

### Reporting Procedures

In the event of a workplace accident, helping the injured employee connect with Key Risk is crucial to ensuring they receive help and guidance on next steps and, if needed, access to immediate medical treatment. It is important to follow the steps below:

**Call 911 first for life-threatening injuries.**  
While waiting for the ambulance, you can still follow the steps below.



**Ask the injured employee to immediately call:**

1.866.687.0710 (English)  
1.866.787.2810 (Spanish)



**Our representative will gather details and submit a claim on your behalf**

Employee will be asked to provide general information for a claim to be setup.



**If needed, employee will be connected to an ER trained physician**

If further evaluation is needed, referral will be made to a local, in-network physician.



**You are all done! We will take it from here!**

A notification will be sent to the claim contact on your organization's policy.

**If you would prefer to handle the claim reporting process manually:**



- Provide the injured employee with the panel of physicians.
- Request the injured employee complete and submit the Authorization for Release of Information form.
- Call the physician/provider and advise that the injured employee is on the way to the facility.
- Immediately report the claim to Key Risk online through the claims portal. [keyrisk.com/portal\\_login](https://keyrisk.com/portal_login)



**Submit Claim Questions & Documents:**

 Support@keyrisk.com  
keyrisk.com  
P.O. Box 14817,  
Lexington, KY 40512

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The use of the VirtualMD+ app and services is limited to employers with an in-force workers compensation policy issued by a Key Risk administered carrier ("Covered Employer"), and a Covered Employer's employees who are covered under such policy and may have suffered an injury during the course and scope of their employment with the Covered Employer. This service is administered by MedCall Advisors, an independent tele-medicine treatment provider. Access to MedCall Advisors is provided as a service convenience to employers insured by Key Risk to support immediate access to medical care for their employees. Key Risk is not responsible nor liable for any advice, course of treatment, diagnosis or any other information, products or services obtained from MedCall Advisors. Additional information about MedCall Advisors can be found at the following link: <https://medcalladvisors.com/>

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