

Church Mutual's Nurse Hot Line

Frequently Asked Questions

What is the average length of call to the Church Mutual Nurse Hotline?

In total, 15 minutes.

How is the call center staffed?

The call center is staffed with registered nurses, 24 hours a day, seven days a week, under the direction of Medcor's full-time medical director. The Medcor Injury Triage medical director is board certified in emergency medicine.

Do your nurses speak any other language besides English?

If a language barrier exists, a translation service is quickly brought into the call. More than 200 languages are available.

When nurses recommend self-care, can employees still request to see their own doctor?

Absolutely. The service does not deny employees their right to medical care; however, it is intended to provide employees with expert information to aid them in making the best decision for their medical care.

If a referral is made to a designated medical facility, what information do employees need to take with them?

No further information is necessary unless your organization requires specific paperwork. The Medcor nurse will automatically fax or email an injury alert form to the designated clinic prior to the injured employee's arrival.

Is the hotline nurse our workers' compensation claims examiner?

No. The Nurse Hotline is a telephonic injury management service. If appropriate, the nurse will fax or email the necessary information to Church Mutual's claims department.

Are the calls recorded?

All calls are digitally recorded for quality assurance and to accurately document the facts of the injury. Callers are notified that the call is recorded and they consent to the recording by participating in the call.

Is the service available for non-work-related injuries?

No. You should follow your organization's guidelines for non-work injuries.

Should we call the Nurse Hotline if a guest is injured at our location?

No. You should follow your organization's guidelines if a guest is injured at your location.

Should I call the Nurse Hotline with billing, payment, insurance or authorization questions?

No. The Nurse Hotline is not able to answer these types of questions. Please follow your organization's guidelines.