As part of Risk Management’s commitment to meeting the needs of our employees, below are some frequently asked questions that may be of assistance outside the City’s normal business hours.

1. What happens if I’m injured outside the City’s normal business hours?

   **Answer:** If it is a severe injury requiring immediate medical treatment, go to the nearest emergency room or call 911. Notify your supervisor as soon as possible of the injury. The supervisor must report all work-related injuries directly to the City’s third-party administrator, TRISTAR Risk Management, in one of three ways:
   - Phone: (210) 341-0815
   - Fax: (210) 404-0429
   - Email: Firstreport.cosa@tristargroup.net

   **Supervisor must also report all fatalities and/or major emergency events to Risk Management:**
   Marcell Smith, Safety Administrator
   (210) 207-7330 / (210) 452-9764
   marcell.smith@sanantonio.gov

2. How do I receive medical treatment if I am injured?

   **Answer:** An employee may seek medical treatment from any medical provider that accepts workers’ compensation. Notify the medical provider that the treatment is for a work related injury/illness and that you are an employee with the City of San Antonio.

3. If the physician prescribes medication, how do I get my prescription filled?

   **Answer:** An Instant Activation pharmacy card is available from TRISTAR Risk Management. If an instant activation card is not available, please provide the pharmacy the information below. If you are a second shift employee, you may obtain the card from your supervisor.

   Optum
   Phone: (800) 547-3330
   RXBin: 610011
   PCN: IRX
   Member # C37559077
   Group # B466
4. The physician told me I must be placed off work. What now?

**Answer:** The physician should provide you, and the City, with a form titled Texas Workers’ Compensation Work Status Report Form, DWC 73. Notify your immediate supervisor that you have been placed off work and submit the DWC 73 form to the Human Resources Specialist (HRS) the next business day.

5. The physician has indicated that I may return to work with restrictions. What do I do?

**Answer:** The physician should provide you, and the City, with a form entitled Texas Workers’ Compensation Work Status Report Form DWC 73. Hand carry the Work Status Report to your immediate supervisor for determination of job placement.

6. What if I have an issue with my existing claim and need immediate attention?

**Answer:** Contact TRISTAR Risk Management at:
- Joseph Lewis  (214) 604-9601
- Stacey Greer  (512)736-0940

7. What if I am involved in an automobile accident outside of normal business hours?

**Answer:** Notify your supervisor of the accident. If the accident involves a fatality or severe property damage, contact Risk Management:

Marcell Smith, Safety Administrator  
(210) 207-7330 / (210) 452-9764  
marcell.smith@sanantonio.gov

8. What do I do if a City facility is severely damaged (i.e., flood and/or fire)?

**Answer:** Immediately contact Risk Management:

Paul Tovar, Sr. Risk Analyst  
M: (949) 370-0529  
Paul.Tovar@sanantonio.gov