

# NS MEDICAL DEPARTMENT CLINICAL TEAM SUPPORT DIRECT CONTACTS

*\*Cases assigned by the first initial of employee's last name\**

## **PHYSICAL EXAMINATIONS**

(fax) 678-512-5090

**A-D** Kimberly Eason – 757-629-2448

**E-K** Sally Heath – 757-629-2439

**L-Ri** Stephanie Robertson – 757-664-5005

**Rj-Z** Andrea Price – 757-629-2438

## **WORK STATUS INQUIRIES**

**(includes return to work)**

**A-L** Kerry Long – 757-629-2055  
\*\***(fax)** 757-823-5771

**M-Z** Yolanda Byers – 757-629-2639  
\*\***(fax)** 757-823-5772

## **MEDICAL CLAIMS**

**A-Z** Theresa Mack – 757-629-2440  
(fax) 678-512-5071

## **VOCATIONAL REHAB**

**A-Z** Shawna Baines  
757-664-5047  
(fax) 757-823-5781

\*\*Preferred fax #s for return to work.



## **OTHER MEDICAL RESOURCES:**

General Info Line: 877-737-0746

General Info Sheet on ERC:

- go to ERC, then click on:
- Employee Self Service
- Medical Info Page
- Return to Work Info Sheet

Toll free fax (alternate): 866-627-0592

Email for employees to send medical records: [medicalrecords@nscorp.com](mailto:medicalrecords@nscorp.com)



## **NS Medical Department**

Phone 1-800-552-2306

Three Commercial Place

Norfolk, VA 23510-9202

## **MEDICAL DOCUMENTATION REQUIREMENTS FOR A FITNESS-FOR-SERVICE EVALUATION**

When evaluating an employee's fitness for service, the NS Medical Department may request that medical records and information regarding the employee's medical condition be provided from the treating doctor(s). Depending on the individual case, requested records may include all related: doctor's evaluation reports; doctor's office visit and progress notes; diagnostic test results (for x-rays and MRIs – please do not send the actual films); operative report(s); hospital admission and discharge summaries; treatment records (including physical therapy notes); and the treating doctor's recommendations for any work restrictions and/or accommodations.