



Client Services Kit

PMA's Quick Reference Guide

Overview of PMA services, from reporting claims and finding medical providers 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 and finding medical providers 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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- First Fill Pharmacy Program 6
- Finding Network Providers 8
- Injured Worker Center 10
- Risk Control Services 11

YOUR PMA ACCOUNT NUMBER:



Reporting Claims

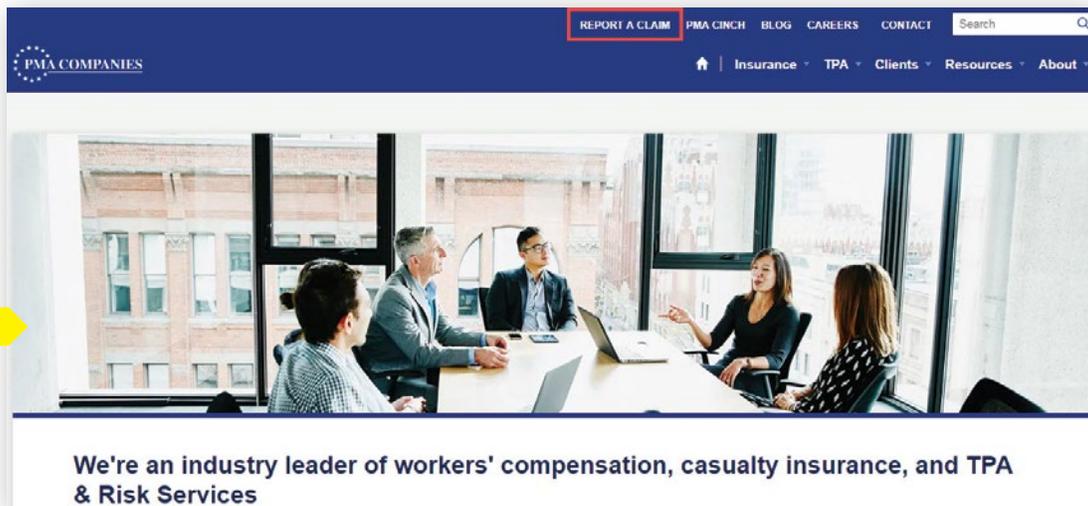
Claims can be reported in a number of ways, whichever is most convenient for your organization. Reporting online via PMA Cinch or our Report a Claim tool carry the advantages of an immediate claim number, ability to attach reference documents, and instant entry into our system for quicker claims servicing.

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

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 CINCH 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

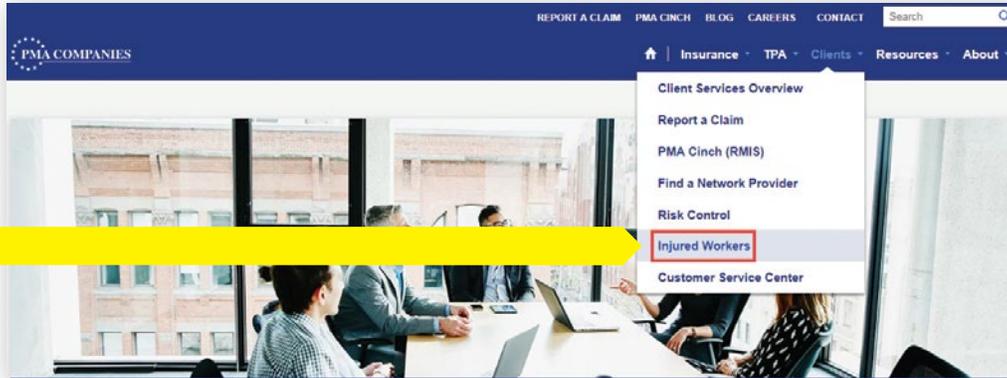
Claim-related correspondence can also be emailed, mailed, or faxed to one location for all lines of business. Be sure to include your PMA claim number on all mailed or faxed correspondence.

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

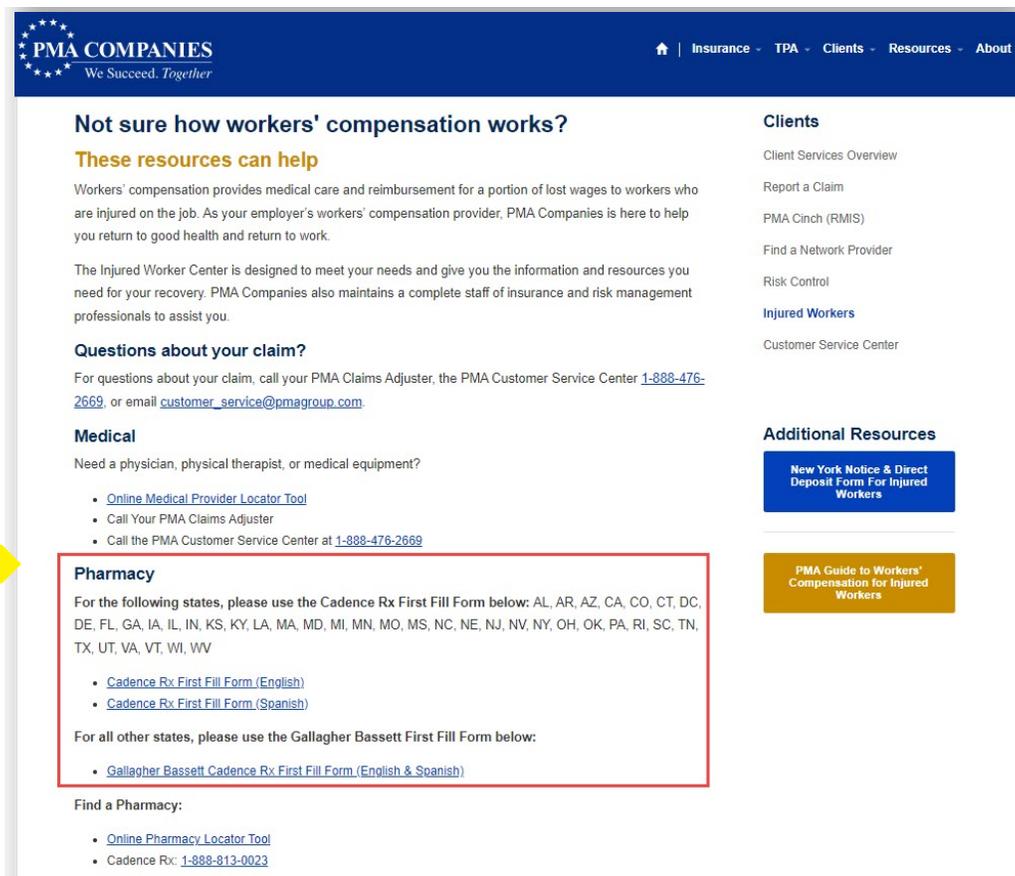
First Fill Pharmacy Program

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



Not sure how workers' compensation works?

These resources can help

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.

Questions about your claim?

For questions about your claim, call your PMA Claims Adjuster, the PMA Customer Service Center [1-888-476-2669](tel:1-888-476-2669), or email customer_service@pmagroup.com.

Medical

Need a physician, physical therapist, or medical equipment?

- [Online Medical Provider Locator Tool](#)
- Call Your PMA Claims Adjuster
- Call the PMA Customer Service Center at [1-888-476-2669](tel:1-888-476-2669)

Pharmacy

For the following states, please use the Cadence Rx First Fill Form below: AL, AR, AZ, CA, CO, CT, DC, DE, FL, GA, IA, IL, IN, KS, KY, LA, MA, MD, MI, MN, MO, MS, NC, NE, NJ, NV, NY, OH, OK, PA, RI, SC, TN, TX, UT, VA, VT, WI, WV

- [Cadence Rx First Fill Form \(English\)](#)
- [Cadence Rx First Fill Form \(Spanish\)](#)

For all other states, please use the Gallagher Bassett First Fill Form below:

- [Gallagher Bassett Cadence Rx First Fill Form \(English & Spanish\)](#)

Find a Pharmacy:

- [Online Pharmacy Locator Tool](#)
- Cadence Rx: [1-888-813-0023](tel:1-888-813-0023)

Clients

- Client Services Overview
- Report a Claim
- PMA Cinch (RMIS)
- Find a Network Provider
- Risk Control
- Injured Workers**
- Customer Service Center

Additional Resources

- [New York Notice & Direct Deposit Form For Injured Workers](#)
- [PMA Guide to Workers' Compensation for Injured Workers](#)

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 state 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 after their first treatment. **(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.

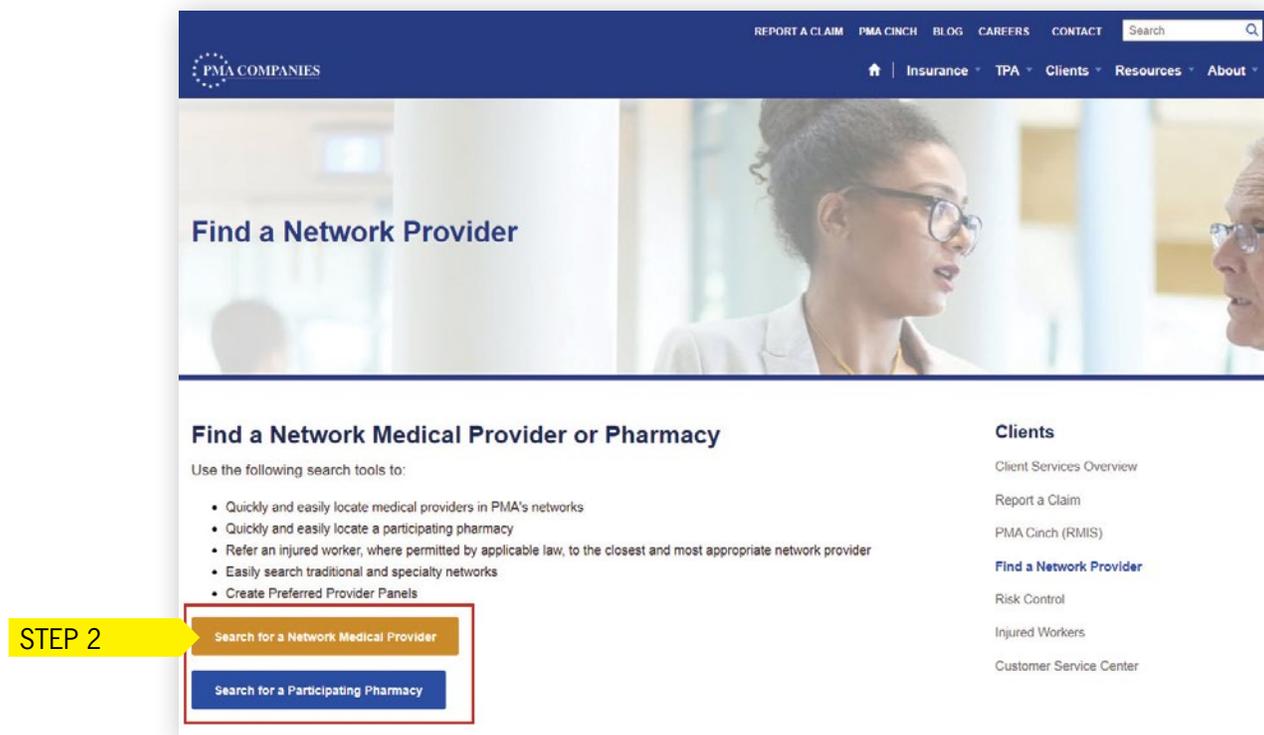
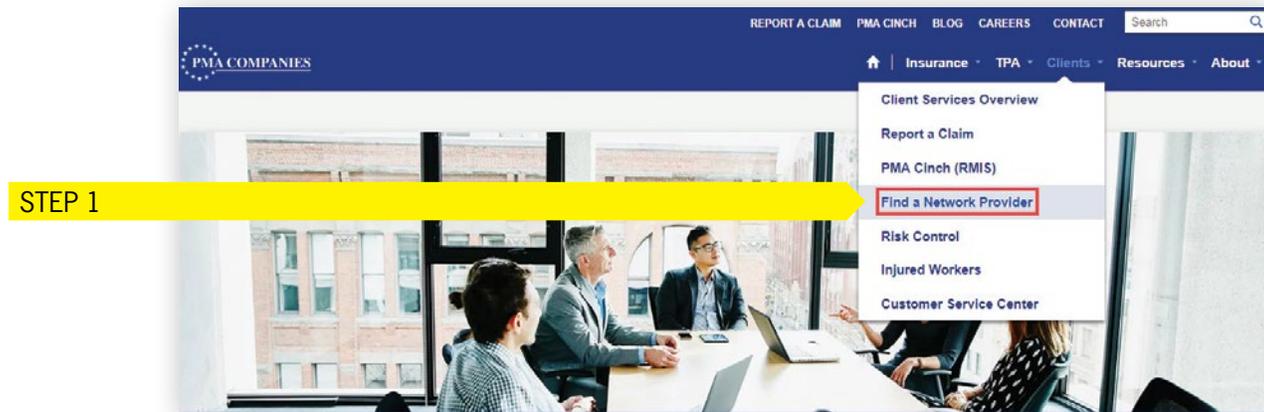
| Prescription Drug ID Card | | Pharmacy Information |
|---|-----------------------------------|--|
|   | | <p>This form allows you to fill your initial prescriptions with a maximum cost of \$500 per medication and no more than a 14-day supply per prescription. Pharmacy, if you need assistance processing this claim, please call 1-888-813-0023.</p> <p>The pharmacy benefit card is only to be used for medications prescribed for your work-related injury. By using this card, you acknowledge and accept financial responsibility for any prescriptions billed under this card that are later found to be unrelated to your injury.</p> <ul style="list-style-type: none"> • Member ID format: The ID must start with FF followed by the last 4 digits of the social security number plus 8-digit DOI (MMDDYYYY). Example: FF999901012018 |
| Employee Name: | | |
| Member ID Number* | <i>*Refer to Member ID Format</i> | |
| Date of Injury: | | |
| Group Number: | PMACRX | |
| PCN Number: | CRX | |
| BIN Number: | 021460 | |
| Card Created On: ___/___/___ | | |

Gallagher Bassett

| Prescription Drug ID Card | | Pharmacy Information |
|---|--|--|
|  | | <p>This form allows you to fill your initial prescriptions with a maximum cost of \$300 per medication and no more than a 14-day supply per prescription. Pharmacy, if you need assistance processing this claim, please call 1-888-813-0023.</p> <p>The pharmacy benefit card is only to be used for medications prescribed for your work-related injury. By using this card, you acknowledge and accept financial responsibility for any prescriptions billed under this card that are later found to be unrelated to your injury.</p> <ul style="list-style-type: none"> ❖ Member ID format: The ID must start with FF followed by the last 4 digits of the social security number plus 8-digit DOI (MMDDYYYY). Example: FF999901012018 |
| Employee Name: | | |
| Member ID Number* | <i>*Refer to Member ID Format --></i> | |
| Date of Injury: | | |
| Group Number: | VXRQZY | |
| PCN Number: | CRX | |
| BIN Number: | 021460 | |
| Card Created On: ___/___/___ | | |

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.



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.

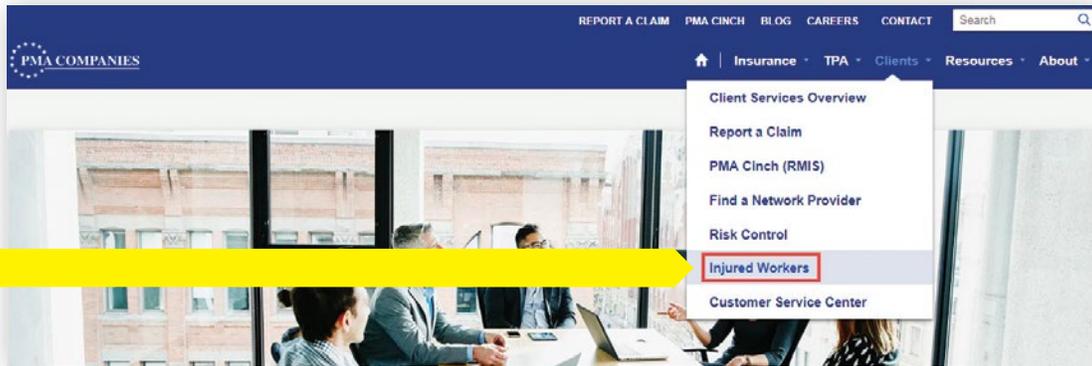


To find a **Network Pharmacy**, you can search by location and/or pharmacy name, and then refine your results by languages spoken and services available.



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.



STEP 1



STEP 2

Customer Service Center

Questions about your claim?
For questions about your claim, call your PMA Claims Adjuster, the PMA Customer Service Center [1-888-476-2669](tel:1-888-476-2669), or email customer_service@pmagroup.com.

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Pharmacy Questions?

- [Pharmacy FAQ](#)

Returning to work

- [Return-to-Work Information for Injured Workers](#)
- [Returning to Work Safely](#)

Additional Resources

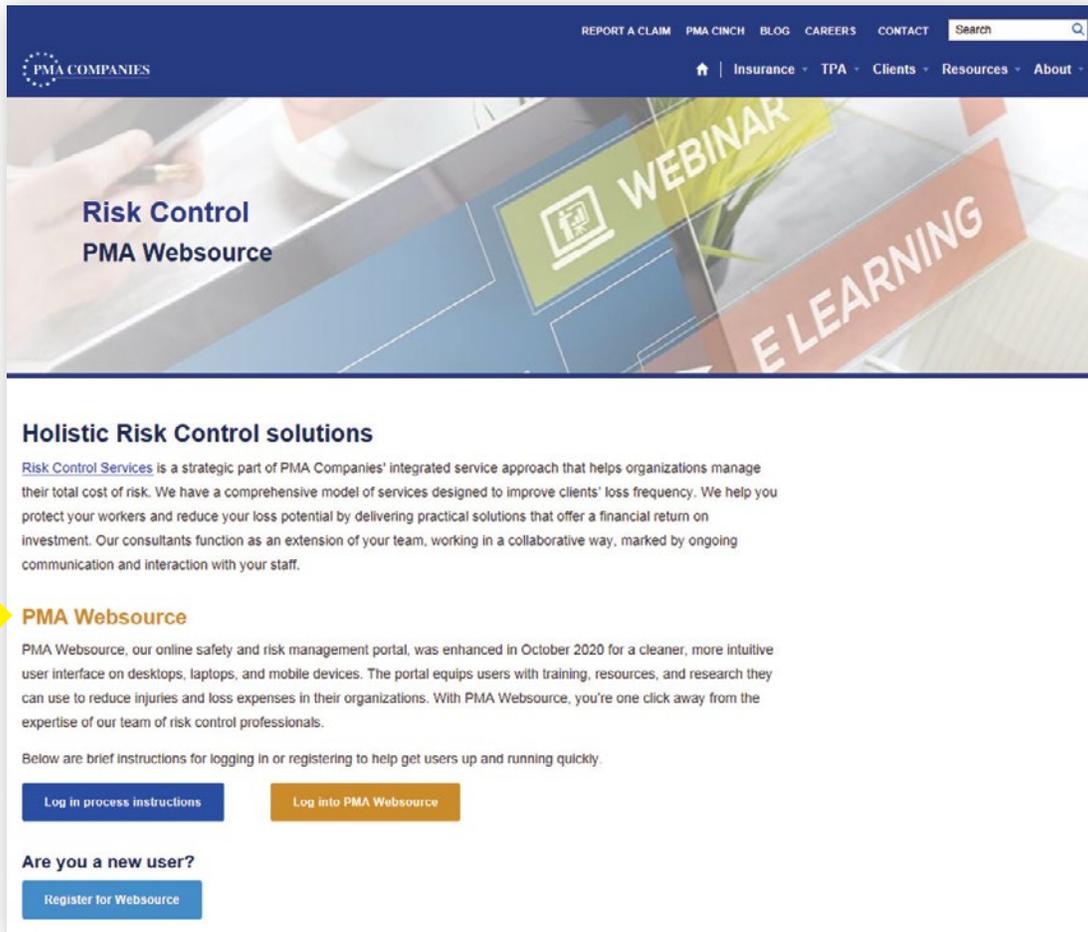
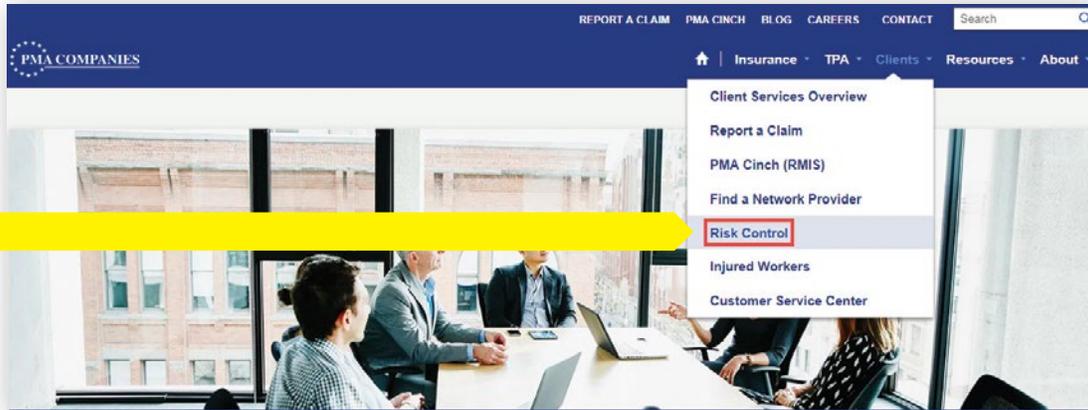
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STEP 3 **Links to state workers' compensation information**

Workers' compensation in your state ▼

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.

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