



VACORP

Workers' Compensation

Claims Handling

For employees who have been diagnosed with the virus and feel the exposure arose out of and/or was caused by their employment, please submit that claim through your traditional pathway. For most that will be via Company Nurse, the most efficient way for us to receive information quickly and subsequent to triage by an actual nurse. Members who do not use Company Nurse are strongly encouraged to report the claim via the website as soon as possible.

We will conduct our investigation into the claim and provide a compensability decision upon review of all evidence. Please note that a claim for COVID-19 could fall into the area of "Ordinary Disease of Life" as defined under the Virginia Workers' Compensation Act per VA Code 65.2-401. Generally, such diseases are not considered compensable under the Act. As the virus continues to spread across the community and the world, and as the broader public is exposed to the virus, the opportunity for general daily exposure outside of work increases. We will take into account all information received as part of the claim and establish a determination for each claim as expediently as possible.

Nurse Case Managers

VACORP provides nurse case managers (NCM) to work with many of our workers' compensation claimants. These important team members help to ensure the care your employees receive is clear and understood by all parties. NCM staff will continue to assist with claimants via telephone and email until such time as we determine it is safe for our nurses to attend in person appointments.