

From NC DPI
School Insurance Section
Eileen Townsend
Email: Eileen.townsend@dpi.nc.gov
Phone: 919.810.8099

To North Carolina Schools affected by Hurricane Helene:

The following information is sent related to potential delays in workers' compensation benefits and medical services within counties affected by Hurricane Helene.

DPI's third-party administrator, Sedgwick, began reaching out to workers' compensation administrators in western NC last week. Due to the interruptions of most services, injured employees may contact their employer seeking help with workers' compensation benefits.

Please advise employees who have not received their disability payments to contact their assigned adjuster for assistance. The attached spreadsheet will help you assist employees in contacting the correct adjuster.

There have been interruptions in providing medical services such as pharmacy, durable medical goods, physical therapy, and other essential medical needs to employees. It is imperative for injured workers to advise their adjuster of needed workers' compensation medical services, and we will resolve quickly. Again, the attached spreadsheet will assist in finding the correct adjuster.

Please email Eileen.townsend@dpi.nc.gov for assistance or questions. You can also call 919.810.8099.