



**STATE OF TENNESSEE THIRD PARTY ADMINISTRATOR  
 REPORTING PROCESS (SUPERVISOR)**

Step #	Action to be Taken
1	Call 911 for all emergencies that result in serious bodily injury, and seek treatment at the nearest emergency room.
2	Complete an Accident/Medical Incident Report (Appendix A) and send it to the Columbia Campus Security office.
3	You and your employee should call the 24/7 Call Center at 1-866-245-8588 and select Option #1. This will allow the employee to speak with a nurse, which will recommend the correct course of treatment.
4	Once the registered nurse recommends treatment, the supervisor will call the First Notice of Loss (FNOL) hotline back at 1-866-245-8588, and selected Option #2 and answer the following: <ul style="list-style-type: none"> <li>• Full Social Security Number, if not already provided</li> <li>• Employee Address</li> <li>• Date of Hire</li> <li>• Date the employer was notified of the injury</li> <li>• Accident Description</li> <li>• Where did the injury occur?</li> <li>• Was the injury in the course and scope of employment?</li> <li>• Do you question the validity of the claim?</li> </ul>
5	Supervisor emails <a href="mailto:humanresources@columbiastate.edu">humanresources@columbiastate.edu</a> and reports the injury.

Note: Any information that is unknown such as full social security number can be added later by Human Resources to the FNOL.