

Client Services Kit

PMA's Quick Reference Guide

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



PMA Companies Client Services

PMA IS ONE OF THE NATION'S MOST EXPERIENCED PROVIDERS OF WORKERS' COMPENSATION AND OTHER CASUALTY INSURANCE AND SERVICES.

We are passionate about delivering tangible value to you every day, through our service-driven culture of accountability, teamwork, and performance.

We invite you to learn more about how we help you manage and reduce your total cost of risk with these resources. The kit provides an overview of PMA services, from reporting claims and finding medical providers to accessing our online resources.

The Client Services Kit is also available online at www.pmacompanies.com, Resource Center. For those in the states of California, Delaware, Minnesota, New York, and Pennsylvania, you will also find the necessary information needed for claims in your states.

For any questions or concerns, call the PMA Customer Service Center, 1.888.476.2669.

Thank you for choosing PMA Companies.

**Overall Client Satisfaction
Rate Averages**

95%

per independent surveys

PMA Quick Reference Guide

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

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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

Use the **Report a Claim** link on the left of www.pmacompanies.com. Then click the Report a Claim button to log in and report the claim. At the log in prompt, enter the username and password as shown below.

The image shows a screenshot of the PMA Companies website. The website has a dark blue header with the PMA Companies logo and navigation links: Home, Business Insurance, TPA & Risk Services, Why PMA?, Broker/Agent, Resource Center, and About Us. A search bar is located on the right. The main content area features a large image of a woman with the text "Delivering Tangible Value One Client at a Time". On the left side, there is a "Client Services" menu with the following items: "Report a Claim", "RMIS Tool", "Find a Network Provider", "Risk Control Services", and "Injured Worker Center". A yellow arrow labeled "STEP 1" points to the "Report a Claim" link. Below the website, a yellow arrow labeled "LOG IN PROMPT" points to a login dialog box. The dialog box is titled "Authentication Required" and contains the text "https://lir.pmagroup.com requires a username and password." It has two input fields: "User Name" with the placeholder text "Your 7-digit account number" and "Password" with the placeholder text "newclaim". There are "Log In" and "Cancel" buttons at the bottom.

Email

Report claims via email using firstreport@pmagroup.com.

Fax

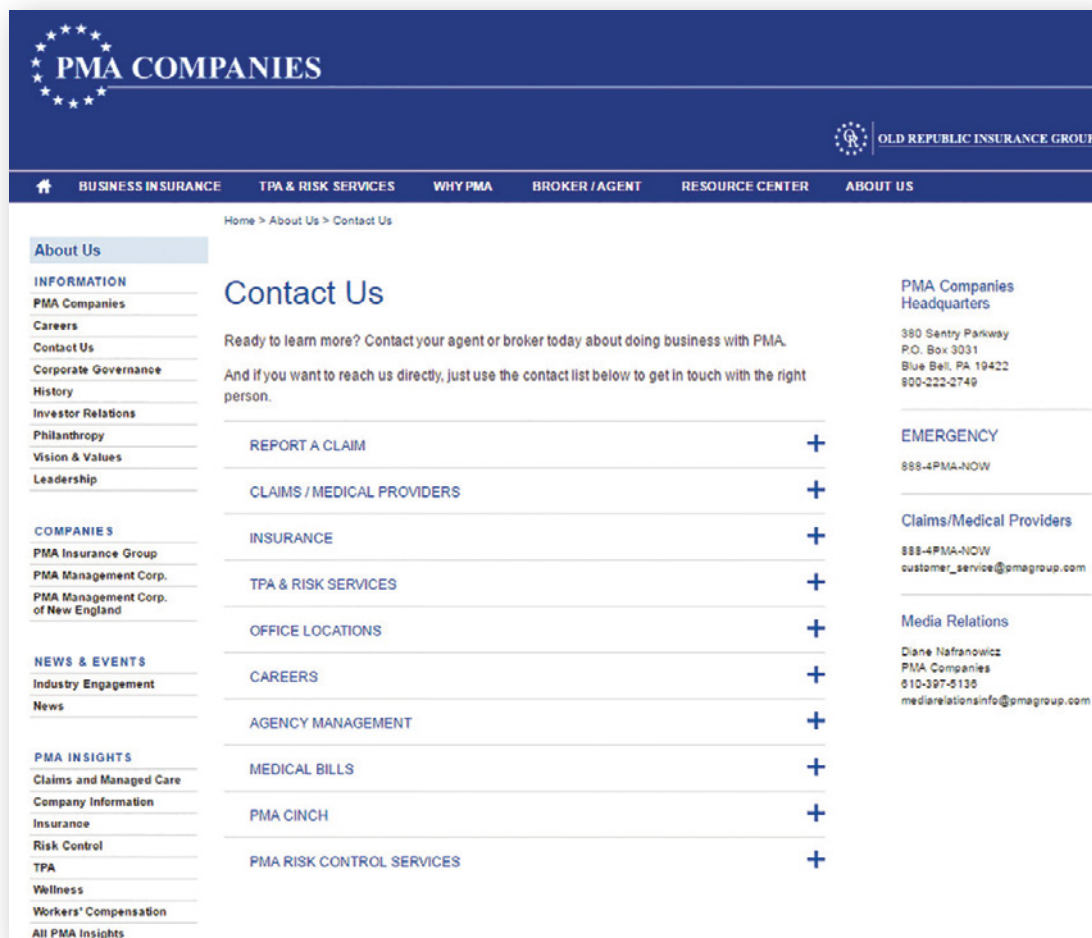
You can also fax claims to 1.888.329.2721.

Phone

A representative at our Customer Service Center can take your claim report over the phone at 1.888.476.2669.

Customer Service Center

Several ways to contact PMA can be found under **About Us** at www.pmacompanies.com.



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**

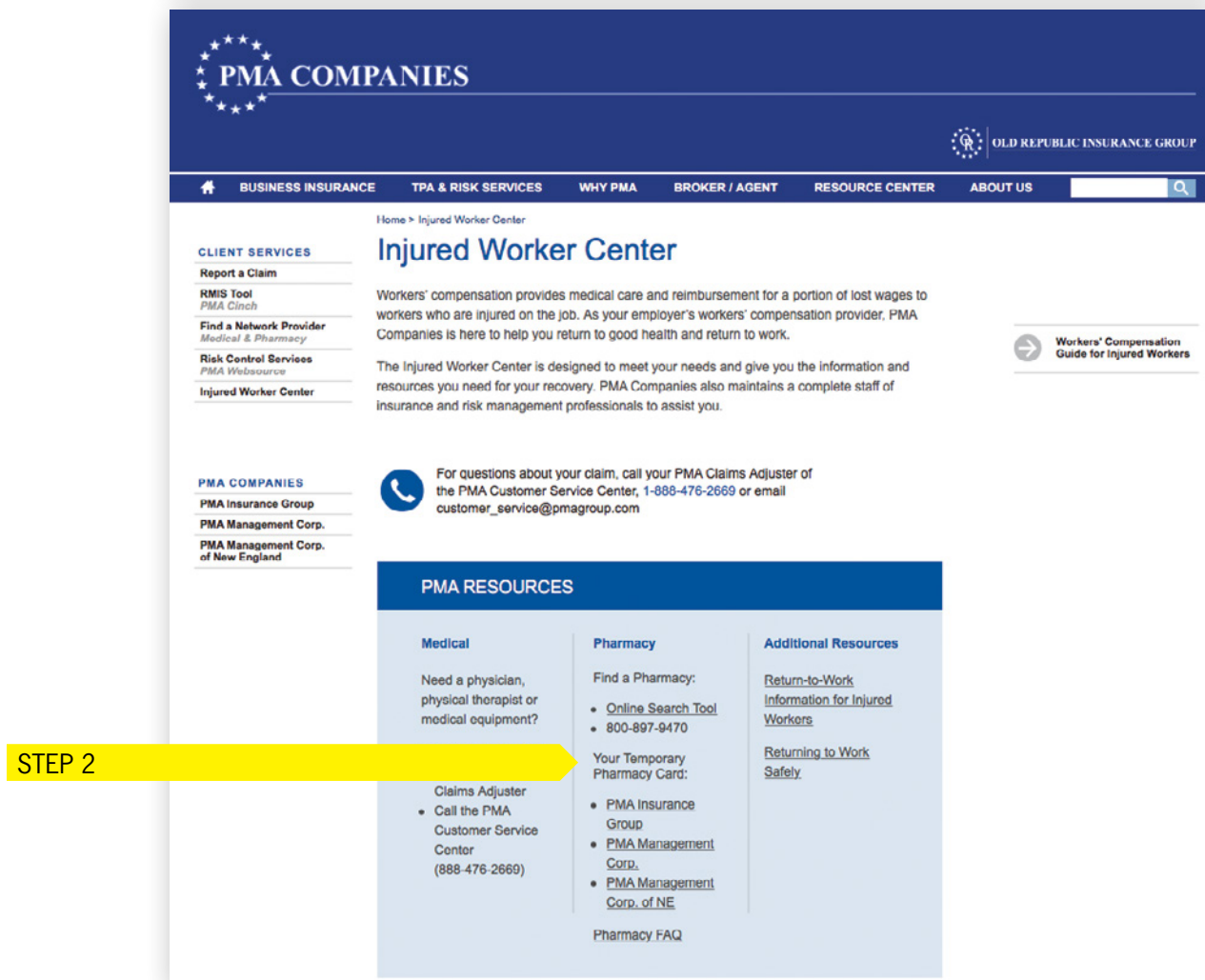
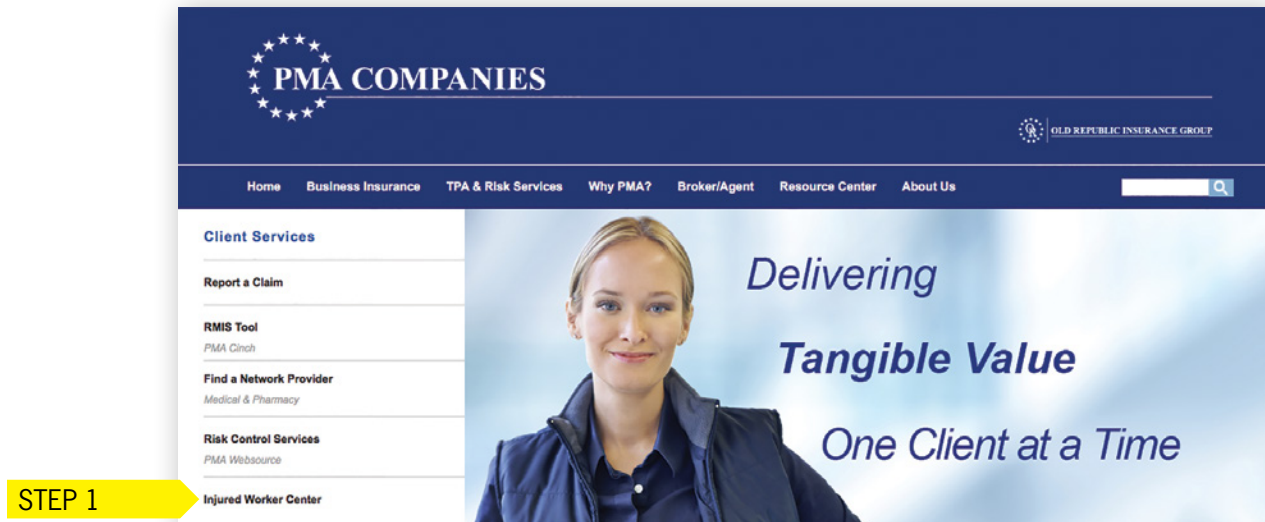
Claim-related correspondence can also be mailed or faxed to one location for all lines of business. Be sure to include your PMA claim number on all mailed or faxed correspondence.

**PMA Customer Service Center
P.O. Box 5231
Janesville, WI 53547-5231
Fax: 1.800.432.9762**

First Fill Pharmacy Program

As a PMA workers' compensation client, you are automatically enrolled in the program. Use the [Injured Worker Center](#) link in the left Client Services menu at www.pmacompanies.com.


Then select the Temporary Pharmacy Card for the appropriate PMA company.



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 the **First Fill Card** to give to your injured workers and instruct them to bring this to the pharmacy. 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. (see example below)

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

To the Injured Worker:

On your first visit, please give this notice to any pharmacy listed on the back side to speed processing 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.

Atencion Trabajador Lesionado:

Este formulario de identificación para servicios temporales de prescripción de recetas por compensación del trabajador DEBERÁ SER PRESENTADO a su farmacéutico al surtir su(s) receta(s) inicial(es).

Si tiene cualquier duda o necesita localizar una farmacia participante, por favor contacte al área de Atención a Clientes de **Express Scripts**, en el teléfono **800.945.5951**.

To the Pharmacist:

Express Scripts administers this workers' compensation prescription program. Please follow the steps below to submit a claim. Standard claim limitations include quantity exceeding 150 pills or a day supply exceeding 14 days. This form is valid for up to 30 days from DOI. Limitations may vary. **For assistance, call Express Scripts at 888.786.9640.**

Pharmacy Processing Steps

Step 1: Enter bin number 003858

Step 2: Enter processor control A4

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 number: AL, CT, DC, DE, FL, GA, IA, IL, IN, KY, MA, MD, MI, MN, MO, NC, NJ, NY, PA, RI, SC, TN, TX, VA, VT, WI

Express Scripts

ID #: _____
Your SSN 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: ____/____/____
MM/DD/YYYY

Group #: **KVRA**

Employee Date of Birth: ____/____/____

For all other States, please utilize the below Group number:

Express Scripts

ID #: _____
Your SSN 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: ____/____/____
MM/DD/YYYY

Group #: **L7EA**

Employee Date of Birth: ____/____/____

To the Supervisor: Please fill in the information requested for the injured worker.



Employee Information

First _____ M _____ Last _____

Street Address or PO Box _____

City _____ State _____ ZIP _____

Employee Name _____





Participating Retail Network Pharmacies

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

NOTE: This form is not valid in the state of Ohio. For all other states, liability of a workers' compensation claim is not assumed based on the dispensing of medication(s) to a patient.




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Finding Network Providers

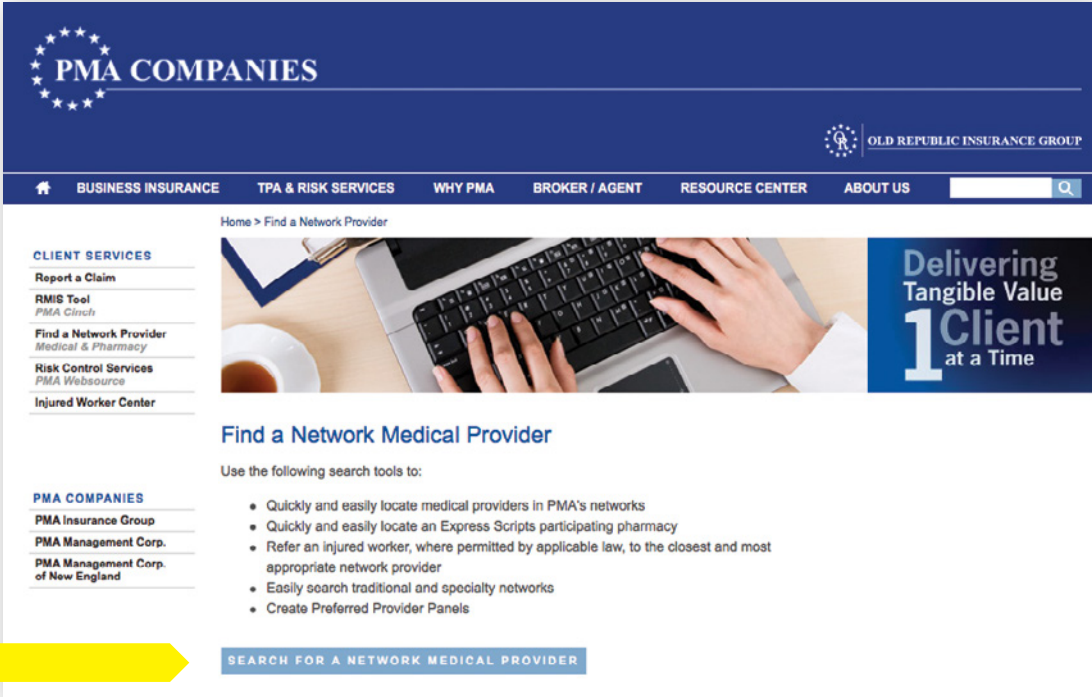
Use the **Find a Network Provider** link in the left Client Services menu at www.pmacompanies.com. Then choose a search button to access the online directories for Network Medical Providers or Express Scripts Participating Pharmacies.

STEP 1



The screenshot shows the PMA Companies homepage. The header includes the PMA Companies logo and the Old Republic Insurance Group logo. The navigation bar contains links for Home, Business Insurance, TPA & Risk Services, Why PMA?, Broker/Agent, Resource Center, and About Us. The left sidebar under 'Client Services' lists: Report a Claim, RMIS Tool (PMA Cinch), Find a Network Provider (Medical & Pharmacy), Risk Control Services (PMA Websource), and Injured Worker Center. The main content area features a large image of a woman with the text 'Delivering Tangible Value One Client at a Time'.


STEP 2a



The screenshot shows the 'Find a Network Medical Provider' page. The header and navigation bar are the same as the previous screenshot. The left sidebar under 'CLIENT SERVICES' lists: Report a Claim, RMIS Tool (PMA Cinch), Find a Network Provider (Medical & Pharmacy), Risk Control Services (PMA Websource), and Injured Worker Center. Below this, under 'PMA COMPANIES', are links for PMA Insurance Group, PMA Management Corp., and PMA Management Corp. of New England. The main content area has a breadcrumb trail 'Home > Find a Network Provider', a hero image of hands typing on a laptop, and a blue box with the text 'Delivering Tangible Value 1 Client at a Time'. Below the hero image, the heading 'Find a Network Medical Provider' is followed by the text 'Use the following search tools to:' and a bulleted list of search tools. At the bottom, there is a blue button labeled 'SEARCH FOR A NETWORK MEDICAL PROVIDER'.

- Quickly and easily locate medical providers in PMA's networks
- Quickly and easily locate an Express Scripts participating pharmacy
- Refer an injured worker, where permitted by applicable law, to the closest and most appropriate network provider
- Easily search traditional and specialty networks
- Create Preferred Provider Panels

To find a **Network Medical Provider** that will meet your needs, you can search by address, name, region, ancillary services, or from your employer's panel of medical providers.



PMA COMPANIES


OLD REPUBLIC INSURANCE GROUP


INTRO ADDRESS SEARCH NAME SEARCH REGION SEARCH PANEL DIRECTORY LIBRARY


Welcome to PMA Companies Workers' Comp Services Preferred Provider Network. Our site offers several tools to help you quickly locate providers within a specified distance from a home or work address. From hospitals to physicians, to physical therapists, you'll find the provider you need right here.

Diagnostic Imaging (MRI, CT, EMG) One Call Care Diagnostics (855) 644-8245	Durable Medical Equipment (DME) Services One Call Care Management (855) 644-8245	Pharmacy Express Scripts (800) 945-5951 Bin # 003858	Physical Therapy MedRisk (800) 225-9675 Align Networks (855) 644-8245	Home Health One Call Care Management (855) 644-8245 Home Care Connect (855) 223-2228	Dental One Call Care Management (855) 644-8245
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Please choose from one of the following selections:

 **ADDRESS SEARCH**

 **NAME SEARCH**

 **REGION SEARCH**

STEP 2b

PMA Companies offers injured workers pharmacy services through **Express Scripts**, PMA's Pharmacy Benefits Management partner.

Locate an Express Scripts Participating Pharmacy

PMA Companies offers injured workers pharmacy services through Express Scripts, PMA's Pharmacy Benefits Management partner.


You may fill your authorized workers' compensation prescriptions at an Express Scripts Workers' Compensation participating pharmacy.

When using the Express Scripts pharmacies, you will pay nothing out of pocket for prescriptions approved for your work-related injury.

[SEARCH FOR AN EXPRESS SCRIPTS PARTICIPATING PHARMACY](#)

STEP 3a

Complete the provided search fields to find a participating pharmacy to conveniently fill your prescription.



EXPRESS SCRIPTS®

Pharmacy Lookup

Pharmacy Name:	<input type="text"/>	NABP:	<input type="text"/>	NPI Number:	<input type="text"/>
City:	<input type="text"/>	State:	-- ▾	Zip:	<input type="text"/>
24 Hr:	<input type="checkbox"/>	Search By Distance:	<input type="checkbox"/>		

STEP 3b

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.

PMA COMPANIES

OLD REPUBLIC INSURANCE GROUP

Home Business Insurance TPA & Risk Services Why PMA? Broker/Agent Resource Center About Us

Client Services

- Report a Claim
- RMIS Tool
PMA Cinch
- Find a Network Provider
Medical & Pharmacy
- Risk Control Services
PMA Websource
- Injured Worker Center**

Delivering Tangible Value One Client at a Time

Home > Injured Worker Center

Injured Worker Center

Workers' compensation provides medical care and reimbursement for a portion of lost wages to workers who are injured on the job. As your employer's workers' compensation provider, PMA Companies is here to help you return to good health and return to work.

The Injured Worker Center is designed to meet your needs and give you the information and resources you need for your recovery. PMA Companies also maintains a complete staff of insurance and risk management professionals to assist you.

Workers' Compensation Guide for Injured Workers

PMA COMPANIES

- PMA Insurance Group
- PMA Management Corp.
- PMA Management Corp. of New England

For questions about your claim, call your PMA Claims Adjuster of the PMA Customer Service Center, 1-888-476-2669 or email customer_service@pmagroup.com

PMA RESOURCES

Medical	Pharmacy	Additional Resources
Need a physician, physical therapist or medical equipment?	Find a Pharmacy:	Return-to-Work Information for Injured Workers
<ul style="list-style-type: none">Online Search ToolCall Your PMA Claims AdjusterCall the PMA Customer Service Center (888-476-2669)	<ul style="list-style-type: none">Online Search Tool800-897-9470	Returning to Work Safely
	Your Temporary Pharmacy Card:	
	<ul style="list-style-type: none">PMA Insurance GroupPMA Management Corp.PMA Management Corp. of NE	
	Pharmacy FAQ	

RESOURCES FOR YOUR STATE

Workers' compensation laws and benefits vary by state and are established by your state legislatures.

Please select your state to learn more:

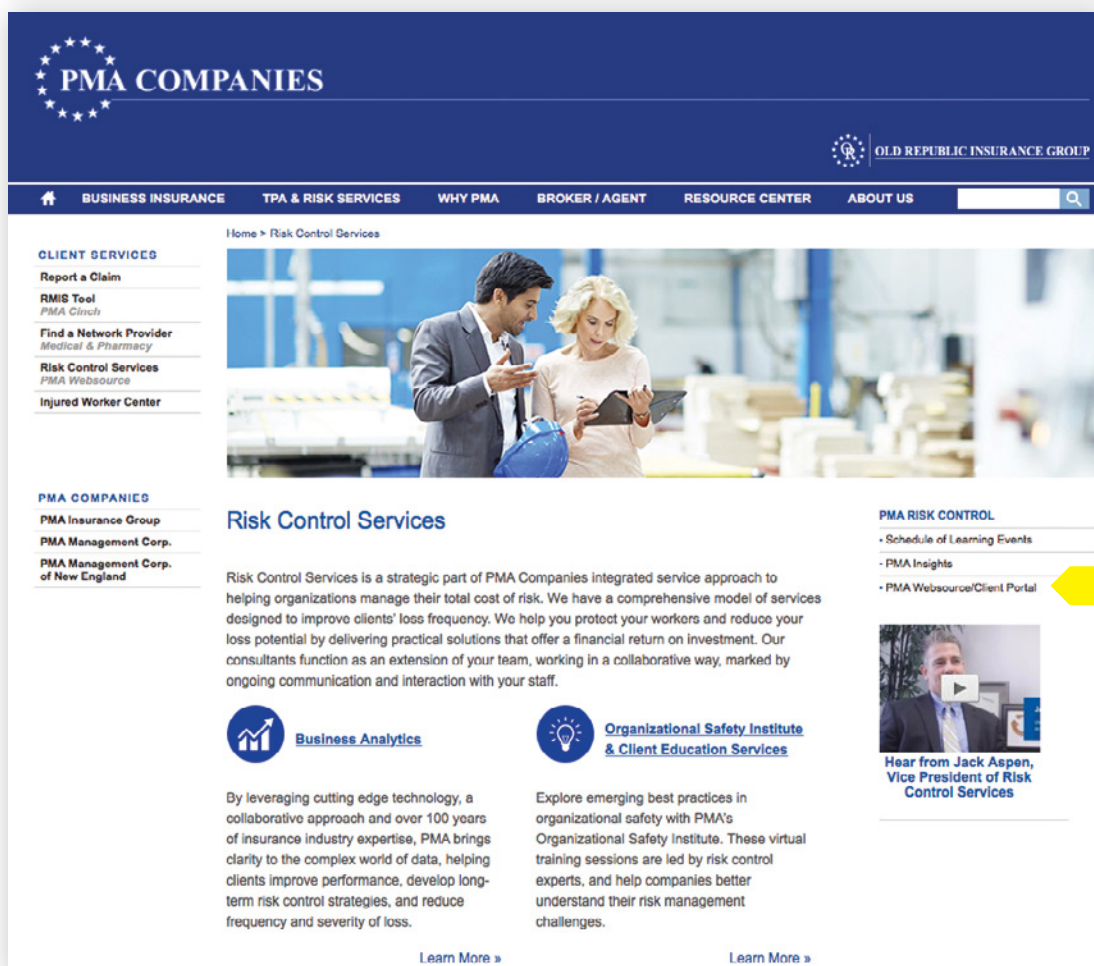
ALABAMA

Go

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.

STEP 1



STEP 2

About PMA Companies

With over 100 years of experience, we are a trusted leader and recognized expert in commercial risk management insurance solutions and services. We specialize in workers' compensation and holistic TPA services. With a relentless focus on clients, we work with them to jointly tackle the risk management challenges that impact their total cost of risk and business results.

Our service-driven culture is one of accountability, teamwork, and performance—so every day, every employee is working hard on behalf of our clients.

PMA Companies includes **PMA Insurance Group**, **PMA Management Corp.**, and **PMA Management Corp. of New England**. Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group (www.oldrepublicinsurancegroup.com), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest publicly held insurance organizations.

“A”

Excellent Rating
by A.M. Best

90%

or Higher
Large Client Retention

100+

Years
of Experience

95%

of Clients Would
Recommend PMA
Per Independent Surveys