

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 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.

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- Injured Worker Center. 10
- Risk Control Services 11

YOUR PMA ACCOUNT NUMBER:



Reporting Claims

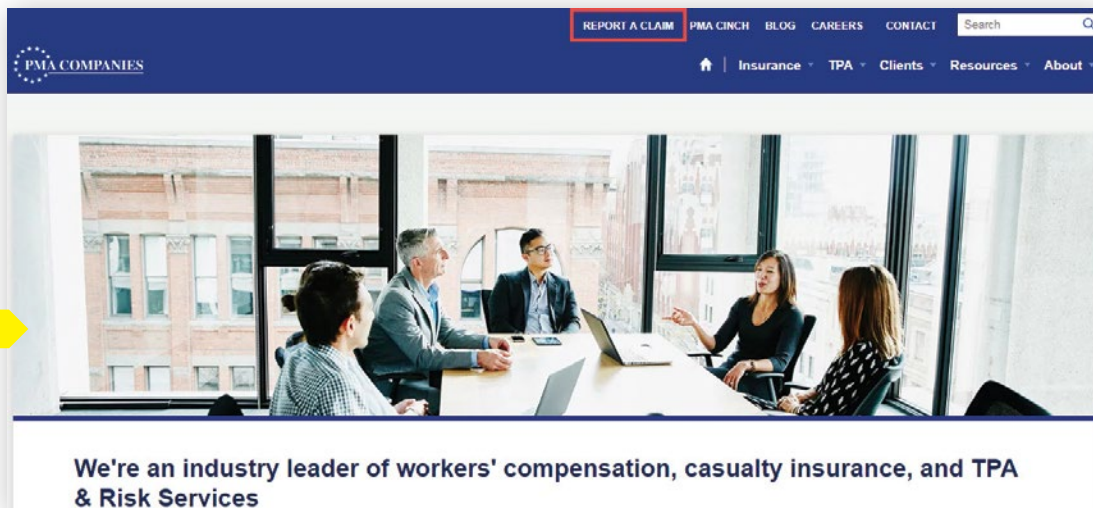
Claims can be reported in a number of ways, whichever is most convenient for your organization. Reporting online via PMA Cinch or our Report a Claim tool carry the advantages of an immediate claim number, ability to attach reference documents, and instant entry into our system for quicker claims servicing.

PMA Cinch

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

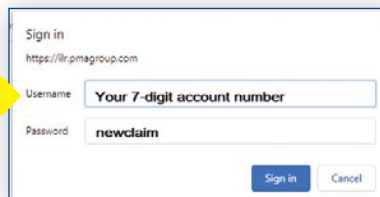
Online

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

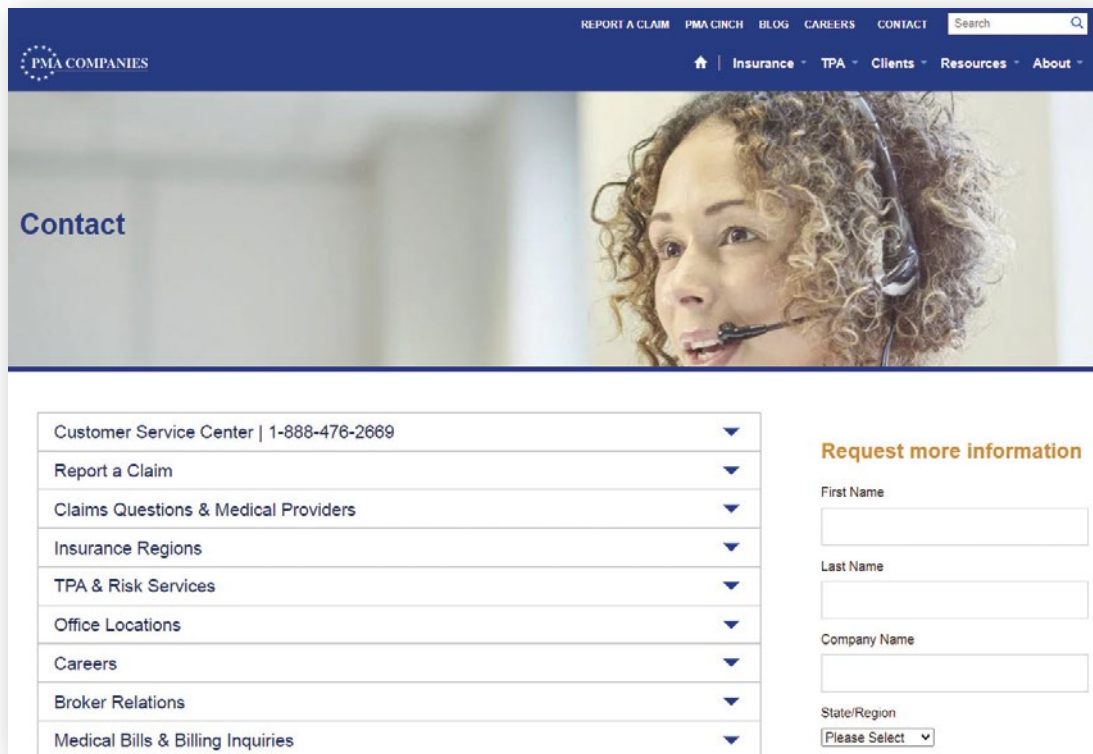
You can also fax claims to 888-329-2721.

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.



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

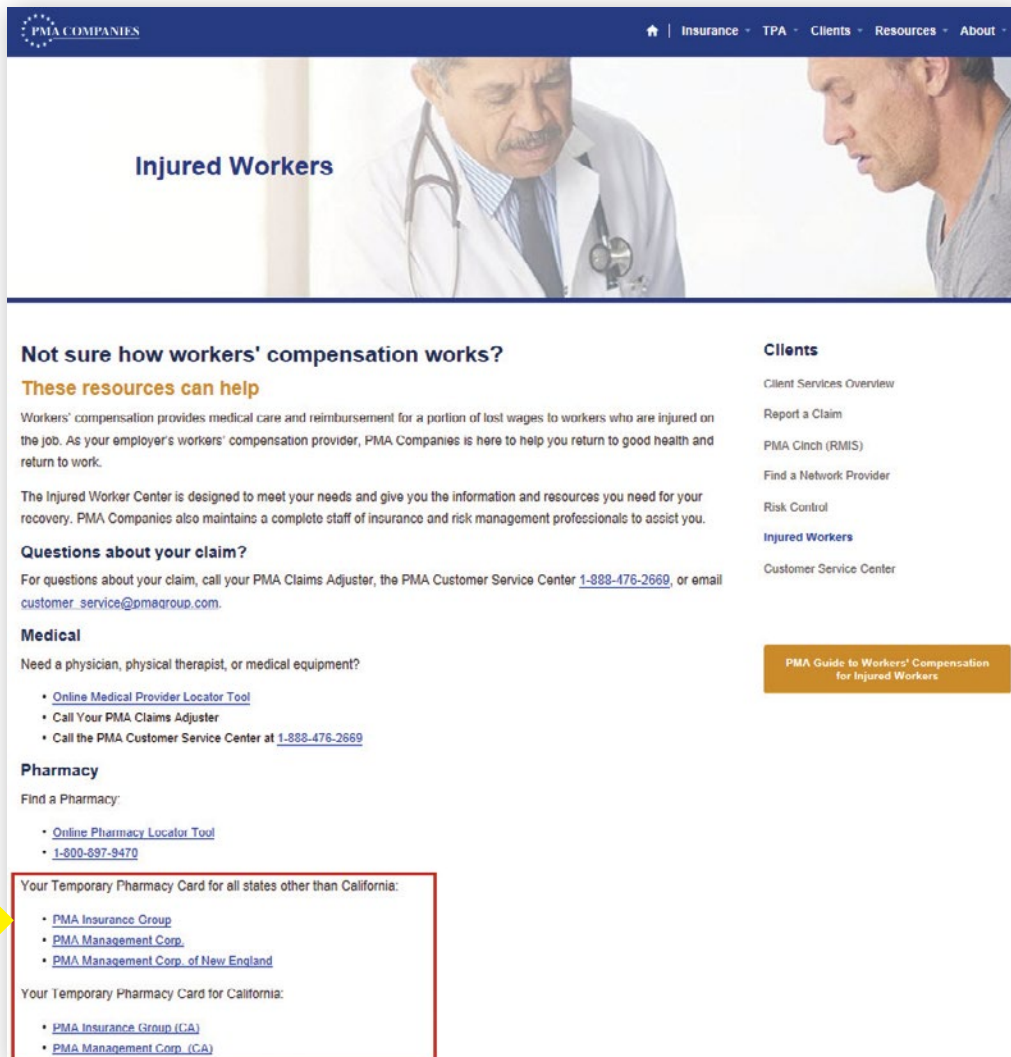
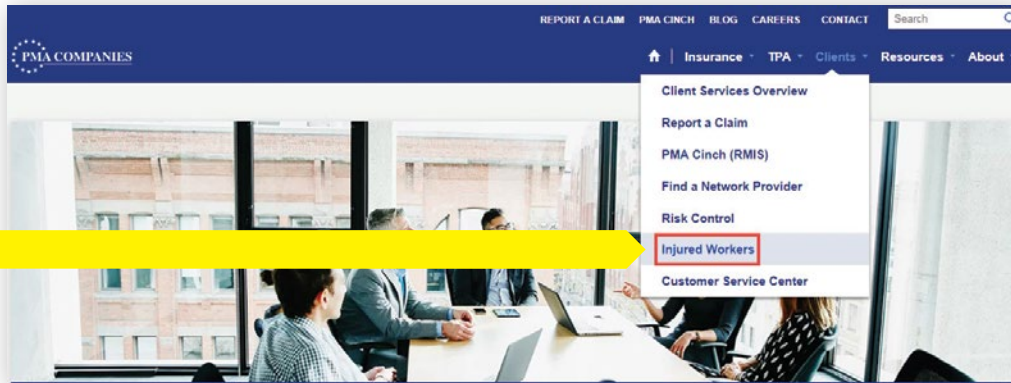
Claim-related correspondence can also be emailed, mailed, or faxed to one location for all lines of business. Be sure to include your PMA claim number on all mailed or faxed correspondence.

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

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

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 PMA entity and state (note the separate pharmacy cards for California) 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 through the myMatrixx®, an Express Scripts company, program after their first treatment.
- The sheet contains other resources for injured workers, including instructions for locating myMatrixx®, an Express Scripts company, pharmacies. **(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.

Workers' Compensation Temporary Prescription ID Card

NOT FOR CALIFORNIA - See separate CA cards

myMatrixx®
An Express Scripts Company

PMA COMPANIES

To the Injured Worker:

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

Atención Trabajador Lesionado:

En su primera visita, por favor entregue esta notificación a cualquier farmacia enumerada al reverso para acelerar el procesamiento de sus recetas aprobadas de compensación para trabajadores (según las pautas establecidas por su empleador).

Si tiene cualquier duda o necesita ayuda para localizar una farmacia de venta al por menor participante de la red, por favor llame al Centro de Contacto para Atención a Clientes de Express Scripts, al 800.945.5951.

To the Pharmacist:

Express Scripts administers this workers' compensation prescription program. Please follow the steps below to submit a claim. Standard first fill shall not exceed a 14-day supply or a cost of \$150. This form is valid for up to 30 days from date of injury (DOI). Limitations may vary. For assistance or exposure medications, call Express Scripts at 888.786.9640.

Pharmacy Processing Steps

Step 1: Enter bin number 003858

Step 2: Enter processor control WC

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 #: AL, AR, AZ, CO, CT, DC, DE, FL, GA, IA, IL, IN, KS, KY, MA, MD, MI, MN, MO, MS, NC, NJ, NY, OH, OK, PA, RI, SC, TN, TX, VA, VT, WI

Express Scripts

ID#: _____

Your ID# 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 #: _____

Employee Date of Birth: ____/____/____

For all other states, please utilize the below Group #:

Express Scripts

ID#: _____

Your ID# 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 #: _____

Employee Date of Birth: ____/____/____

Employee Information

First Name: _____ Last Name: _____

Street Address or PO Box: _____

City: _____ State: _____ ZIP: _____

Employer Name: _____

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OLD REPUBLIC INSURANCE GROUP

Participating Retail Network Pharmacies

myMatrixx®
An Express Scripts Company

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

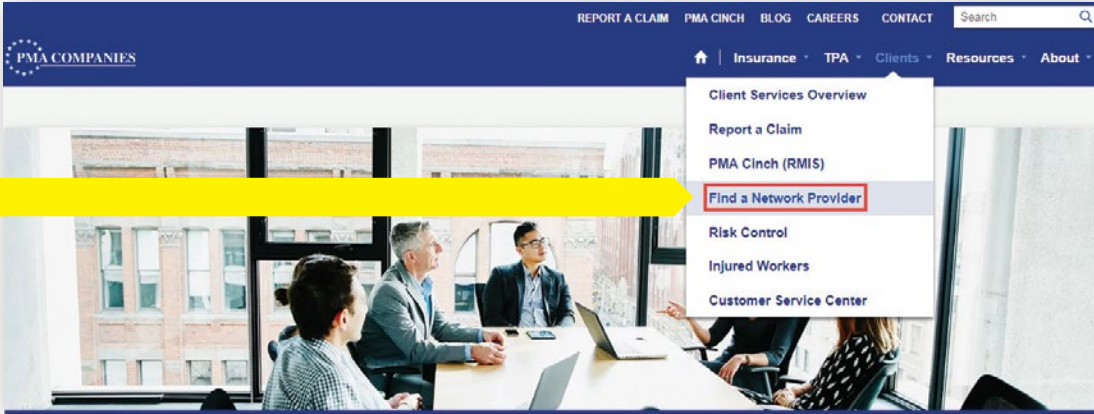
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Finding Network Providers

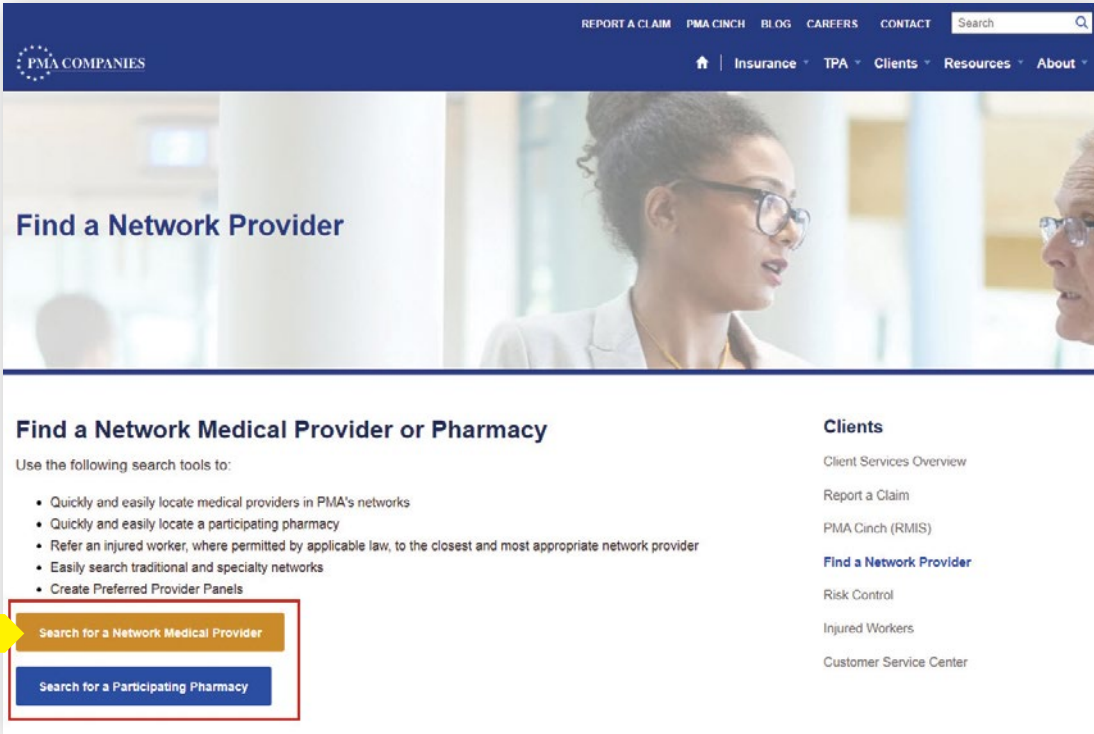
Click on **“Find a Network Provider”** in the **“Clients”** menu in the second level navigation on the homepage to search for a network medical provider or pharmacy.

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, there is a 'Clients' section with a list of links: Client Services Overview, Report a Claim, PMA Cinch (RMIS), Find a Network Provider (highlighted with a blue box), Risk Control, Injured Workers, and Customer Service Center.

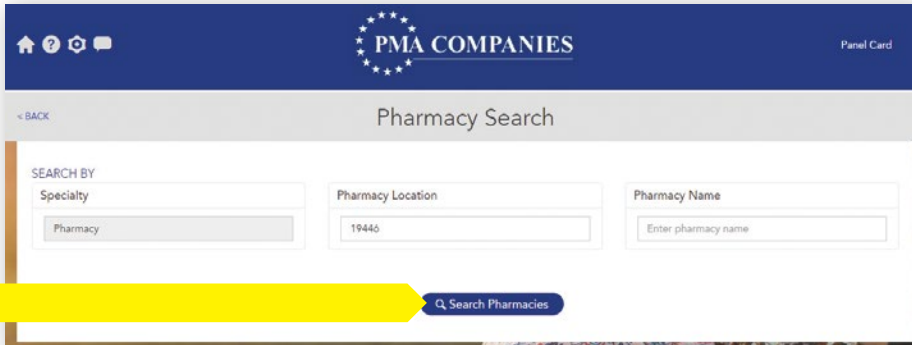
To find a **Network Medical Provider** that will meet your needs, you can search by name, specialty, location, language, and even provider gender or from your employer's panel of medical providers.

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.

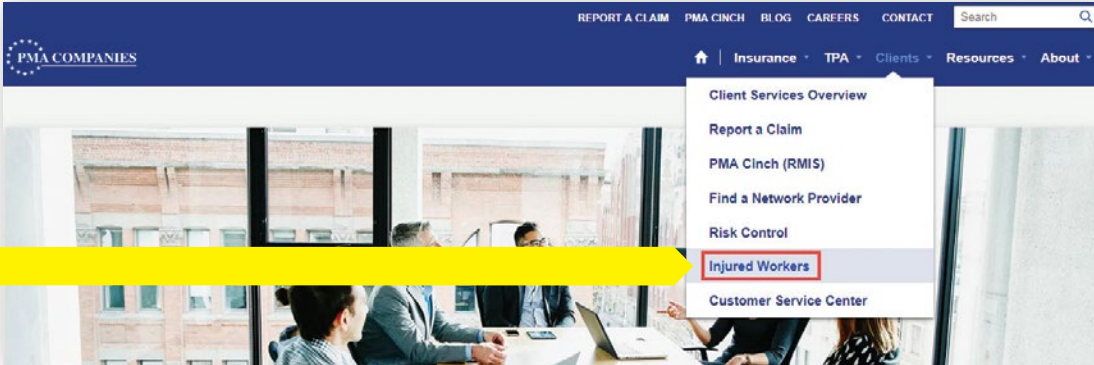
STEP 3b



Injured Worker Center

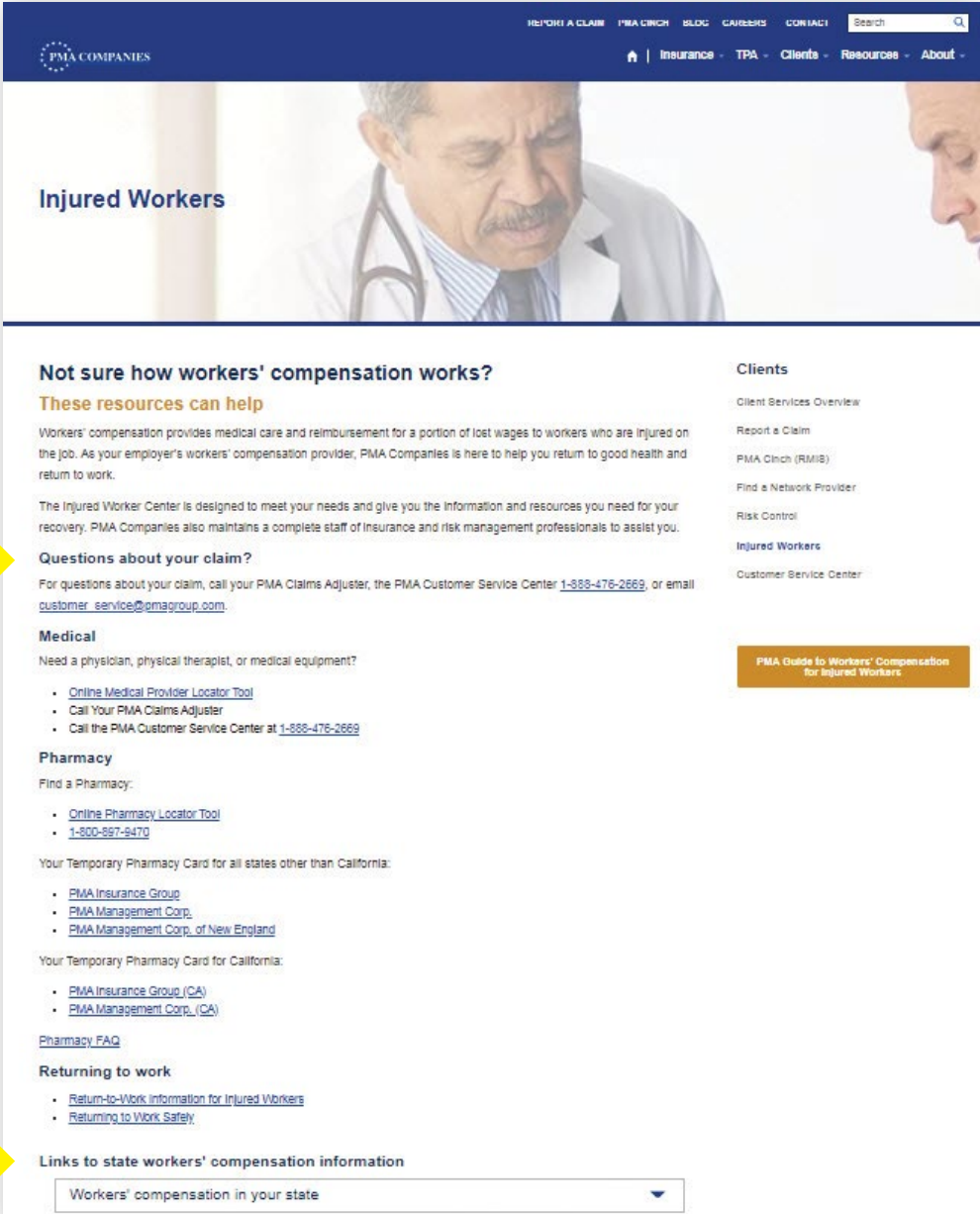
Go to our online **Injured Worker Center**—for information and resources to help with recovery, along with any State Specific information that is needed.

STEP 1



The screenshot shows the PMA Companies website header with a navigation menu. The 'Injured Workers' link is highlighted in a red box. A yellow arrow points from the 'STEP 1' label to this link.

STEP 2



The screenshot shows the 'Injured Workers' page. The page includes a header with the PMA Companies logo and navigation menu. The main content area is titled 'Injured Workers' and contains several sections: 'Not sure how workers' compensation works?', 'Questions about your claim?', 'Medical', 'Pharmacy', 'Returning to work', and 'Links to state workers' compensation information'. A yellow arrow points from the 'STEP 2' label to the 'Injured Workers' page.

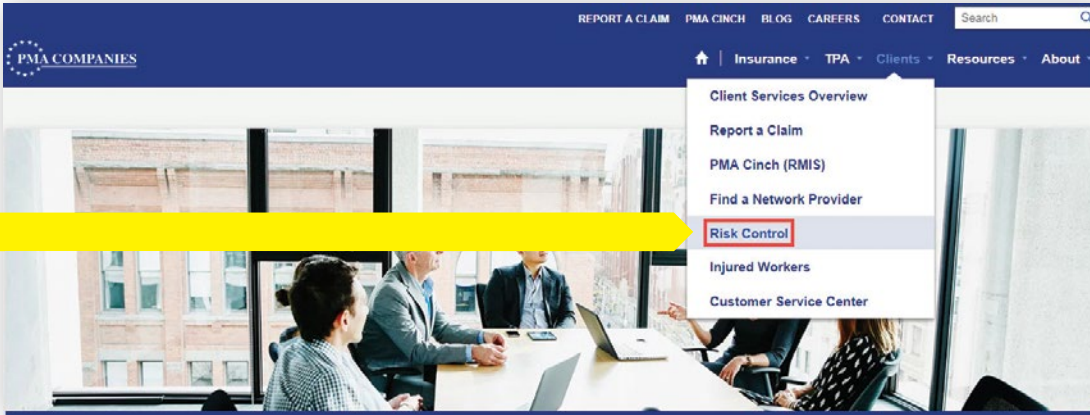
STEP 3

The screenshot shows the 'Links to state workers' compensation information' section. A dropdown menu is visible with the text 'Workers' compensation in your state'.

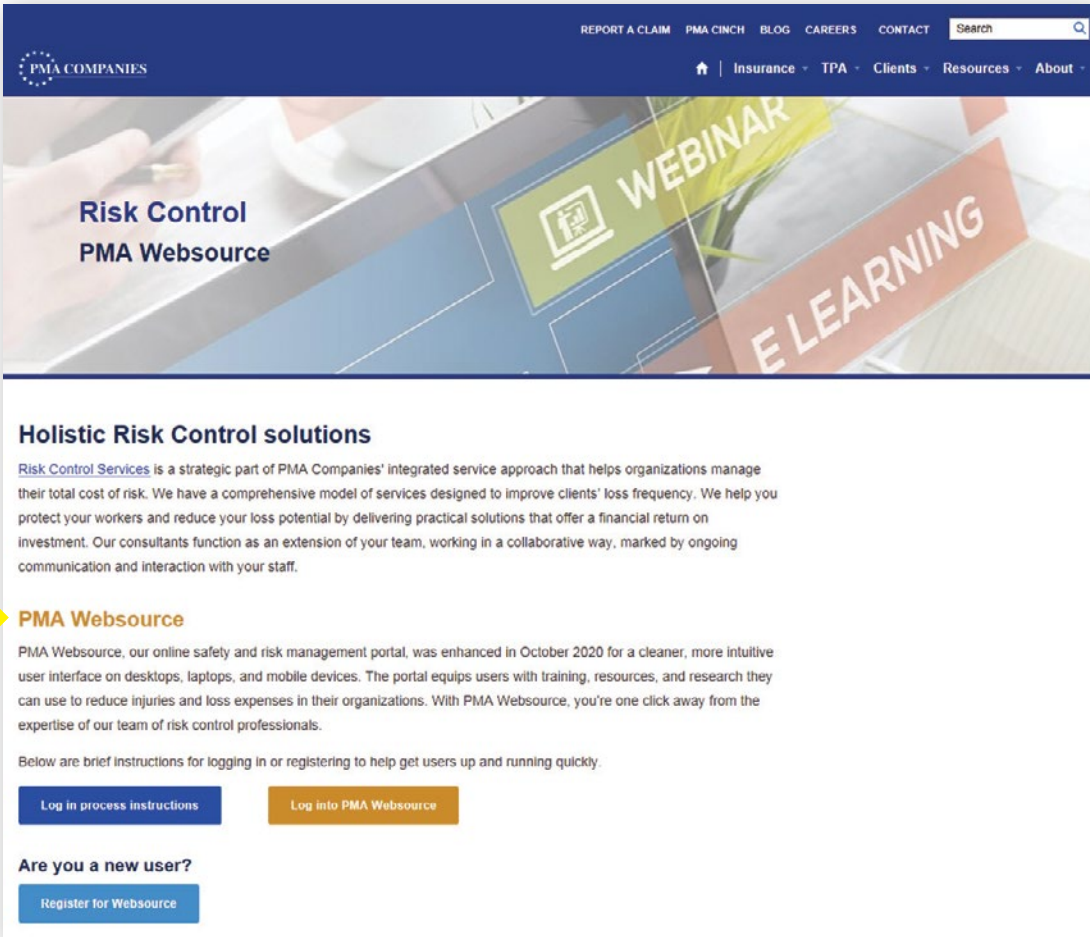
Risk Control Services

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.

STEP 1



STEP 2



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 subsidiaries, PMA Management Corp. & PMA Management Corp. of New England.

Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group (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