

Frequently Asked Questions

1. How do I file an incident report if I get hurt on the job?

You will need to call 888.585.5075 to report an incident. Please have the following information available at the time of the call:

- Employee address
- Employee phone number
- Date of Birth
- Social Security Number
- Date of Incident
- Time of Incident
- Agency and Division where employed
- Date reported to employer
- Description of Injury
- Body part injured
- Supervisor's Name
- Supervisor's phone number
- Date of hire
- Employee's phone number

2. When should I call to report an incident?

You should call 888.585.5075 as soon as possible. The 888 number is available 24/7, 365 days a year. It is recommended you call prior to seeking medical treatment. If the situation is an emergency, please seek medical treatment and call to report the incident as soon as possible after receiving medical treatment.

3. Do I need to be at work when I call to report the incident?

You do not need to be at work to report an incident. You can call any time, 24/7, 365 days a year.

4. If I am unable to call to report an incident, will the incident still be covered?

If you do not call prior to seeking medical treatment, you are not automatically excluded from Workers' Compensation coverage. Your claim will be reviewed, and a decision made once all information is collected and reviewed.

5. If an employee is unable to report an injury, can another person report on their behalf?

Due to the nature of the questions that will be asked when reporting an incident, it is recommended the employee call to report the incident. If an employee is unable to report the incident, a supervisor or the human resource office can report the incident on behalf of the employee.

6. If I have a question on a Workers' Compensation claim, who do I contact?

Any questions regarding a Workers' Compensation claim should be directed to the Risk Administration Services, Inc. (RAS) claim representative by phone, email, or text. If you wish to contact the claim representative by phone, call 888.585.5075.

7. What if I am taken off work by my medical provider?

If you are taken off work by your medical provider, you need to contact your supervisor and your RAS claim representative. A work note must be received from your medical provider if you are unable to work or if you are given any work restrictions.

8. Whom do I contact if my medical provider needs prior authorization for medical treatment?

If your medical provider needs authorization for medical treatment, contact your assigned RAS claim representative to let them know and they will work with your medical provider on the requested medical treatment.

9. Whom do I contact if I receive a bill for medical treatment?

If you receive a medical bill related to your workers' compensation injury, contact your assigned RAS claim representative at 888.585.5075 or forward the bill, via email, to claimscsr@rascompanies.com.

10. What do I do if I need prescription medication?

After reporting an incident, you will receive a text message with pharmacy information from Alius Health. Present the Alius information to your pharmacy for your first fill. Prior authorization may be required. Within 10 days, you will receive an Alius card in the mail. Use your Alius card to fill work related medication with no copay. It is important that you communicate directly with your RAS claim representative regarding any medication prescribed for your work injury.

11. Do I receive mileage reimbursement for medical treatment?

If you have any questions regarding mileage reimbursement, please contact your RAS claim representative by phone, email, or text. If you wish to contact the claim representative by phone, call 888.585.5075.

12. What do I need to submit to RAS to request mileage reimbursement?

If you qualify for mileage reimbursement, your RAS claim representative will work with you on documentation requirements.

13. If my claim is denied, how do I appeal the denial?

If your claim is denied, you can appeal the denial according to South Dakota statute SDCL 62-7-12. If you wish to appeal, please contact the South Dakota Department of Labor and Regulation, Division of Labor and Management, at 605.773.3681.