



Medical Absence and Return-to-Work Checklist



- Notify your supervisor of your medical leave of absence.**
- Start your benefits.** If you are eligible for benefits, submit the Railroad Retirement Board (RRB) Sickness Benefit forms to the RRB and/or claim forms to your disability insurance carrier.
 - You must file RRB Form SI-1ab, Application for Sickness Benefits, *within ten (10) days from the first day you want to claim benefits*. Applications can be obtained from your local RRB field office (877-772-5772), RRB’s web site at www.rrb.gov, or your labor organization.
 - If you are covered by a supplemental disability or sickness plan, you may have a Summary Plan Description booklet. It will contain the information you need to file a claim. Assistance is available through the insurance carrier or your labor organization.
 - Please ask both RRB and your insurance carrier for the end date of your coverage. Keep track of this date throughout your medical absence. *Knowing the end date of your coverage can help prevent lapses of coverage.* This is especially important during the time period after your doctor has cleared you to work and before you have been medically qualified to work by the NS Medical Department.

- Identify your NS Medical Department case coordinator.** Your case coordinator will help you through the return-to-work process and help you get back to work quickly.

To identify your personal case coordinator:

- Go to www.nscorp.com.
 - Click on the **EMPLOYEES** tab, then, on the **Medical** tab in the drop-down window. Finally, click on the **Return-to-Work Information Sheet**.
 - Your assigned case coordinator’s direct contact information will be listed on page 2 of the **Return-to-Work Information Sheet**.

My Case Coordinator is _____
 Case Coordinator’s Phone _____
 Case Coordinator’s Fax _____
 Case Coordinator’s Email _____

- The **Return-to-Work Information Sheet** is a helpful reference for other return-to-work information.

NOTE: If you do not have access to a computer, please call the NS Medical Department at 800-552-2306 for help.

- Be proactive; get started early!**
 - Call or email your case coordinator as soon as possible after you have marked off for an extended medical absence. Your case coordinator can help answer your questions about what medical records and information, if any, are needed to determine your ability to return-to-work.

- You can expedite your return-to-work by faxing or emailing a copy of requested medical records and information directly to your personal case coordinator as soon as you know your targeted return-to-work date. In many cases, even earlier! Ask your case coordinator.
- *Please be sure to provide us with your full name, your employee ID number, and your correct phone number and email address when sending us your records. You should contact your case coordinator the same business day to ensure that your records were received.*
- There is an easy to use Fax Cover Sheet available to you for faxing medical records to us. Go to www.nscorp.com, click on **EMPLOYEES**, then click on the **Medical** tab in the drop-down window. Fill out and print the **Fax Cover Sheet**.

At your doctor's office:

- Please provide your doctor with a copy of any letter you receive from us requesting medical records or information.
- You will need to sign a medical records release for the requested records to be sent to you or directly to us. Please ask each of your doctor's staff about their medical records release process and complete all the necessary steps.
- If you choose to have your records released directly to us, please ensure that your doctor provides only the requested information pertaining to your condition that caused the absence. If possible, give your doctor's staff the completed NS Medical Department fax cover sheet.
- Ask your doctor for your targeted return-to-work date.

After your doctor has released you to work:

- If you have not been medically cleared by the NS Medical Department, we will complete your RRB Sickness Benefit forms and insurance claim forms while we determine your fitness-for-service. *Please fax these forms to your case coordinator, who will help with their completion.*
- In order to ensure your continued disability certification, please cooperate with us by quickly providing the required medical documentation to the Medical Department.

When you are medically qualified to return to work by the NS Medical Department:

- Your case coordinator will personally notify you. *Please make sure that your case coordinator has your correct phone number and email address!*

Finally: Communicate with us throughout your return-to-work process. By working together, we can make sure you get back to work as quickly as possible!