

AmCares

AmCares 24/7 Nurse Line: Your First Step for Injured Employees

AmCares® offers a 24/7 nurse line to all policyholders at no additional cost. Our nurses use nationally recognized triage guidelines to identify the appropriate level of care. Make AmCares your first step after a workplace injury, as nurses will assess the situation and recommend care options, including:

- Self-Care
- Telemedicine
- Occupational Clinic
- Urgent Care
- Emergency Room

Key Takeaways

- With a single phone call, AmTrust insureds can report a claim and have their employee speak to an AmTrust nurse.
- If the injured employee is available by phone and has not already received care, call 888-239-3909 and select the options to speak with a nurse for a workers compensation claim.
- The nurse will provide timely assessment, care recommendations and if needed, locate a quality in-network medical provider closest to the injured employee.
- Policy holders may also enroll in the AmCares program by contacting their agent or client experience manager. Once enrolled policy holders will receive a number to access triage directly, custom posters to direct injured employees to AmCares and receive a triage point of injury report after each call.

AmCares Outcomes

- 33% of all triage calls result in self-care and claim avoidance
Disclaimer: Based on AmCares performance data documented in Jan-Dec 2024. Outcomes may vary.
- 90% of all injured workers are redirected from the emergency room to urgent care
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Benefits



Immediate access to nurse expertise

Nurse will conduct assessment and provide appropriate care recommendations



Easy claim reporting

One call to create claim & speak to a nurse



Decrease unnecessary ER visits & wait time

Ensure appropriate level of care is selected for the injury



Access to quality network providers

Recommend providers near the injured employee, if needed

Please contact Amcaresnursetriage@amtrustgroup.com with any questions.