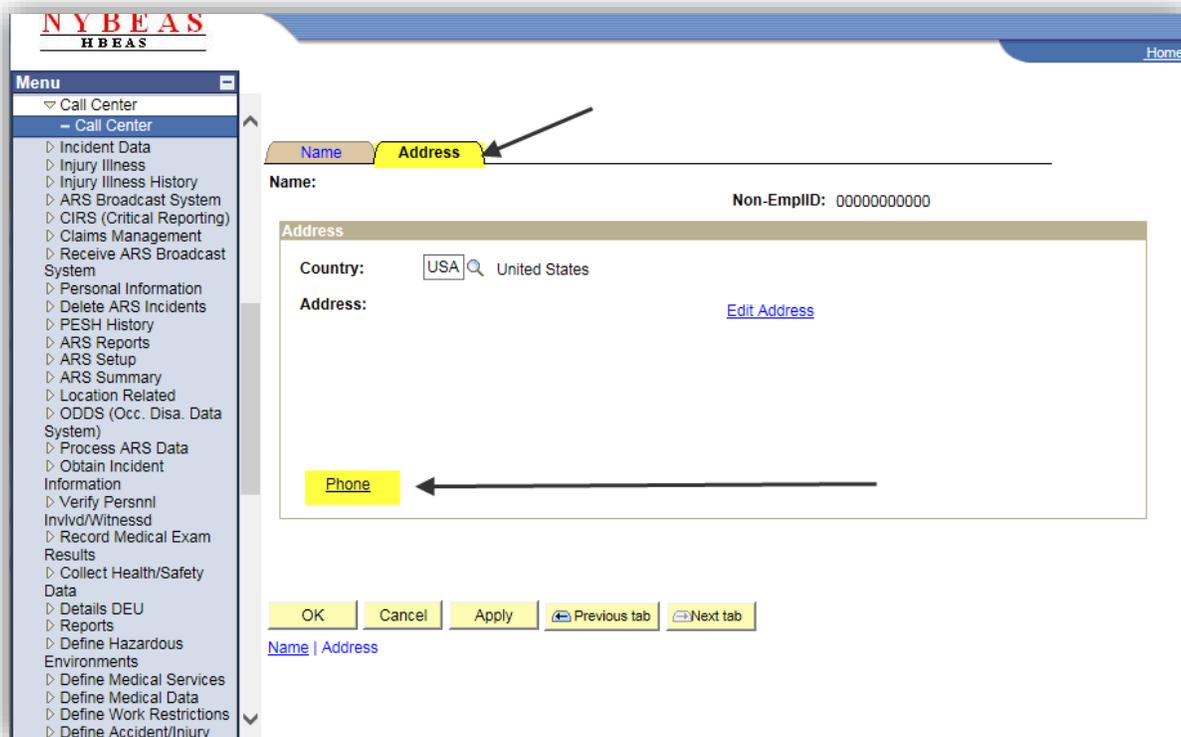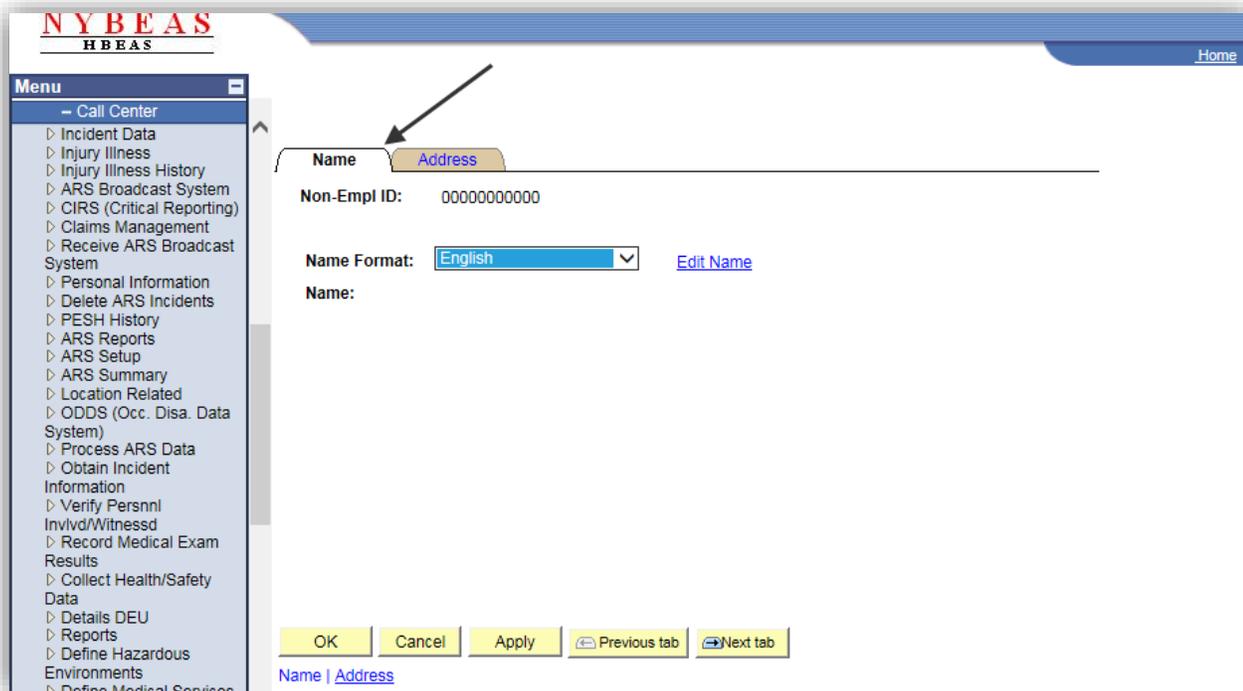
Additional change:

Agent Note: the **Personal Details** (page) has been removed from the Non Employee (link), this information is not needed.

Call Center
Call Center

Name | Address | Personal Details ←

Non-Empl ID: 00000000000

Name Format: English ▼   Edit Name

Name:

OK | Apply | ⟵ Previous tab | ⟶ Next tab

Name | Address | Personal Details

ARS Change Management Items

We have a few items on our change management list for ARS that I believe could be pretty straightforward to answer. What do you think about wither of these?

| 02/17/2016 09:30 AM | Create New Incident Report | No Value | Expanded answer is needed | When entering medical information in an ARS incident, the script advises not enter partial information. Should we ask the caller to call back with all information or can we enter what they have and save the incident | We need clarity in the guide under the medical information tab that explains entering partial medical information. Can we add the information they have and ask them to call back to enter the other information or do they have to call back with all the information at once? Also, can we still submit the incident if they do not have all the information? |
| 02/22/2016 09:20 AM | Cannot Save Incident Report | No Value | No answer/content found | There is no information for callers whose prescriptions are denied at the pharmacy. Can we get information to give to callers for when they call with this situation? | |

Medical (page)
Resolution:

We have made two enhancements on the Medical (page) under Treatment Required?

The field **Initial Treatment** is now visible for the Call Center agent to make a selection (Ex. Minor On-Site Remedies by Employer Medical Staff).

The **Call Center agent** can now enter partial medical information and save the incident without warning or error. The Personnel Administrator or Health Benefits Administrator for the agency will be responsible for obtaining and updating any missing requirements (medical information) when completing and sending the FROI (Formerly C-2).

Close (page)
Resolution:

The Call Center agent is only responsible to give the information found on the Close (page) scripting in the ARS Call Center, and any inquires pertaining to prescriptions should be directed to the agency Personnel Office.

Agent Note: Personnel Office (phone number) is on the Close (page) of the Call Center.

In a moment, I am going to give you your Incident number. Please write this number down and keep it with you. If you need prescription medications for your work related injury, you may go to a pharmacy that participates in the network. When you submit your prescription, tell the pharmacist:

· To contact CVS Caremark at 1-866-493-1640;
· Your group is: NYSIF; and
· Provide your ARS incident number.

To locate a pharmacy in the CVS Caremark network, call 1-866-493-1640.