

SPOTLIGHT ON SUCCESS

# Raymour & Flanigan

*Multi-faceted partnership yields sustainable workers' compensation program results*

**R**aymour & Flanigan's mission since 1947 is to enhance the shopping experiences of customers looking to furnish their homes and living spaces. Vital to its ability to fulfill this mission is ensuring a safe, comfortable, and supportive environment for its associates. That's why Raymour & Flanigan drives a multi-faceted partnership between its broker (OneGroup) and workers' compensation third party claims administrator (PMA Management Corp.). The partnership is grounded in open communication and collaboration utilizing everyone's expertise and experience to make the most of the organization's workers' compensation program. Their efforts have yielded sustainable results that allow Raymour & Flanigan and its 6,000+ associates to fulfill their mission safely and successfully.★

**Raymour & Flanigan** began with one store in downtown Syracuse, N.Y., and have since grown to over 140 locations throughout the Northeast, spanning seven states. Today its mission remains the same—to enhance the shopping experience of customers looking to furnish their homes and living spaces.

**“Partnering with PMA has provided our associates and organization with compassionate, timely and fiscally responsible claims handling. They are very flexible and provide excellent support within their account management, information technology and nurse case management resources. This allows us to focus on important short-term and long-term internal risk management goals.”**

**Christopher Hoch**

*Director of Risk Management, Raymour & Flanigan*

## PMA MANAGEMENT CORP. PARTNERSHIP RESULTS

2014 – 2021

**\$2.5 million** in recoveries since program inception

**71%** medical bill review savings— **\$6.8 million** saved in 2021 alone

Timely workers' compensation claims reporting of **2.7 days or less**

Claims reserve savings/reductions of **17%** 2020-2021

**Regular claims reviews** and frequent communication enable team to set and assess impactful claims resolution measures



For additional information, please contact your PMA Representative, call us today at **800.222.2749** or visit **PMACOMPANIES.COM**

**PMA COMPANIES (PMA)** is a trusted leader and recognized expert in commercial risk management insurance solutions and services. PMA specializes in workers' compensation, commercial auto, general liability, and commercial package & umbrella coverages as well as offering claims administration and risk management services through PMA Management Corp. (PMAMC), its wholly owned TPA. PMA's issuing insurance companies are Pennsylvania Manufacturers' Association Insurance Company, Manufacturers Alliance Insurance Company, and Pennsylvania Manufacturers Indemnity Company. PMA is part of Old Republic International, a Fortune 500 company (NYSE: ORI). **ORIG.COM**