



Client Services Kit (Liability)

PMA's Quick Reference Guide

Overview of PMA services, from reporting claims to accessing our online resources.



OLD REPUBLIC INSURANCE GROUP

PMA Companies Client Services

PMA IS ONE OF THE NATION'S MOST EXPERIENCED PROVIDERS OF WORKERS' COMPENSATION, OTHER CASUALTY INSURANCE, AND RISK MANAGEMENT SOLUTIONS.

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 to accessing our online resources.

The Client Services Kit is also available online at pmacompanies.com on our Client Services Overview page.

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

Thanks for choosing PMA Companies.

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.

Reporting Claims	4
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YOUR PMA ACCOUNT NUMBER:



Reporting Claims

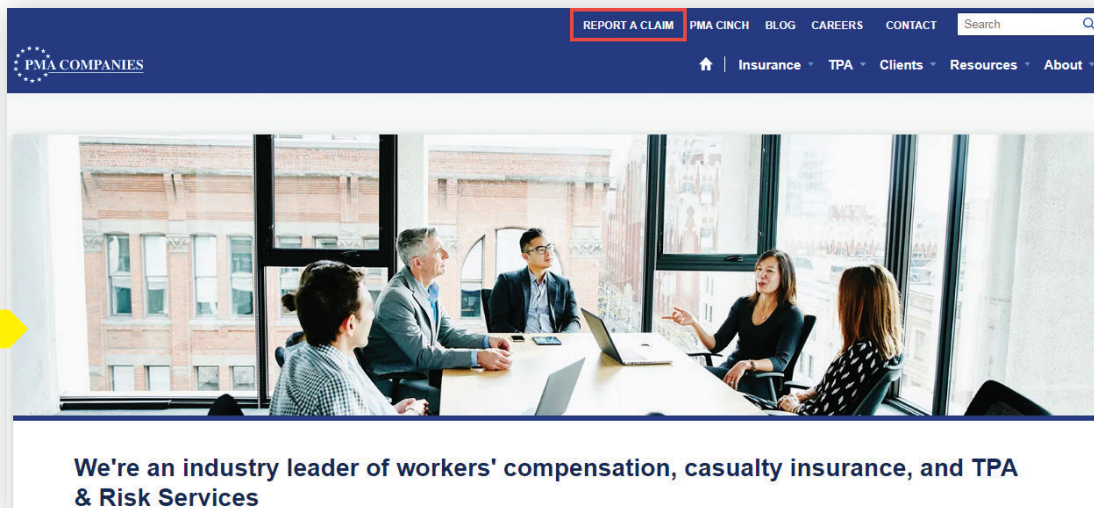
Claims can be reported in a number of ways, whichever is most convenient for your organization. Reporting online via PMA Cinch or our Report a Claim tool carry the advantages of an immediate claim number, ability to attach reference documents, and instant entry into our system for quicker claims servicing.

PMA Cinch

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

Online

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

LOG IN PROMPT

Sign in	
https://lir.pmagroup.com	
Username	Your 7-digit account number
Password	newclaim
<input type="button" value="Sign in"/> <input type="button" value="Cancel"/>	

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.

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

Informational Resources

Visit the full **Resources** section of our website for informational resources, including blog posts and articles authored by PMA insurance and TPA professionals, brochures, and case studies.

Click on **“Resources”** in the blue navigation bar

Resources

- Blog
- Insights & Info
- Case Studies
- Brokers
- Industry Conferences
- Weather Preparation

Latest Blog Posts

Employee Advocacy Approach to Workers' Compensation

TPA/Carrier Claims Culture Impacts Client Outcomes

7 Ways Data Analytics Can Improve Your Workers' Compensation Program

Insights & Info

Safety Awareness – Strategies on How to Promote Safety & Prevent Claims with First-Year Employees

Safety Awareness – Organizational & Safety Solutions for Driver Distractions

Higher Education Trends in Focus (2021)

PMA Study Identifies Leading Loss Drivers in Higher Education
By Heather Smith, ARM, Senior Strategic Risk Control Consultant, PMA Companies

Case Studies

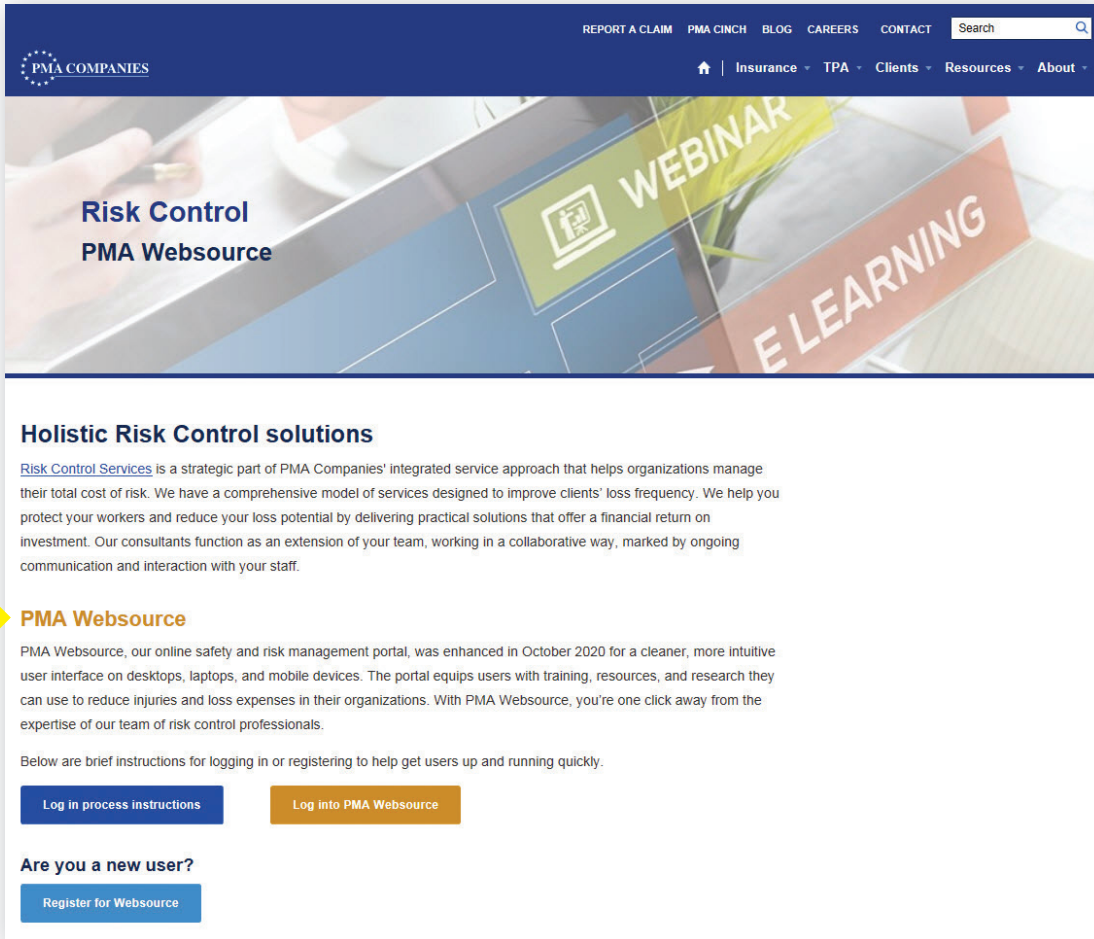
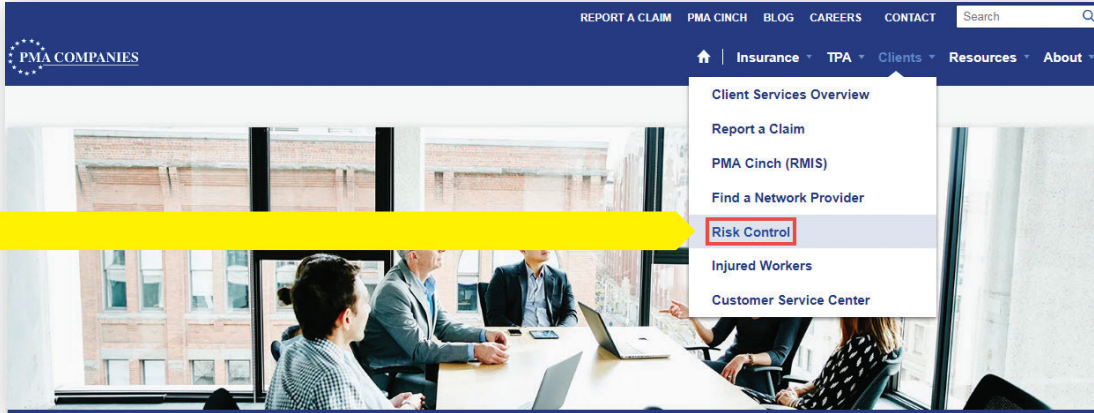
Saint Peter's Healthcare System Case Study

Datwyler Pharma Packaging USA Case Study

Villanova University Case Study

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)

PMA 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. PMA's issuing insurance companies are Pennsylvania Manufacturers' Association Insurance Company, Manufacturers Alliance Insurance Company, and Pennsylvania Manufacturers Indemnity Company.

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

Headquartered in Blue Bell, Pennsylvania, PMA is part of Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest shareholder-owned insurance businesses and a member of the Fortune 500 listing of America's largest companies.

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