

Client Services Kit

PMA's Quick Reference Guide

Overview of PMA services, from reporting claims and finding medical providers to accessing our online resources.



Workers' Compensation Welcome Kit

Welcome to the AllComp Solutions Insurance Program offered through Service American Indemnity Company.

In the unfortunate event your company experiences a workers' compensation claim, we want you to feel confident that you have everything that you will need in order to get your employee taken care of as quickly as possible.

We have partnered with PMA Management Corp., one of the industry's most respected third-party administrators, to service our claims. Additionally, we have attached a Welcome Kit, which includes the following:

- **How to quickly and easily report a claim via the internet, phone, or fax.**
- Instructions on accessing PMA's Preferred Provider Network Website Tool, which is designed to help you quickly search for network medical providers and hospitals.
- Detail on PMA's pharmacy benefit management program.

You may also call PMA Management Corp.'s Customer Service Center at 1.888.4PMANOW (1.888.476.2669) for assistance.

Thank you for choosing us for your workers' compensation insurance needs.

Sincerely,
Jacob Clymer, Senior Vice President – Programs

RATED
“A+”
(Superior)
by AM Best

Top 10
Largest WC TPA
in U.S.

PMA Quick Reference Guide

We've provided tips for common client needs and locating resources on our website.

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- Injured Worker Center 10
- Risk Control Services 11

YOUR PMA ACCOUNT NUMBER:



Reporting Claims

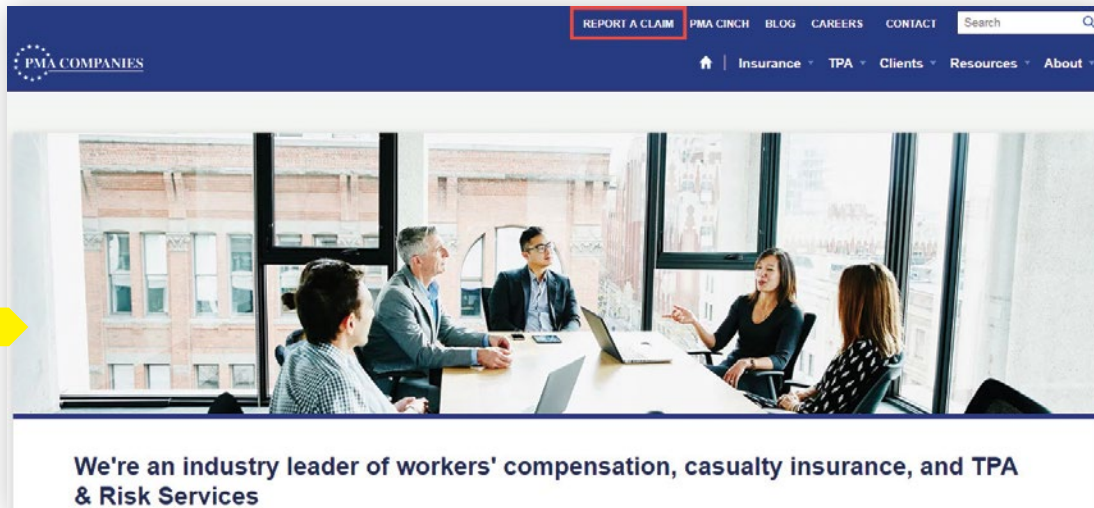
Claims can be reported in a number of ways, whichever is most convenient for your organization. Reporting online via PMA Cinch or our Report a Claim tool carry the advantages of an immediate claim number, ability to attach reference documents, and instant entry into our system for quicker claims servicing.

PMA Cinch

Registered Cinch users: Simply log in and report claims straight from the RMIS tool.

Online

On the pmacompanies.com homepage, click **“REPORT A CLAIM”** in the top navigation menu. On the Report a Claim landing page, click the **“Report a Claim Online”** button to log in and report your claim.



STEP 1

Sign in
https://ilr.pmagroup.com

Username: Your 7-digit account number

Password: newclaim

Sign in Cancel

LOG IN PROMPT

Email

Report claims via email using firstreport@pmagroup.com.

Fax

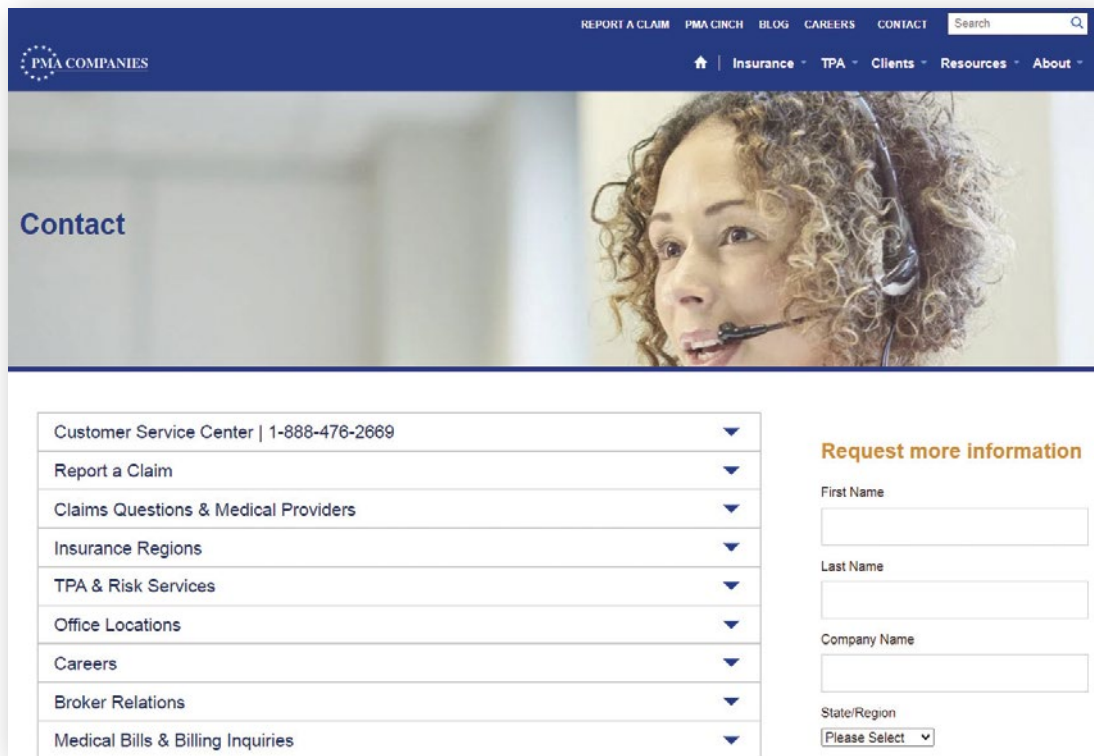
You can also fax claims to 888-329-2721.

Phone

A representative at our Customer Service Center can take your claim report over the phone at 888-476-2669.

Customer Service Center

Several ways to contact PMA can be found by clicking on “**CONTACT**” in the top navigation menu on the homepage at pmacompanies.com.



REPORT A CLAIM PMA CATCH BLOG CAREERS CONTACT Search

PMA COMPANIES Insurance TPA Clients Resources About

Contact

Customer Service Center | 1-888-476-2669

Report a Claim

Claims Questions & Medical Providers

Insurance Regions

TPA & Risk Services

Office Locations

Careers

Broker Relations

Medical Bills & Billing Inquiries

Request more information

First Name

Last Name

Company Name

State/Region

Keep the PMA Customer Service Center number nearby.

Call the Center 24/7 for claims questions, medical bill inquiries, emergencies, and other issues.

Customer Service Center
1.888.476.2669

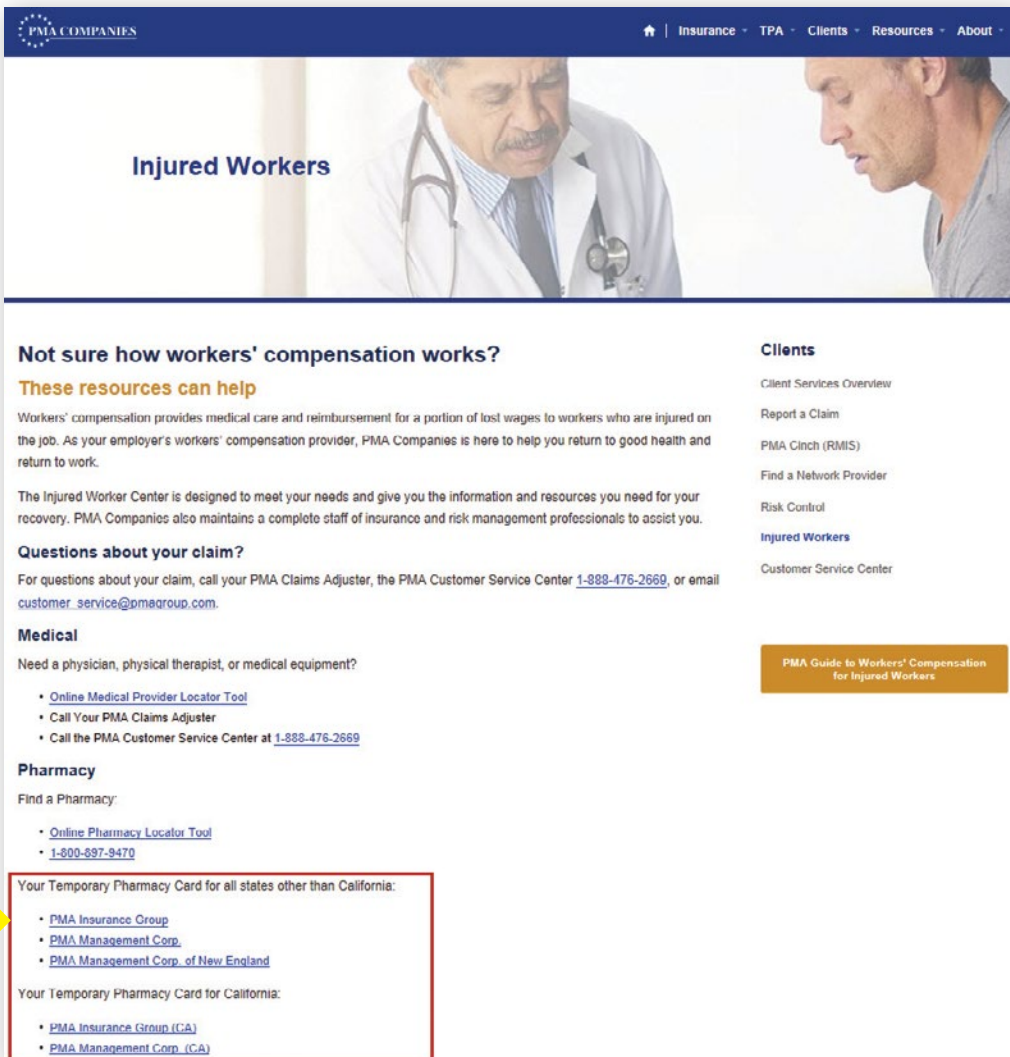
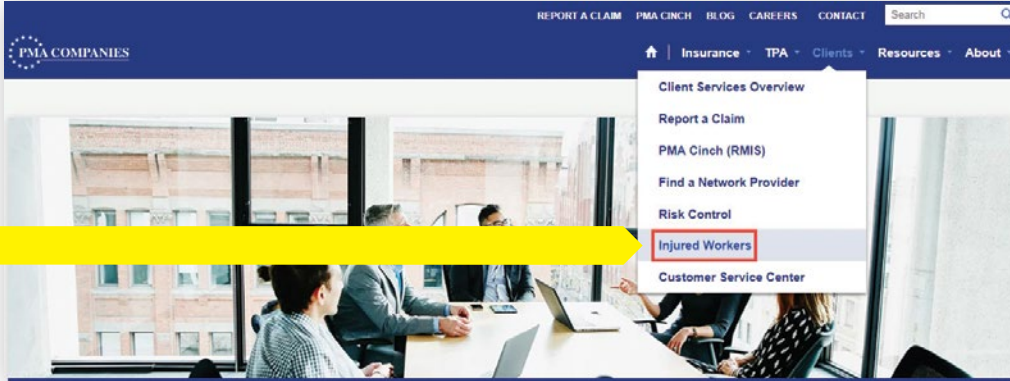
Claim-related correspondence can also be emailed, mailed, or faxed to one location for all lines of business. Be sure to include your PMA claim number on all mailed or faxed correspondence.

PMA Customer Service Center
P.O. Box 5231
Janesville, WI 53547-5231
Fax: 1.800.432.9762
Email: claimsmail@pmagroup.com

First Fill Pharmacy Program

As a PMA workers' compensation client, you are automatically enrolled in the program. Your temporary pharmacy card is available on our website at www.pmacompanies.com. To download and print your temporary pharmacy card, navigate to our website and click on **"Injured Workers"** in the **"Clients"** menu in the second level navigation on the homepage.

STEP 1



STEP 2


From the very first prescription, discounted rates apply for your injured workers' medications with our comprehensive Pharmacy Benefits Program. When a worker is injured, please note the following:

- Download “**Your Temporary Pharmacy Card**” for the appropriate PMA entity and state (note the separate pharmacy cards for California) to give to your injured workers and instruct them to bring this to the pharmacy. (To download and print your card, follow the instructions described and illustrated on the previous page.) This will provide the information that injured workers should give to their pharmacist along with their prescriptions, to help increase program use and obtain prescriptions through the Express Scripts program after their first treatment.
- The sheet contains other resources for injured workers, including instructions for locating Express Scripts pharmacies. **(The images of the temporary pharmacy card below are for illustrative purposes only. Please be sure to download and print the appropriate card from our website.)**

An injured worker can have a prescription filled without the First Fill Card; however, it is helpful to the pharmacy and easier for the injured worker.

Workers' Compensation Temporary Prescription ID Card

NOT FOR CALIFORNIA – See separate CA cards



PMA COMPANIES

To the Injured Worker:

On your first visit, please give this notice to any pharmacy listed on the back side to speed the processing of your approved workers' compensation prescriptions (based on the guidelines established by your employer).

Questions or need assistance locating a participating retail network pharmacy? Call the Express Scripts Patient Care Contact Center at 800.945.5951.

Atención Trabajador Lesionado:

En su primera visita, por favor entregue esta notificación a cualquier farmacia enumerada al reverso para acelerar el procesamiento de sus recetas aprobadas de compensación para trabajadores (según las pautas establecidas por su empleador).

Si tiene cualquier duda o necesita ayuda para localizar una farmacia de venta al por menor participante de la red, por favor llame al Centro de Contacto para Atención a Clientes de Express Scripts, al 800.945.5951.

To the Pharmacist:

Express Scripts administers this workers' compensation prescription program. Please follow the steps below to submit a claim. Standard first fill shall not exceed a 14-day supply or a cost of \$150. This form is valid for up to 30 days from date of injury (DOI). Limitations may vary. For assistance or exposure medications, call Express Scripts at 888.786.9640.

Pharmacy Processing Steps

Step 1: Enter bin number 003858

Step 2: Enter processor control WC

Step 3: Enter the group number as it appears above

Step 4: Enter the injured worker's nine-digit ID number

Step 5: Enter the injured worker's first and last name

Step 6: Enter the injured worker's date of injury (enter in DOI field in the format YYYYMMDD)

For the following states, please utilize the below Group #: AL, AK, AZ, CO, CT, DC, DE, FL, GA, IA, IL, IN, KY, MA, MD, MI, MN, MO, MS, NC, NJ, NY, OH, PA, RI, SC, TN, TX, VA, VT, WI

Express Scripts

ID#: _____

Your ID# is your temporary ID number; present to the pharmacy at the time prescription is filled. You will receive a new ID number shortly.

Date of Injury: ____/____/____

MMDDYYYY

Group #: KVNA

Employee Date of Birth: ____/____/____

For all other states, please utilize the below Group #:

Express Scripts

ID#: _____

Your ID# is your temporary ID number; present to the pharmacy at the time prescription is filled. You will receive a new ID number shortly.

Date of Injury: ____/____/____

MMDDYYYY

Group #: LTA

Employee Date of Birth: ____/____/____

Employee Information


First MI Last

Street Address or PO Box


City State ZIP

Employer Name

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Participating Retail Network Pharmacies



<p>A & P Acme Pharmacy Albertson's Albertson's/Acme Albertson's/Oscor Albertson's/Sav-On Americource Bergen Anchor Pharmacies Aurora Aurora Bartell Drugs Digg's Bi-Lo Bi-Mart B.J.'s Wholesale Club Brooks Brookshire Brothers Brookshire Grocery Bruno Carrs Cash Wise Coborn's Costco Cub CVS D&W Dahl's Dierbergs Discount Drugmart Doc's Drugs Dominicks</p>	<p>Drug Emporium Drug Fair Drug Town Drug World Eckerd Econofoods EPIC Pharmacy Network FamilyMeds Farm Fresh Farmer Jack Food City Food Lion Fred's Gemmel Giant Giant Eagle Giant Foods Hannaford Harris Teeter H-F-R Hi-School Pharmacy Hy-Vee Jewel/Oscor Kash'n Karry Kaltch Kerr Kmart Knight Drugs Kroger LeaderNet (PSAO)</p>	<p>Longs Drug Store Major Value Marsh Drugs Medic Discount Medicap Medstat Meijer Minyard NCS HealthCare Neighborcare Network Pharmaceuticals Northeast Pharmacy Services Osco P & C Food Markets Pamida Park Nicollet Pathmark Pavilions Price Chopper Publix Quality Markets Raley's Randalls Rite Aid Rosauets Rx Express RxD Safeway Sam's Club</p>	<p>Save-On Save Mart Schlucks Scolari's Sedano Shaw's Shop 'N Save Shopko ShopRite Snyder Stop & Shop Sun Mart Super Fresh Super Rx Target Texas Oncology Svcs The Pharm Thrifty White Times Tom Thumb Tops Ukrop's United Supermarkets United Supermarkets Vons Waldbaums Walgreens Wal-Mart Wegmans Wies Winn Dixie</p>
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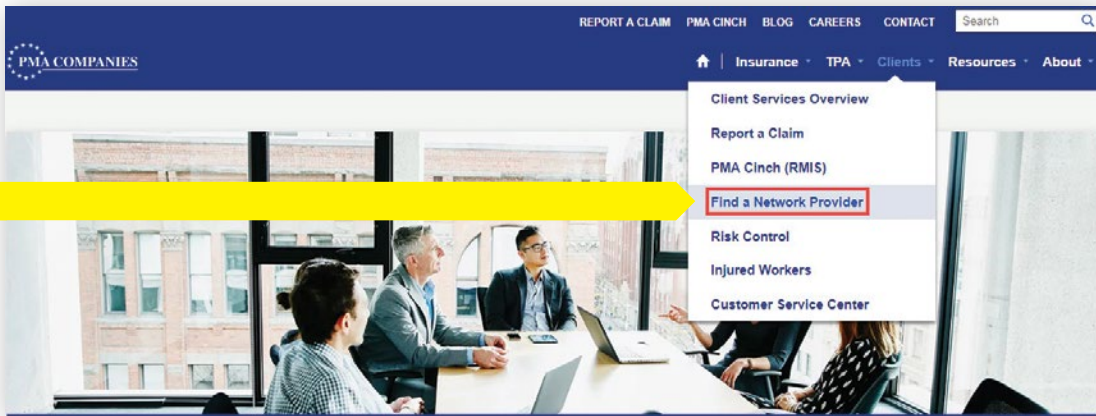
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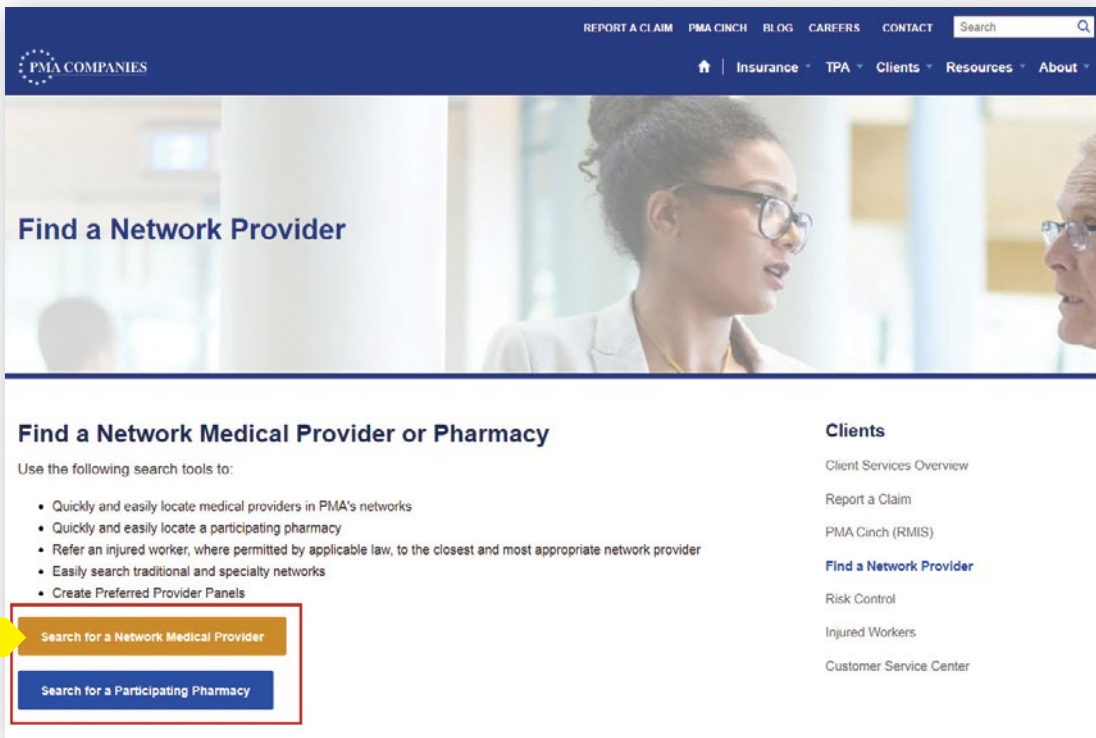
Finding Network Providers

Click on “**Find a Network Provider**” in the “**Clients**” menu in the second level navigation on the homepage to search for a network medical provider or pharmacy.

STEP 1



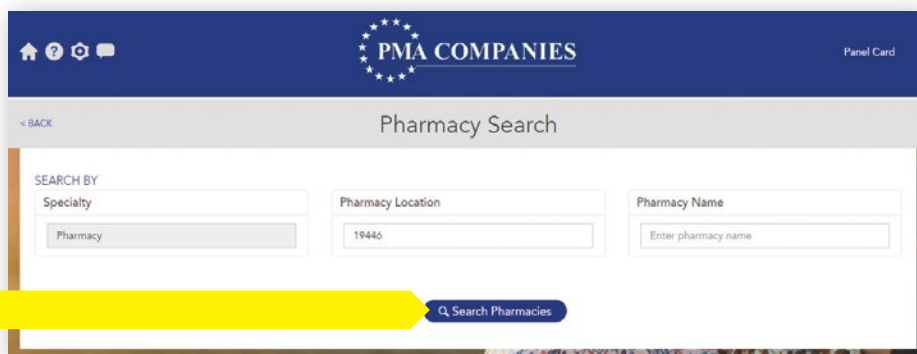
STEP 2



To find a **Network Medical Provider** that will meet your needs, you can search by name, specialty, location, language, and even provider gender or from your employer's panel of medical providers.

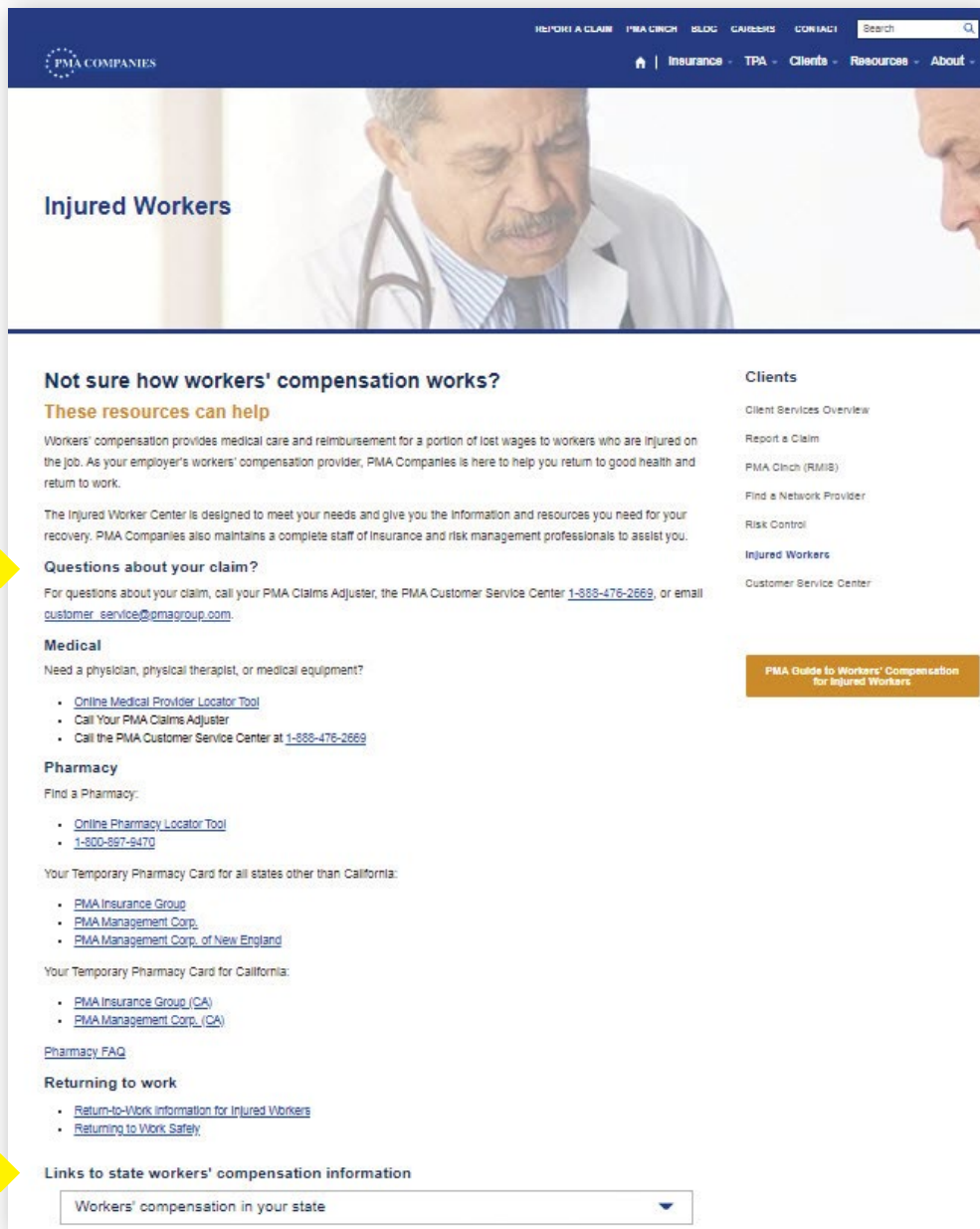
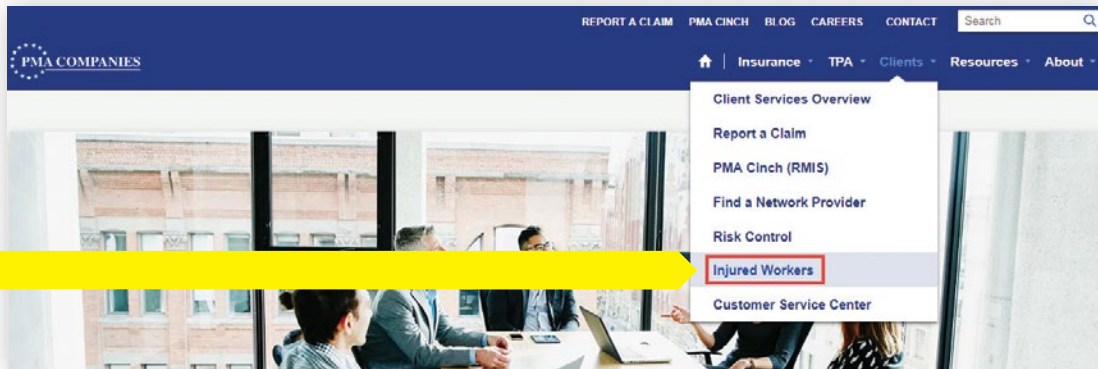


To find a Network Pharmacy, you can search by location and/or pharmacy name, and then refine your results by languages spoken and services available.



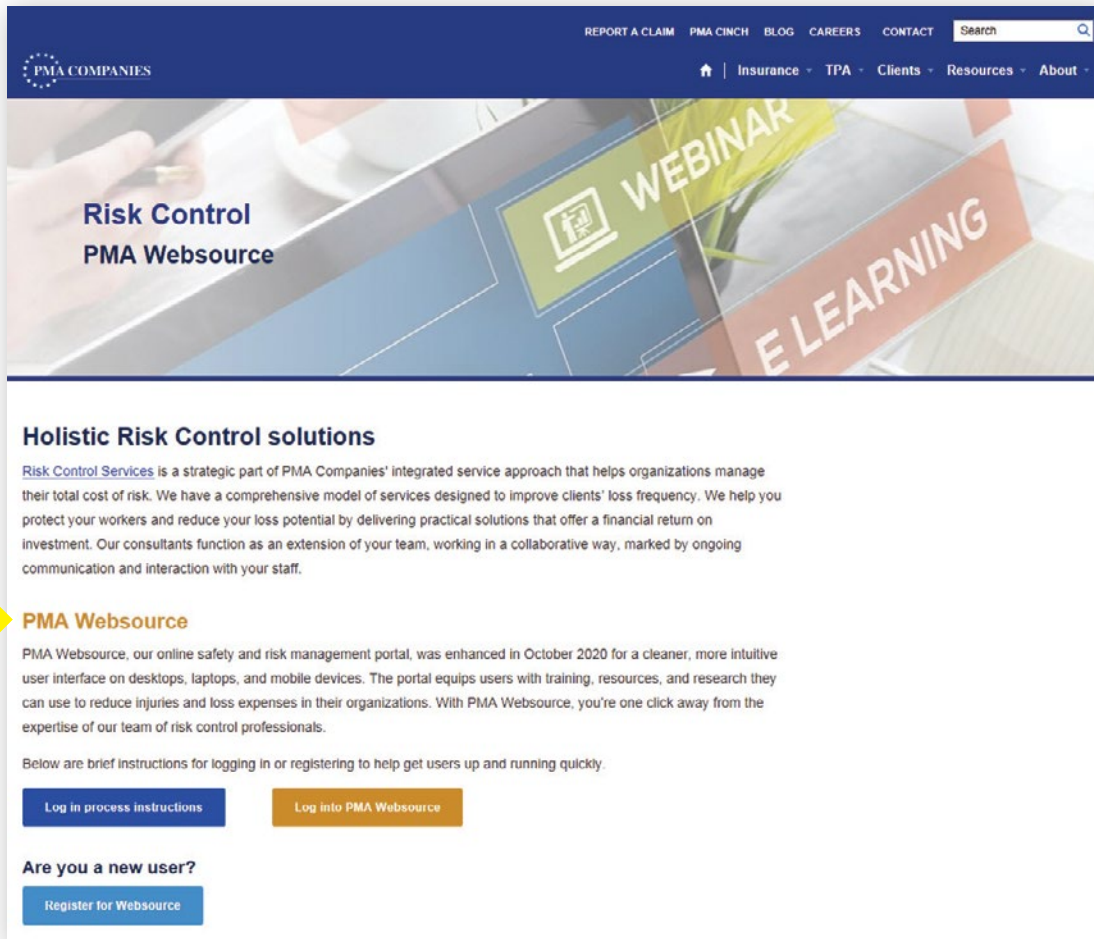
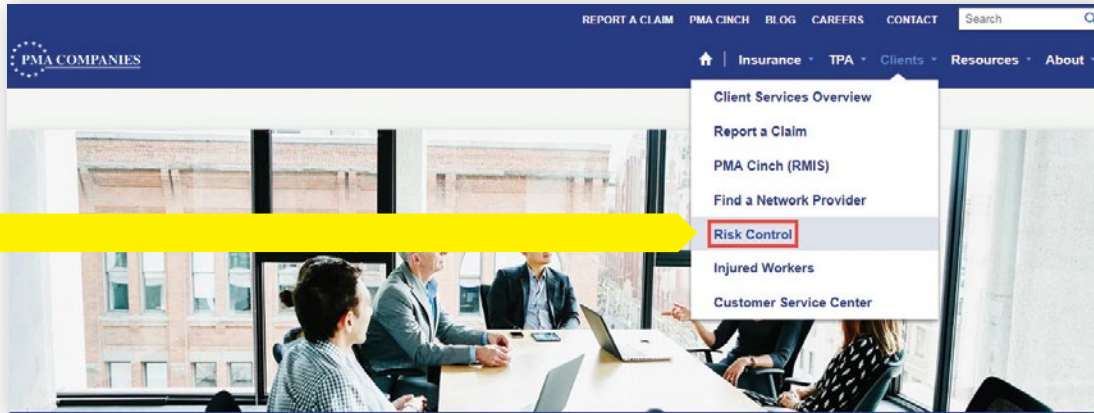
Injured Worker Center

Go to our online **Injured Worker Center**—for information and resources to help with recovery, along with any State Specific information that is needed.



Risk Control Services

Check out **Risk Control's PMA Webservice**, a safety and risk management online site for clients. You will have access to our technical bulletins, safety and health program resources (including streaming video) and our Organizational Safety Institute schedule, registration, and previously recorded client webinars.



About PMA Companies

PMA Companies is a trusted leader and recognized expert in providing solutions for workers' compensation, commercial auto, and general liability exposures for large employers in a variety of industries. We value consistency and collaborative long-term partnerships, and know the importance of reliability in our underwriting strategy and staff.

In addition to insurance coverage, PMA Companies provides tailored third-party claims administration and risk services through our wholly owned subsidiaries, PMA Management Corp. & PMA Management Corp. of New England.

Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group (orgig.com), the largest business segment within the Old Republic International Corporation (NYSE: ORI), a Fortune 500 Company and one of the nation's 50 largest shareholder owned insurance organizations.

RATED
“A+”
(Superior)
by AM Best

Top 10
Largest WC TPA
in U.S.

Fortune
500
Company
PMA is a subsidiary of
Old Republic International