

**NURSE**

**HEALTH**

**MEDICAL  
ASSISTANCE**

**CURE**

**DOCTOR**

**AID**

# M.A.S.H.

Maximum Acuity Service for Healthcare

Before Seeking Care for Nonemergency Injuries  
Call **800.200.6375**



# USE M.A.S.H. TO GET INJURED WORKERS THE RIGHT CARE AT THE RIGHT TIME!

## What is M.A.S.H.?

Acuity's nurse triage program, M.A.S.H. (Maximum Acuity Service for Healthcare), is designed to streamline access of injured workers to appropriate care while simultaneously reducing claims for nonemergency injuries that don't require medical treatment. The program helps avoid costly emergency room visits for nonemergency situations and channels workers to Acuity network providers. M.A.S.H. also automatically notifies Acuity of the incident.

## Why is M.A.S.H. important?

Using M.A.S.H. can help reduce claims, resulting in cost savings and lower experience mods. Additionally, higher-cost claims can be prevented by early intervention.

M.A.S.H. gets evaluation or treatment for the injury started immediately—any time of the day or night. M.A.S.H. helps injured workers get the care they need, employers get employees back on the job quicker, and claims costs are reduced, improving your loss experience.

## What makes M.A.S.H. unique?

Acuity offers this service at no charge. The M.A.S.H. nurse triage line is available 24/7 for employees of all our workers' compensation policyholders. At the time of the incident, employees can call and speak with a registered nurse who will evaluate the nature of the incident or injury and determine the employee's immediate medical needs. By addressing the case when it first occurs, quick and accurate care is provided, often preventing a nonemergency injury from becoming unnecessarily expensive.

## What is considered a nonemergency injury?

Injuries not requiring immediate emergency medical treatment—such as sprains, strains, cuts, bumps, scrapes, minor burns, debris in the eye—would be considered nonemergency.

Injured workers with fractures, head trauma, or deep wounds should seek prompt emergency care. If unsure, the M.A.S.H. nurse will quickly distinguish and make the necessary recommendation.

## Can I report the incident directly to Acuity?

Of course! Our nationally recognized claims call center provides the great service you expect from Acuity.



**Call 800.200.6375**

Before Seeking Care for Nonemergency Injuries

## Services and Features Include:

- ✓ Immediate intervention and evaluation
- ✓ Nurses licensed in 50 states and specialized in occupational injuries
- ✓ Nationwide, 24/7 intake and follow-up
- ✓ Timely communication with all interested parties
- ✓ Referral to medical care when needed
- ✓ Channeling to preferred network of providers
- ✓ Employer access to online case information
- ✓ Comprehensive incident gathering
- ✓ Healthcare advocacy for injured workers
- ✓ Bilingual capabilities for more than 25 languages

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M.A.S.H. gives us an objective, professional assessment of an injury to help direct the injured worker to the best course of treatment.

M.A.S.H. helps avoid costly emergency room visits for nonemergency situations and channels injured workers to Acuity's network providers and because that assessment is coming from a third party, not from us, it has more credibility with injured workers and leads to better outcomes.

M.A.S.H. is a great addition to our workers' compensation program. It's a feature which other carriers that used to write our program simply did not provide.



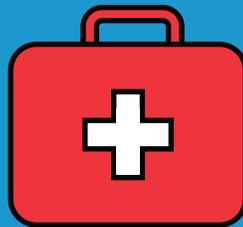
– Al Molnar  
Safety Director  
Otto Trucking

## What people are saying about M.A.S.H.

# THIS FREE SERVICE HELPS CUT **WORKERS' COMPENSATION COSTS!**

M.A.S.H. is designed to streamline access of injured workers to appropriate care while simultaneously reducing costs for nonemergency injuries that don't require medical treatment, avoiding emergency room visits for nonemergency situations and channeling workers to Acuity network providers.

For more information about M.A.S.H., email [managedcare@acuity.com](mailto:managedcare@acuity.com)



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