Workers Compensation Update: Florence
Easing storm impacts for injured workers

Since approaching the Carolina coasts, Florence has prompted evacuations, displacement and postal service interruptions, all of which can affect injured workers. Liberty Mutual Insurance has worked to assist this vulnerable population with their needs during and after the storm. Below are details and resources for injured workers affected by extreme weather.

**Pharmacy benefits**

Our pharmacy benefits manager has lifted early refill restrictions in response to Florence and is ready to assist our injured workers.

If you are an injured worker affected by Florence, and:

- You were forced to evacuate before getting a prescription refill.
- You expected a refill through the mail and USPS service is unavailable.
- Your prescription was lost or damaged.
- You need assistance regarding prescription medication.

Please call Optum at **888-328-0050**.

**Benefits and medical care**

We have worked since the storm’s approach to identify vulnerable injured workers in the area, including those with catastrophic injuries that may:

- Impair your mobility
- Necessitate home health care
- Otherwise place you at increased risk in the areas impacted by the storm

We have also identified injured workers in the region who receive:

- Home health services
- Home health delivery
- Benefits in the form of paper checks

We are proactively reaching out to these injured workers to ensure your safety and continuity of care and benefits. We are replacing paper checks and accelerating electronic funds transfers to continue benefits through direct deposit.

If you are an injured worker in need affected by Florence, a Liberty Mutual Insurance professional may have already reached out to you, or may contact you soon.

You can also reach us by calling the office that manages your claim. If your claim number:

- Starts with 555, call our Tampa office at **800-282-6218**.
- Starts with 550 or any other numbers, call our Charlotte office at **800-532-7706**.

We are committed to the safety and care of our injured workers as we work together to get through this emergency. Please do not hesitate to contact us.