



November 13, 2019

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Brian:

By letters dated October 21, 2011, April 6, 2018, and July 8, 2019, you were notified that as a matter of general interest, the Postal Service had contracted with One Call Care Management (formerly Align Networks), to provide physical therapy services, durable medical equipment (DME) at a discounted rate, and pilot test transportation services for injured-on-duty employees.

Along with those services previously mentioned, under our current contracts, beginning immediately, One Call Care Management will provide post-surgical care services for injured-on-duty employees.

This program is voluntary for employees.

We have enclosed a flyer concerning the program.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that reads "Janet Peterson".

Janet Peterson
Labor Relations Specialist
Labor Relations Policies and Programs

Enclosure

When your path to recovery includes a surgery, let One Call know first.

One Call's Surgical Care Program can help you continue your plan of care without interruption even before you are discharged from the hospital.

A dedicated Surgical Care Coordinator will work together with you, your treating doctors and, if applicable, your Nurse Case Manager, to coordinate efficient processing of orders and services through OWCP. We will be there every step of the way to help ensure a smooth transition home after your procedure.

Easy Ways to Order:

P: 877.422.5446

E: uspsreferrals@onecallcm.com

F: 866.672.6807

W: onecallcm.com



Single point of contact

Our Surgical Care Coordinator will work with you to provide supportive care and manage your post-surgical needs



Next steps in care

Our team will handle scheduling and coordination of ordered services necessary for your plan of treatment, including physical therapy and durable medical equipment

One Call's Surgical Care Program

- RNs, LPNs + LVNs
- Physical, Occupational + Speech Therapies
- IV + Infusion Therapy
- Respiratory Therapy
- Medical Supplies
- DME + Medical Devices
- Transportation + Language Services



Employee Instructions

Should you choose One Call to help you schedule your service, simply call in your referral information to the toll free Help Line at 877.422.5446 or provide this document and the One Call Referral form to your treating physician to request surgical care services. Alternatively, your provider may request authorization directly from OWCP.