

# 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, 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](https://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

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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.

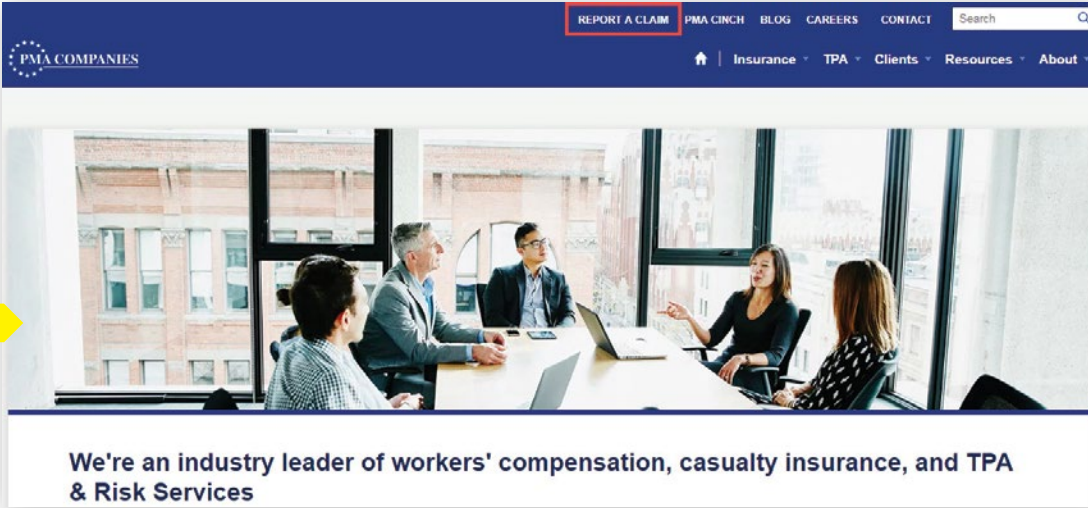
## PMA Cinch

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

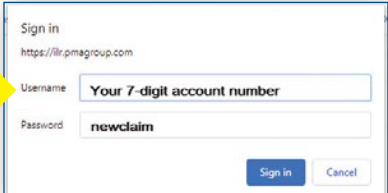
## Online

On the [pmacompanies.com](https://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](mailto:firstreport@pmagroup.com).

## Fax

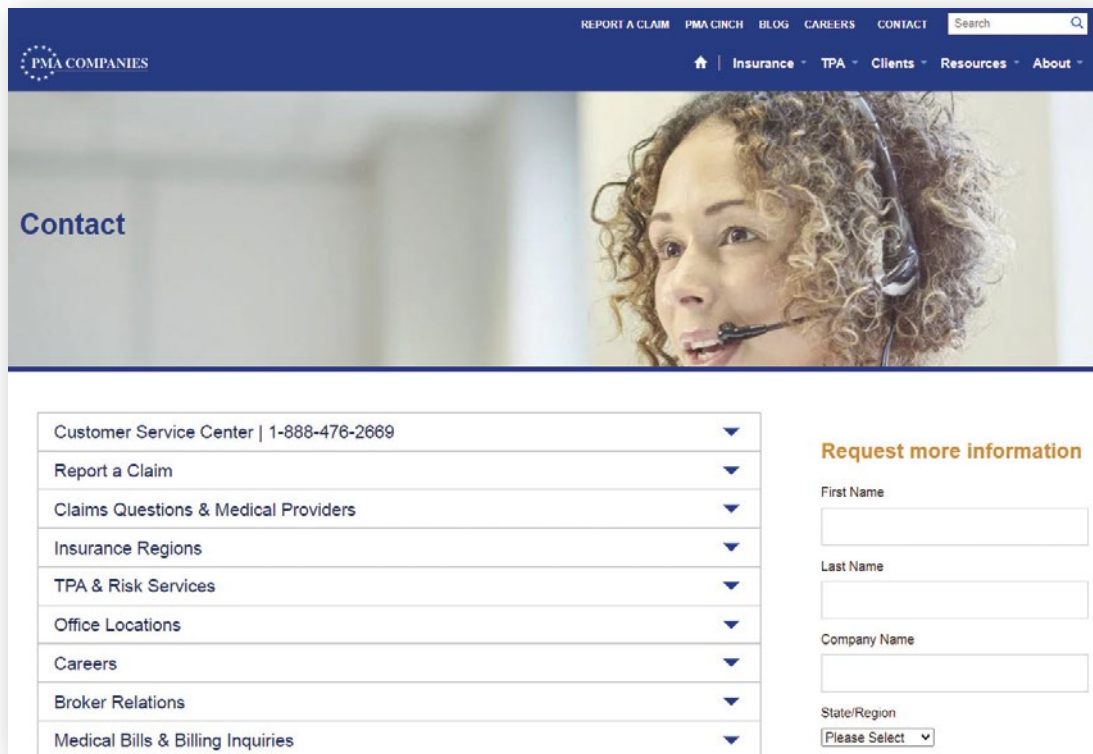
You can also fax claims to 888-329-2721.

## 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](http://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

Please Select

**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**

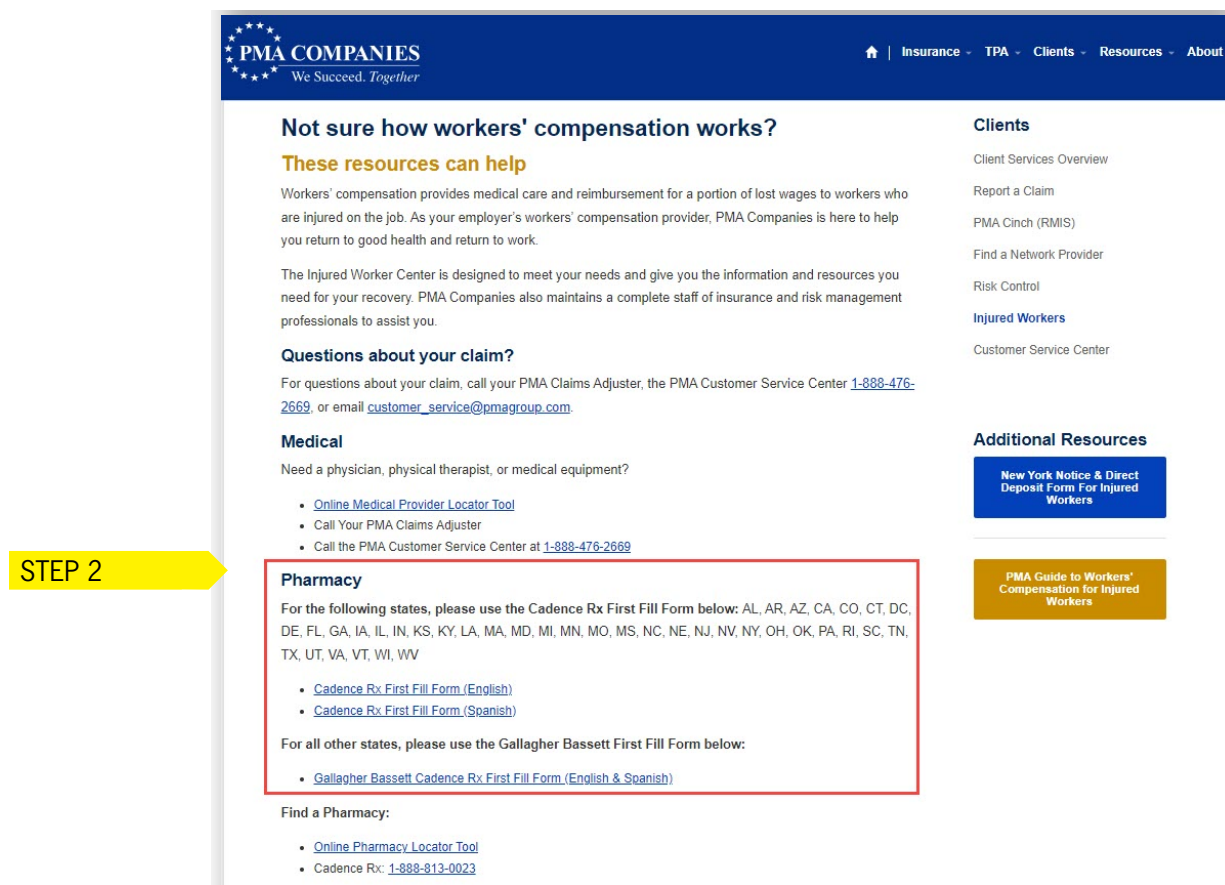
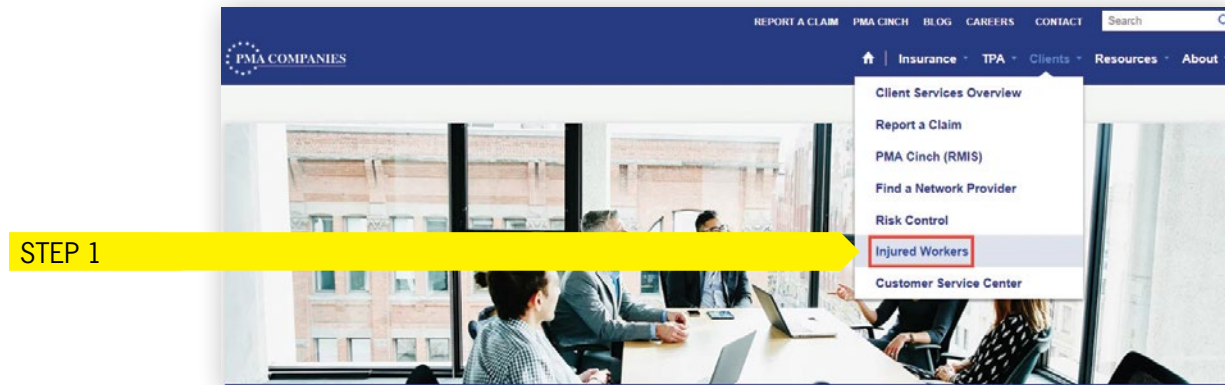
Claim-related correspondence can also be emailed, mailed, or faxed to one location for all lines of business. Be sure to include your PMA claim number on all mailed or faxed correspondence.

**PMA Customer Service Center**  
**P.O. Box 5231**  
**Janesville, WI 53547-5231**  
**Fax: 1.800.432.9762**  
**Email: [claimsmail@pmagroup.com](mailto: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](http://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.




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"> <li>• <b>Member ID format:</b> The ID <u>must</u> start with FF followed by the last 4 digits of the social security number plus 8- digit DOI (MMDDYYYY). Example: FF999901012018</li> </ul>
Employee Name:		
Member ID Number*	*Refer to Member ID Format	
Date of Injury:		
Group Number:	PMACRX	
PCN Number:	CRX	
BIN Number:	021460	
Card Created On: / /		

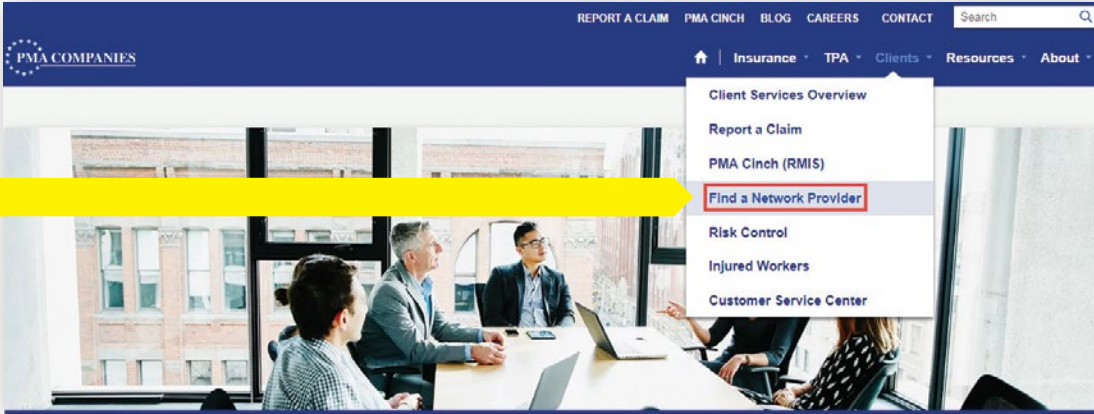
Gallagher Bassett

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"> <li>❖ <b>Member ID format:</b> The ID <u>must</u> start with FF followed by the last 4 digits of the social security number plus 8- digit DOI (MMDDYYYY). Example: FF999901012018</li> </ul>
Employee Name:		
Member ID Number*	*Refer to Member ID Format -->	
Date of Injury:		
Group Number:	VXRQZY	
PCN Number:	CRX	
BIN Number:	021460	
Card Created On: / /		

# Finding Network Providers

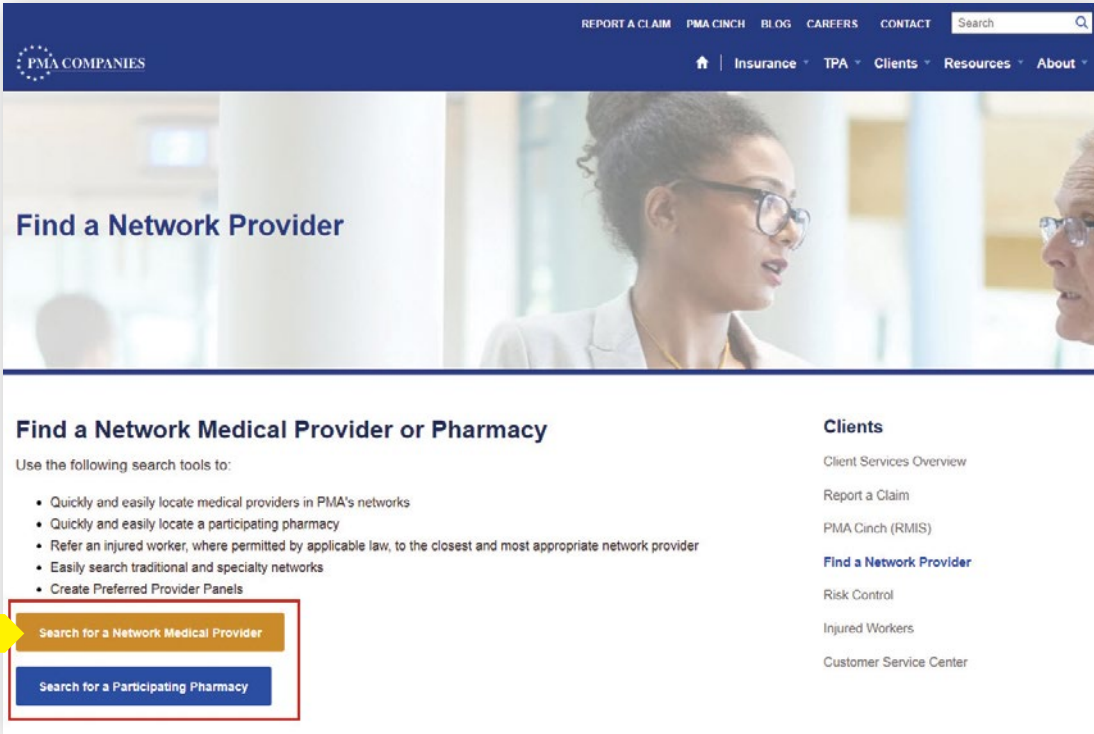
Click on **“Find a Network Provider”** in the **“Clients”** menu in the second level navigation on the homepage to search for a network medical provider or pharmacy.

**STEP 1**



The screenshot shows the PMA Companies homepage. The top navigation bar includes links for REPORT A CLAIM, PMA CINCH, BLOG, CAREERS, and CONTACT, along with a search bar. The main navigation menu has links for Insurance, TPA, Clients, Resources, and About. The 'Clients' menu is open, displaying a list of options: Client Services Overview, Report a Claim, PMA Cinch (RMIS), Find a Network Provider (highlighted with a red box), Risk Control, Injured Workers, and Customer Service Center. A yellow arrow labeled 'STEP 1' points to the 'Find a Network Provider' option.

**STEP 2**




The screenshot shows the 'Find a Network Provider' page. The header includes the PMA Companies logo and navigation links. The main heading is 'Find a Network Provider'. Below this, the section 'Find a Network Medical Provider or Pharmacy' is displayed, followed by a list of search tools: 'Quickly and easily locate medical providers in PMA's networks', 'Quickly and easily locate a 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', and 'Create Preferred Provider Panels'. Two buttons are visible: 'Search for a Network Medical Provider' (highlighted with a red box) and 'Search for a Participating Pharmacy' (highlighted with a red box). A yellow arrow labeled 'STEP 2' points to the 'Search for a Network Medical Provider' button. On the right side, a 'Clients' menu is open, showing the same list of options as in the first screenshot, with 'Find a Network Provider' highlighted.



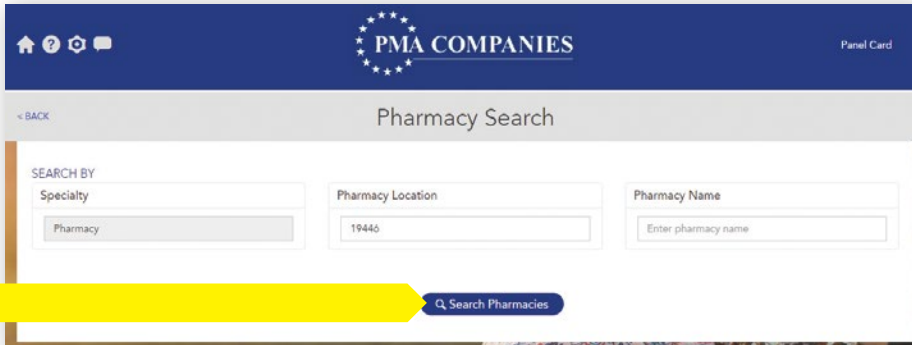
To find a **Network Medical Provider** that will meet your needs, you can search by name, specialty, location, language, and even provider gender or from your employer's panel of medical providers.

**STEP 3a**



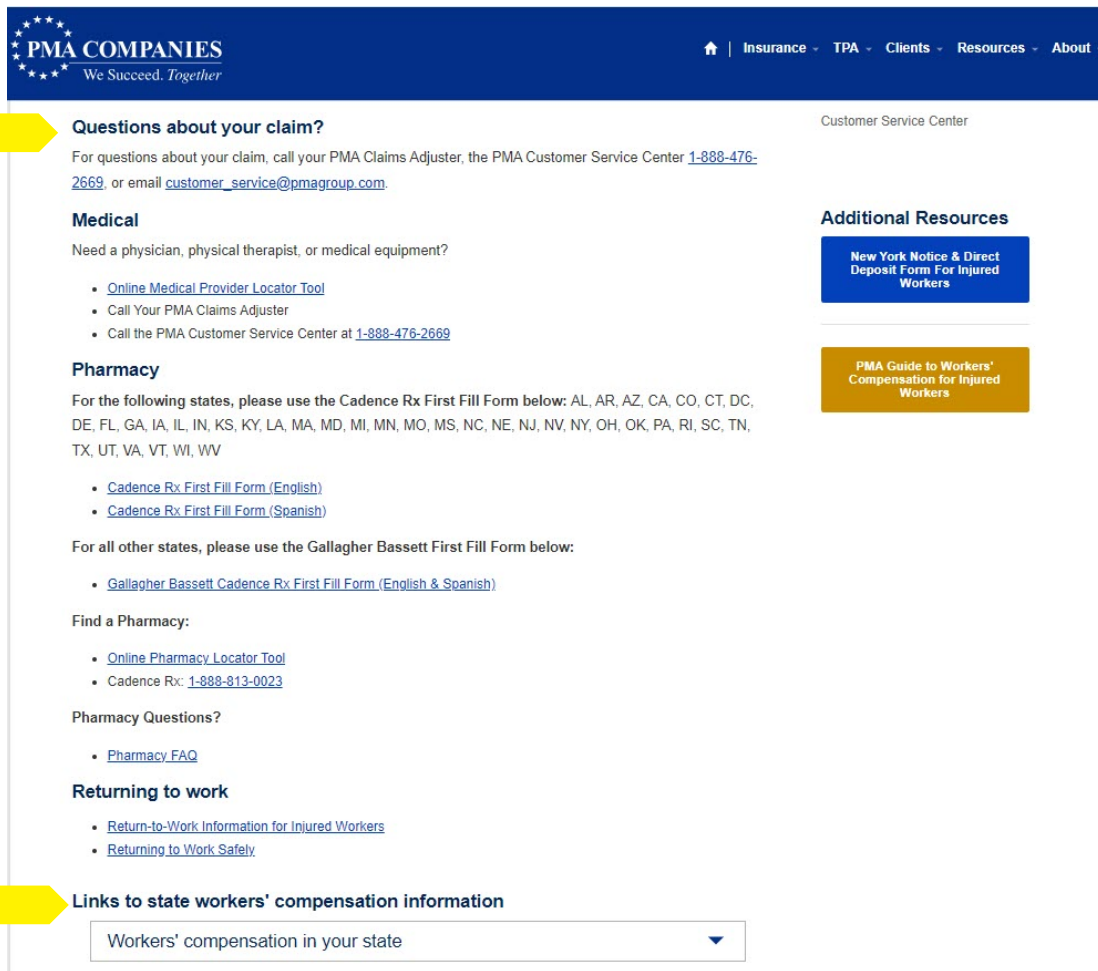
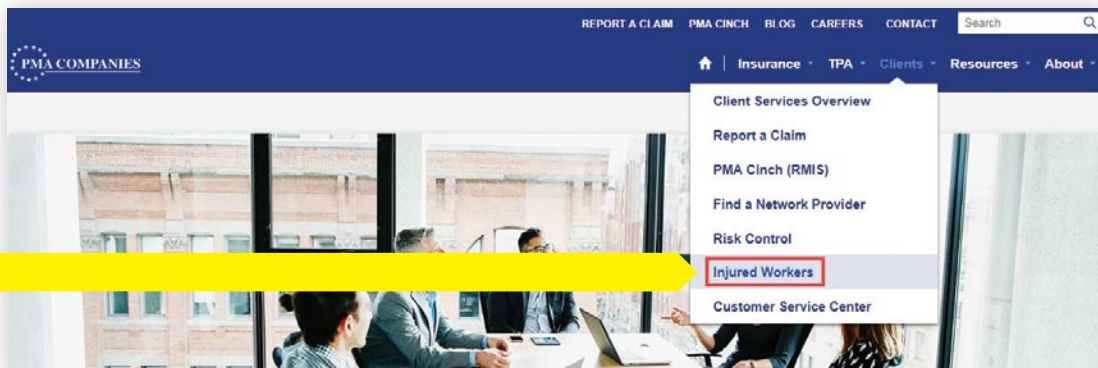
To find a **Network Pharmacy**, you can search by location and/or pharmacy name, and then refine your results by languages spoken and services available.

**STEP 3b**



# Injured Worker Center

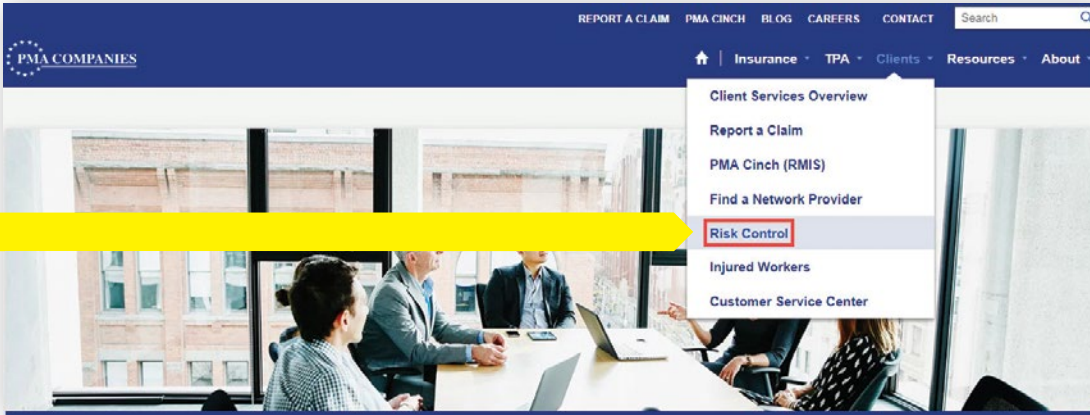
Go to our online **Injured Worker Center**—for information and resources to help with recovery, along with any State Specific information that is needed.



# Risk Control Services

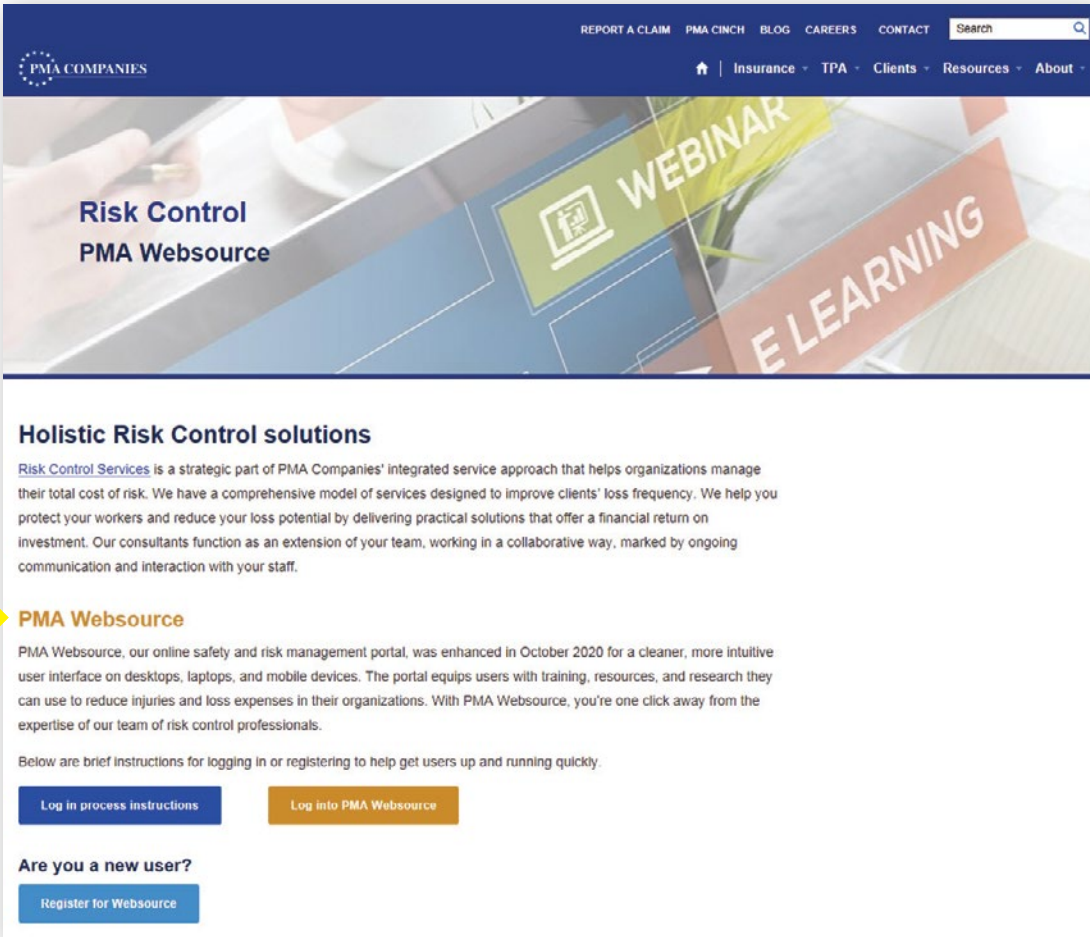
Check out **Risk Control's PMA Webservice**, a safety and risk management online site for clients. You will have access to our technical bulletins, safety and health program resources (including streaming video) and our Organizational Safety Institute schedule, registration, and previously recorded client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

STEP 1



The screenshot shows the PMA Companies website header with a navigation bar. The 'Clients' dropdown menu is open, and the 'Risk Control' link is highlighted with a red box. The background image shows a group of people in a meeting.

STEP 2



The screenshot shows the 'Risk Control PMA Webservice' page. The header is the same as the previous screenshot. The main content area has a large image with the text 'Risk Control PMA Webservice' and 'WEBINAR E LEARNING'. Below the image, there is a section titled 'Holistic Risk Control solutions' with a paragraph of text. At the bottom, there are two buttons: 'Log in process instructions' and 'Log into PMA Webservice'. Below these buttons, there is a section titled 'Are you a new user?' with a button 'Register for Webservice'.

## 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 subsidiary, PMA Management Corp.

Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group ([orgig.com](http://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