



U.S. Frequently Asked Questions – Workers' Compensation

Workers' Compensation for U.S. Employees

This document is intended to answer questions you may have Workers' Compensation. The content of this document is believed to be accurate, but in the event of any conflict, the applicable plans, policies, or law, will govern.

Workers' Compensation FAQs (for employees)

What is Workers' Compensation?

Adobe's Workers' Compensation policy provides medical treatment reasonably necessary to address the injury or illness. The insurance company covers this medical treatment at 100% if the injury/illness is deemed work-related and you seek medical care at one of the designated locations, as required.

I believe I have a work-related injury. What do I do?

If you have a work-related injury or illness, contact the Employee Resource Center by opening a ticket at the [Adobe Support Center](#) to report your injury/illness.

In the event of an emergency, seek medical attention first. You may call Adobe security for assistance or dial 9-911. Security will then contact the ERC with accident details.

What is a pre-designation? How do I pre-designate a Workers' Compensation doctor?

If you are a California employee, you are entitled to be treated by your own personal physician only if you have provided the ERC a written pre-designation form with your chosen physician, *prior to your injury*. Please note that the pre-designated physician must have previously provided treatment to you and must agree to be your primary treating physician, complying with the requirements of the Workers' Compensation laws. If your physician does not agree to treat in this capacity, or if you have not pre-designated a physician prior to your injury, you will be required to seek care with a physician in the TriStar Managed Care network based upon your location.

To pre-designate a doctor, please go to the form called [Pre-designation of Personal Physician](#). Send the completed form to the ERC through the [Support Center](#).

What medical offices can the employee go to for a work-related injury/illness? Is it a requirement to stay in the Tristar Managed Care network? How do I find the medical office in the Tristar Managed Care network?

All employees, regardless of your work state, need to go to an office in the **TriStar Managed Network for a work-related injury/illness** for your initial evaluation. If your work location is in California, you can find a provider in [TriStar Managed Care network's CA MPN \(TriStar Premier MPN\)](#). If your work location is not in California, you can find a provider on the [TriStar Managed Care network's PPO Access](#).

If I'm a California based employee, where can I find more information on Workers' Compensation resources for California?

There are additional Workers' Compensation resources for California based employees at the [California Department of Industrial Relations – Division of Workers' Compensation website](#). There are also [facts sheets and guides](#) for review.

What if I already went to a medical office before contacting the ERC?

If you continue to go to your doctor's appointments outside of the TriStar Managed Care network, the visits may not be covered under the Worker's Compensation policy. You will need to check in with your TriStar Case Manager for approval of this facility location or go for an initial visit at an network facility. You will work closely with your TriStar Case Manager on your Workers' Compensation process.

Who administers Adobe Workers Compensation Claim? And who is the insurance carrier for the WorkersCompensation Claims?

Adobe's Workers' Compensation claims vendor is TriStar (formerly Matrix). Adobe's workers' compensation insurance carrier is Safety National. Employees will work with TriStar directly in handling workers' compensation claims and payments as applicable. TriStar will then work with Safety national directly on handling the insurance carrier claims.

Should I file a Workers' Compensation Claim? Is filing a Workers' Compensation claim mandatory for when I incur a work-related injury?

If you believe you have a work-related injury that needs medical attention, then you have the right to file a workers' compensation claim.

What's the benefit of filing a Workers' Compensation claim rather than go through my medical insurance carrier for an injury?

If you file a workers' compensation claim and it is deemed a work related injury by TriStar, then the insurance company covers this medical treatment at 100%.

Who do I contact for an ergonomics evaluation?

Employees: To request an ergonomics evaluation, please contact the Service Desk or your site's Facilities or Security representative. Please see the facilities website on ergonomics evaluation at [Adobe Support Center](#).

How are the medical costs billed and covered when I go to a medical office?

The clinic will work directly with TriStar to have the bills go through TriStar.

What if I am worried about my perception from work group and manager if I file a workers' compensation claim?

As an Adobe employee, you have the right to file a workers' compensation claim if you believe you have suffered a work-related injury. Your manager and your HR business partner should support you in reporting a work-related injury and be supportive during this process and ensure that you are abiding by any work restrictions.

Who is my main point of contact during the Workers Compensation Process?

When you file a worker's compensation claim, you will be assigned a TriStar case manager. You will work closely with your TriStar case manager on this workers' compensation claim process.

Who do I need to send my work status report to?

If you receive a work status report and any doctor's reports indicating work restrictions, you are responsible to provide a copy to your manager, to your TriStar case manager, and to the ERC.

Where do I submit my outstanding medical bills/claims?

If you have outstanding medical bills or claims related to your work-related injury, please provide these to your TriStar case manager.