



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

December 13, 2019

Dear County Directors of Social Services

Attention: Work First Program Administrators, Managers and Supervisors,
Food and Nutrition Services Administrators, Managers and Supervisors

Subject: Workers' Compensation Policy Renewal and Provider Information

Priority: For Information Only

All Work First participants engaged in Work Experience and Community Service activities are covered by a statewide workers' compensation insurance policy purchased by the North Carolina Division of Social Services. Key Risk Management Services continues as the insurance carrier for Work First participants. This coverage is also for Food and Nutrition Services Able Bodied Adults without Dependents (ABAWDs) and Employment and Training program participants.

Key Risk must be contacted at **1-866-847-8872** when an injury occurs to Work Experience, Community Services, ABAWDs or Employment and Training program participants to initiate the claims process. When initiating a claim, policy number **KEY0137550** must be provided. Review Work First Manual Policy section 118 and Food and Nutrition Services Manual Policy section 241.05 for policy information regarding Workers' Compensation.

Fraud prevention posters are to be displayed throughout your agency. Counties can access both the English and Spanish versions at [English Fraud Poster](#) and [Spanish Fraud Poster](#).

Key Risk provider information changes will be mailed to your agency if applicable. If there are any questions, please contact Leslie M. Dean, Work First Program Policy Consultant, at Leslie.Dean@dhhs.nc.gov or (919) 527-6313.

Sincerely,

David Locklear, Deputy Director

DL/lmd

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NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • ECONOMIC AND FAMILY SERVICES

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