



Work Injury Procedure – Employee Instructions

Effective May 22, 2026

*In the event of an Emergency, **call 911** or go to the nearest hospital or emergency room.

STEP 1:

REPORT INCIDENT AT THE TIME OF INJURY

Call HealthcareLive scheduling line at **1-844-423-9417** or scan the **QR code** below or click the booking link here **my.healthcarelive.com/SteppingStones** to report your injury and to schedule your first telemedicine video appointment. Please be prepared to give them your name, date of birth, injury description, injury date, and work location. This is vital information needed to start your medical treatment.



STEP 2:

MEDICAL TREATMENT

The HealthcareLive Provider will complete an initial appointment through telehealth and make a determination on medical necessity for your treatment plan. Next steps may include in person appointments, follow up virtual appointments, Diagnostic Imaging (*X-rays, MRI's, etc...*), Specialist Appointments, etc.... HealthcareLive will schedule these appointments, make payment arrangements, and expedite the process to remove delays and create a seamless process for your injury care.

Referral to In Person Medical Treatment

If you are referred by HealthcareLive for in person medical treatment:

- You must email a copy of the Work Status report and/or any other medical documents provided by the clinic to: **HR.WC@SSG-Healthcare.com** on the day of your visit.
- If you choose a medical provider other than assigned by HealthcareLive, your medical expenses may not be covered.
- In the event of an emergency, please go to your nearest medical facility for treatment and contact SSG WC at **hr.wc@ssg-healthcare.org**
- If you receive work restrictions, do not report back to work until the SSG WC Team has confirmed with your manager or recruiter that the restrictions can be accommodated.
- If you have been written out of work, SSG WC will provide you with follow up information regarding worker's compensation leave.
- Continue to provide any updated medical documentation to the SSG WC Team if continued treatment is needed.



If in-person medical treatment is NOT recommended and you feel symptoms are persisting, please contact HealthcareLive's answering service at 1-844-423-9417 or email your provider team @atc-team@healthcarelive.com to leave a message explaining your symptoms. You will be contacted for next steps.

STEP 3:

Return-to-Work

If cleared to return to work with or without restrictions and you choose to take time off for further recovery, please follow your normal call off procedure. This time would be subject to regular absentee policy.

Timesheets

It is very important to note that you only enter time that you work on your timesheet. Any time that you miss due to your injury should not be recorded on your timesheet. Any compensation benefits due will be remitted by Stepping Stones' third-party claim administrator (not SSG payroll). Any questions regarding eligibility for compensation should be addressed with the claims adjuster that is assigned to you.

Please visit the SSG Accident Injury Page <https://ssgforme.com/workplace-injury-incidents/> for additional information, approved medical providers, incident reporting form, and other FAQ's regarding the worker's compensation process.