

## PMA Companies Claims Service Response Plan

As the 2019 Novel Coronavirus (COVID-19) pandemic continues to evolve, it has caused all of us to change our lives in a very short time period. PMA Companies has a history of supporting our employees, communities and customers during challenging times, and we are doing so now.

PMA Companies is closely monitoring the impact of COVID-19. We are committed to the safety and health of our employees and the well-being of our clients and business partners. Below you will find detailed answers to the questions that you may have regarding our critical business operations and the steps we have taken to ensure that our claims service commitments are fulfilled.

Should you have additional questions, please contact your PMA Client Service Manager, PMA Customer Service Center at 1-800-222-2749 or visit our website [www.pmacompanies.com](http://www.pmacompanies.com). As the situation develops, we will continue to update you with information related to our actions.

### What steps have you taken to limit employee exposure during the pandemic?

PMA Companies is paying very close attention to the conditions in all of our operating territories as well as statements by public officials. We have implemented the following measures:

- Enabled and transitioned nearly all employees to a work from home environment.
- Increased the capacity of our core business applications to support remote work for a sustained period of time.
- Temporarily substituting conference calls for face-to-face meetings unless physical presence is essential and approved by executive leadership, and as recommended by the [Centers for Disease Control](#) and the [World Health Organization](#).
- Performing frequent deep cleaning of our offices and reminding the limited number of employees who remain in the office to practice social distancing and frequent hand washing.
- Instituted consistent and proactive communication with all employees to ensure there is no disruption in the fulfillment of our business commitments.

## How are you communicating with customers, brokers, injured workers and claimants?

PMA Companies has equipped our staff with the necessary technology to fully function remotely, including telephonic capabilities to ensure the execution of our business operations without interruption. Our Claims, Managed Care and Customer Service employees can be reached via their regular office lines or mobile phones during this time, and all client-facing staff remains available and ready to assist with any questions or concerns that may arise.

John Santulli, President & CEO of PMA Companies issued a statement to all our clients and broker partners on [March 17](#), which provided an update regarding our efforts. We will continue to provide applicable and relevant updates as this situation develops.

## What are your technological capabilities related to key claims functions?

PMA Companies has provided Claims employees with the ability to work from home during this time, including the necessary technology, equipment and access to core business systems. Our Information Systems Department has worked diligently to support members of our staff and ensure sufficient system capacity and bandwidth. Employees will maintain their regular business hours during this time. Claims staff will continue to utilize our Claims systems to intake, process, and adjudicate claims without interruption. These capabilities include indemnity and medical benefit payments and check issuance, compensability determinations, managed care services and all other activity which normally occurs during the claims adjudication process.

PMA Companies established deliberate redundancies around our key business functions to ensure continuity of service in the event of increased exposure or absenteeism in any specific local areas.

We are offering additional solutions to injured workers, including direct deposit and telemedicine, where appropriate.

PMA Companies has extensive quality assurance, production management, and reporting capabilities for our supervisors, managers, and leadership to ensure productivity and adherence to the commitments we have made to our customers and partners.

## Should I expect any changes in my ability to view or access PMA Cinch, the Risk Management Information System (RMIS), or associated data?

As a part of our commitment to our clients, brokers, and business partners, PMA Companies has ensured that [PMA Cinch](#), our Risk Management Information System (RMIS), continues to function and remains supported by our dedicated teams within the Information Systems Department. Should you experience any challenges with accessing [PMA Cinch](#), please contact your PMA Client Service Manager or call 1-888-476-2669.

## Are there any changes to the claim intake or claim reporting process?

PMA Companies has taken extensive measures to ensure there is no change in the way we conduct business. This includes our claim intake and reporting capabilities. We continue to offer telephonic, fax and online reporting capabilities to customers and partners without interruption. For clients which have elected to use it, our [PMA Care24 Nurse Triage](#) service will continue under normal protocols.

## What additional tools and services are available to me during this time?

For those customers that utilize [PMA Care24 Nurse Triage](#), we have enhanced our protocols to include COVID-19 clinical guidelines and implemented special review procedure to identify suspected cases. Notice is provided to our claims teams upon identification, so that further action can be taken.

PMA Companies is offering certain telehealth services where permitted by law. These services can provide technology-enabled health care delivery for occupational office visits and physical therapy appointments. Telehealth solutions can help ensure continuity of care for your employees during this time. Please contact your PMA Client Service Manager if you have questions.