



Injury On Duty Guide



Call the Sedgwick Reporting Line to file the IOD

Injured at work or during a layover? Call (1-844-777-8463) any time of day. Representatives are available around the clock. Provide the following information:

- Flight Number/Date
- Arrival/Departure cities
- Hotel information (if on a layover)
- If treatment has already been sought (ex. ER)



Seek medical care

When you call the Sedgwick reporting hotline, a nurse will direct you to an approved medical facility. Visit www.iodmedical.com for providers in the Sedgwick PPN or call the Sedgwick Concierge Line at 1-866-HELP-OJI | 1-866-435-7654

You **must** be removed from service by a doctor on the same day of your trip or before any lost time in order to have your absence coded as an IOD. APFA does not support the suggestion of home care or self-care.



Work Status Report Note

Obtain a note from the healthcare provider that states whether you can return to work or not.

Emergency Rooms will NOT automatically provide a note recommending leave from work, so be sure to request one. If you are unable to acquire a note from the ER, follow up with a Sedgwick approved doctor upon returning to base.

Work status Doctor notes need to be sent to the AA IOD Admin office either by email or fax: Email: Inflight.IOD@aa.com Fax: 682-275-9015

After each appointment send your work status report to AA IOD Admin office and your Sedgwick claims examiner. Your claims examiner uses the following email format: First Name.Last Name@sedgwick.com



Monitor and manage your work schedule

Continue to follow the doctor's instructions until the claim is approved or denied. You are responsible for your work schedule until the leave code is reflected. You may call out sick for the duration specified in the note.

If you need to extend the current sick call until the claim is approved, please call the AA IOD Admin Office at 1-800-VIP-CREW.



Sign Up For an Account on mysedgwick.com

The MySedgwick.com account will help you track the status of your claim and notify you if it has been approved or denied. Additionally, it may provide the contact information of the claims examiner before they reach out. You can communicate with the claims examiner, view approved treatments, and see payments you have or will receive.

You can sign up with your claim number or your birth date + last four digits of your social security number + postal code.



Sedgwicks Claim Examiner

You will be assigned a Sedgwick claims examiner within about 72 hours of reporting the injury. **Excluding holidays and weekends.* If you have questions or need to speak about the claim, call Sedgwick Concierge Line: 1 (866) HELP-OJI | 1 (866) 435-7654

The Claims Examiner will reach out to do a recorded statement. It's important to provide only facts related to the injury. You have no obligation to provide personal information like hobbies, activities outside of work, or any other information not related to the injury. You can simply state, "I don't believe that information is relevant to my claim, so I'm not comfortable discussing it," or "I don't believe that information is relevant to my claim". Please avoid being confrontational, and remember that when you speak with Sedgwick, they are using this information to approve or deny your claim.



Returning to Work

Your doctor will complete the RTW form and send it to your Sedgwick Case Examiner, who will share it with IOD Admin either by fax (682-275-9015) or email (Inflight.IOD@aa.com)

After the RTW paperwork has been submitted, call IOD Admin at 1-800-VIP-CREW. They will advise you of any return to work administrative requirements (e.g.: fingerprinting, badging, drug testing).

Your Return to Work paperwork must be submitted by 12:00 PM Central Time on the 10th of the current month to be eligible to bid for the following month.



The APFA IOD Department is Here to Help

1-817-540-0108 | iod@apfa.org

Visit www.apfa.org/resources/iod/ to view all of this information and more



Recurring Injury on Duty

If you experience pain or require additional treatment for an injury, please follow the steps below. If you are going to call in sick, please provide a note stating that you are removed from service. Please email or call your Sedgwick examiner to let them know you need to see your treating doctor. There may be a delay before your examiner can arrange for you to see your doctor. If this occurs, you may need to address your work status beforehand. Please speak with your examiner about the missing work.

- Please see your doctor and obtain a note to take you off work (or to update your restrictions). If you can't get in to see your doctor. You may need to seek care temporarily at an urgent care until you can see your doctor.
- Make sure it clearly connects your time off to your injury.
- Send it to your insurance Claims Examiner and Inflight admin.
- Don't stop working without medical documentation or return until cleared.
- If you have specific questions, please reach out to APFA.



Contacts



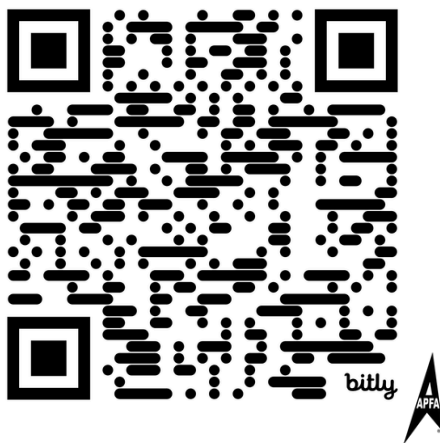
Sedgwick reporting Hotline: 1 (844) 777-8463

AA Flight Service: 1 (800) VIP-CREW | 1(800) 847-2739

AA IOD Admin: Inflight.IOD@aa.com | Fax: 682-275-9015

Sedgwick Concierge Line: 1 (866) HELP-OJI | 1 (866) 435-7654

APFA IOD Department: [\(817\) 540-0108](tel:(817)540-0108) | iod@apfa.org



Important facts about IOD

- Workers' compensation is based on where you are based
- State laws must be followed, and our contract does not supersede them.
- Section 27 of our contract addresses Salary continuance, seniority, and activity.
- Arizona, Florida, Texas, and Virginia all have ombudsmen who can help you navigate the process.
- Better understand your pay
<https://www.apfa.org/resources/iod/#paydues>
- Denied claims need to be appealed in accordance with state requirements.
- APFA has an attorney list if you need a referral. We have no affiliation with these attorneys.





Injury on Duty (IOD): Who should I be talking to?

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| Filing your IOD | Sedgwick | Call 1 (844) 777- 8463. You can file an IOD at anytime 24 hours a day. 7 days a week. |
| Coding Issues or questions | American Airlines Inflight Admin | Inflight.IOD@aa.com 800-VIP-CREW (#6, then 4) |
| Weekly/Biweekly Checks (State Disability Payments) | Sedgwick | Your Sedigwick examiner. Email using their name in this format. (First.Last@Sedgwick.com) |
| Vacation | American Airlines Vacations | FA.Vacations@aa.com |
| Sick Time | American Inflight Admin | Inflight.IOD@AA.com 800-VIP-CREW (#6, then 4) |
| Salary Continuance | American Inflight Admin | Inflight.IOD@AA.com 800-VIP-CREW (#6, then 4) |
| Treatment or lack of treatment | Sedgwick | Your Sedigwick examiner. Email using their name in this format. (First.Last@Sedgwick.com) |
| Clarification on the IOD process and right under state law. | APFA | iod@apfa.org (817) 540 - 0108 (Press 1, then 3) |
| Claim approved but coding hasn't happened | APFA | iod@apfa.org (817) 540 - 0108 (press 1, then 3) |