



Adobe U.S. Frequently Asked Questions – Human Resources

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 Questions (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 [Adobe's Employee Resources Center \(ERC\) at extension 6-Help](#) or email erc@adobe.com to report your injury/illness.

In the event of an emergency, get 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?

You are entitled to be treated by your own personal physician if you have provided Corporate Benefits 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 may be required to seek care with a physician in the Medical Provider Network (MPN) based upon your location.

To pre-designate a doctor, please go to the form called Facts about [Workers' Compensation – California](#). Send the completed form to the [ERC](#).

What medical offices can the employee go to for Workers' Compensation? Is it required to go in the MPN network? How do I find the medical office in the MPN network?

If you are a California employee and need to go to a medical office for Workers' Compensation related injury, you will need to go to an office in the **medical provider network (MPN)** where you can go to see a doctor for the initial evaluation. Click here: [Medical Facilities and Provider Look Up](#) to find a location. Employees not located in California can go to the medical office of their choice.

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 FAQs on Workers' Compensation](#). There are also [facts sheets](#) and [guides](#) for review.

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

Continue to go to your doctor's appointments as scheduled, but you will need to check in with your Matrix Case Manager for approval of this facility location. You will work closely with your Matrix Case Manager on your Workers' Compensation process.

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

Adobe's Workers' Compensation claims vendor is Matrix Absence Management, Inc. Adobe insurance carrier is Safety National. Employees will work with Matrix directly in handling Workers' Compensation claims and payments as applicable. Matrix 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 Matrix, 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 <http://gws.corp.adobe.com/SafetySecurity/Ergonomics.html>

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

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

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 manager 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 workers compensation claim, you will be assigned a Matrix case manager. You will work closely with your Matrix 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 Matrix case manager, and to the HRIC.

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 Matrix case manager.