

Spotlight^{on} Success



City of Concord, North Carolina

Reducing Claims and Controlling Costs Help Fuel the City's Workers' Compensation Program



Home to just over 79,000 residents, Concord is the largest city in Cabarrus County, North Carolina. The 60-square-mile city is operated by more than 900 full-time employees and maintains full community services, including public transportation, a robust parks and recreation system, police and fire departments, planning and zoning services, and public works.

Partnership Results

- 77% takeover claim closure rate
- 30% reduction in lost-time claim frequency
- Return-to-Work initiatives reducing duration of claims/aiding injured employee recovery
- Online RMIS (PMA Cinch®) offers daily claims status and trending data in more than 20 customizable reports

PMA says...

“The City of Concord does an excellent job in accommodating their employees with work restrictions due to on-the-job injuries.”

— Ronda Rummage



“[The City’s] approach helps to limit the duration of claims, encourage speedier recoveries, reduce overall costs, and maintain productivity...”

— Ronda Rummage
Regional Claims Supervisor
PMA Companies

About PMA Companies

PMA Companies (www.pmacompanies.com) provides risk management solutions and services in the U.S., specializing in workers’ compensation for larger accounts.

Headquartered in Blue Bell, PA, PMA Companies is part of the Old Republic General Insurance Group (www.oldrepublicinsurancegroup.com), the largest business segment within Old Republic International (NYSE: ORI), one of the nation’s 50 largest publicly held insurance organizations.

PMA Companies includes:

- **PMA Insurance Group**, specializing in workers’ compensation, and providing other commercial property & casualty insurance products
- **PMA Management Corp. and PMA Management Corp. of New England**, providing results-driven TPA and Risk Services for workers’ compensation, commercial auto, general liability and commercial property