

What is an IOD?

An IOD refers to any employee injury while in the course of duty at Envoy.

When and how much will I get paid?

When a compensable injury requires lost time beyond the state waiting period, the injured employee will be placed on an IOD LOA and may be eligible for a percentage of wage replacement in the form of TTD payments. Payments will be mailed to the employee from the claims handler or the state, in accordance with applicable state workers' compensation laws.

For questions regarding benefit eligibility [contact your Claims Adjuster with Sedgwick-CMS](#).

Am I allowed to use any doctor or medical facility to treat my injuries?

Seeking immediate medical attention is our first priority. The workers compensation laws differ for each state. Contact your claims administrator for detailed information regarding doctors and treating facilities.

Can I use my sick time during the state waiting period?

You can use your accrued sick time during the state waiting period. If you remain off work past the defined state retroactive period and receive temporary total disability (TTD) benefits during the waiting period in addition to being paid sick time, you will be required to repay your sick bank once you return to work.

My doctor told me I can return to work – what do I do?

When medical clearance is anticipated, as a courtesy please contact your supervisor as soon as possible to allow ample time to prepare for your return to work.

Once you are cleared with restrictions or to full duty by your Worker's Compensation medical provider, you are expected to report to work that day, or if after the scheduled shift, the next scheduled workday. You will also need to provide a copy of your clearance note to your supervisor/manager.

Why do I keep getting bills from my IOD?

Health care provider(s) should submit medical bills related to workers' compensation claims directly to the applicable address below. If the employee incurs out-of-pocket medical expenses direct the employee to contact the claims handler to request bill submission / reimbursement information. In the event the claim is denied, the injured employee may be held responsible for all or some of the medical treatment expense.

Medical Bill Payment Center

Sedgwick CMS

P O Box 14152

Lexington, KY 40512

1-866-495-7844

Can I travel while out on an IOD?

Employees off work due to an IOD Leave of Absence (IOD LOA) are not eligible for travel privileges on American, Envoy or any other carrier. This includes any travel privileges as a relative or friend of another Envoy or AMR employee, retiree, or using another employee's D3 passes. This privilege is discontinued for employees and all eligible travelers for the duration of the Leave of Absence. This policy will be applied to any current leave of absence in effect as of January 1, 2025, even if such leave was in effect prior to this date. Exceptions:

- An injured employee is allowed to travel **with IOD Manager approval** while on IOD LOA if the employee is traveling A9 for a qualifying emergency
- An injured employee is allowed to travel **with IOD Manager approval** while on IOD LOA if the employee is traveling to seek medical treatment not available locally

To request travel authorization for an injured employee while off work on an IOD LOA access:

- people.aa.com/sm/travel_auth/

Injured employees on transitional duty may utilize normal travel benefits, unless to do so would exceed the employees' medical restrictions.

I've been off work for 5 days due to an injury on duty, when will I get my first workers' compensation check?

Workers' compensation wage replacement is governed by the benefit state. Your claims handler can provide you with the specifics.

While on IOD LOA, will I receive the same salary I was receiving prior to my injury?

During your IOD LOA, your salary will be determined by the state statute or applicable collective bargaining agreement.

Can I use my sick time during the state waiting period?

Yes, you can use your accrued sick time during the state waiting period. If you remain off work past the defined state retroactive period and receive temporary total disability (TTD) benefits during the waiting period in addition to being paid sick time, you will be required to repay your sick bank once you return to work.

Am I responsible for paying for prescriptions related to my injuries?

No, workers compensation insurance provides payments for medications related to a compensable injury.

I've received medical bills that were related to my injury, am I responsible for those bills?

You are not responsible for medical bills related to your compensable injury; all medical bills related to an injury on duty should be mailed to the appropriate address listed under "Helpful Contacts".

Am I allowed to use any doctor or medical facility to treat my injuries?

Seeking immediate medical attention is our first priority. The workers compensation laws differ for each state. Contact your manager / supervisor or your claims handler for detailed information regarding doctors and treating facilities.

Am I eligible for non-revenue travel while working restricted duty?

Injured employees on transitional duty may utilize normal travel benefits, unless to do so would exceed the employees' medical restrictions.