

# 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 AND OTHER CASUALTY INSURANCE AND SERVICES.**

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 [www.pmacompanies.com](http://www.pmacompanies.com) on our Client Services Overview page. For those in the states of California, Delaware, New York, and Pennsylvania, you will also find the necessary information needed for claims in your states.

For any questions or concerns, call the PMA Customer Service Center, 1.888.476.2669.

Thanks for choosing PMA Companies.

**Overall Client Satisfaction  
Rate Averages**

**95%**

per independent surveys

# PMA Quick Reference Guide

---

We've provided tips for common client needs and locating resources on our website.

- Reporting Claims . . . . . 4
- Customer Service Center . . . . . 5
- First Fill Pharmacy Program . . . . . 6
- Finding Network Providers . . . . . 8
- Injured Worker Center . . . . . 10
- Risk Control Services . . . . . 11

**YOUR PMA ACCOUNT NUMBER:**



# Reporting Claims

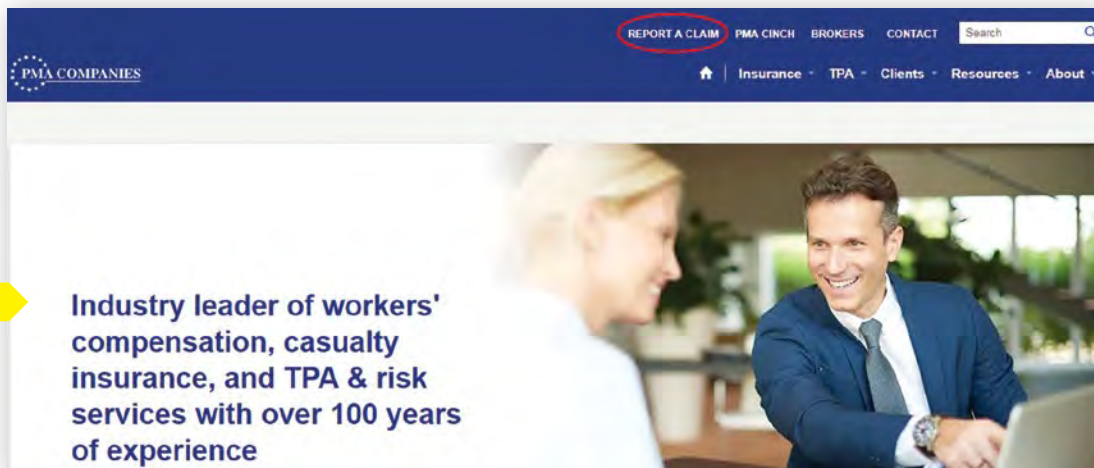
Claims can be reported in a number of ways, whichever is most convenient for your organization. Reporting online via PMA Cinch or our Report a Claim tool carry the advantages of an immediate claim number, ability to attach reference documents, and instant entry into our system for quicker claims servicing.

## PMA Cinch

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

## Online

On the [pmacompanies.com](http://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 [www.pmacompanies.com](http://www.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	▼
PMA Cinch	▼
Risk Control Services	▼

**Request more information**

First Name

Last Name

Company Name

State/Region

Company Size

**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**

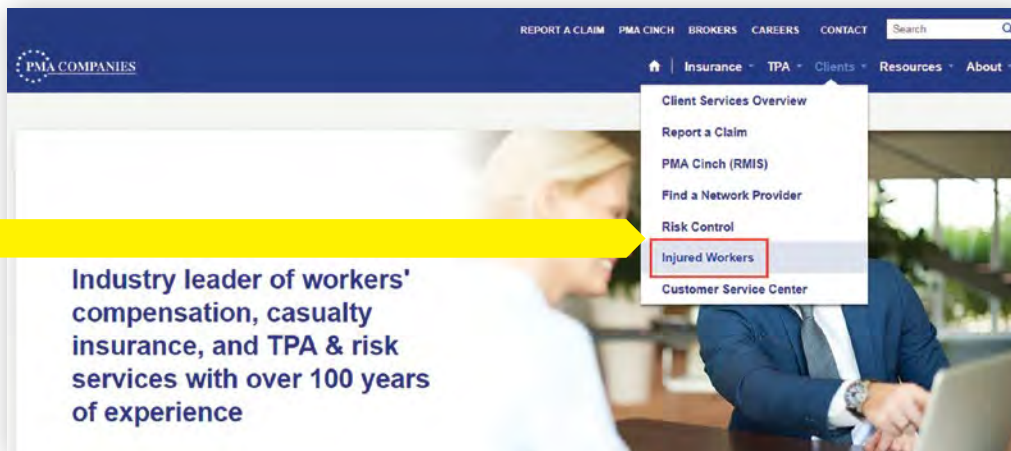
Claim-related correspondence can also be mailed or faxed to one location for all lines of business. Be sure to include your PMA claim number on all mailed or faxed correspondence.

**PMA Customer Service Center  
P.O. Box 5231  
Janesville, WI 53547-5231  
Fax: 1.800.432.9762**

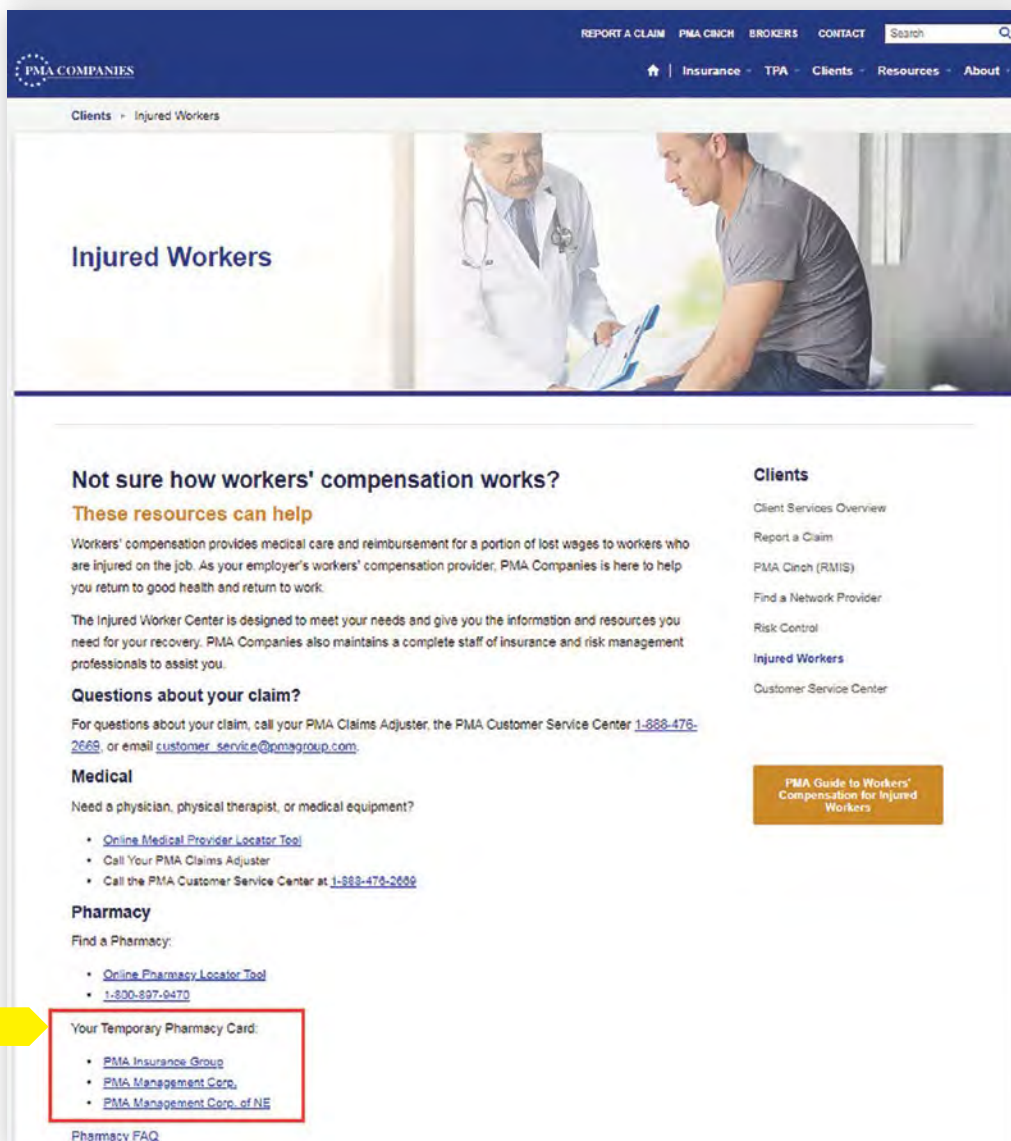
# First Fill Pharmacy Program

As a PMA workers' compensation client, you are automatically enrolled in the program. 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 the “**Your Temporary Pharmacy Card**” for the appropriate entity to give to your injured workers and instruct them to bring this to the pharmacy. 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 Express Scripts program after their first treatment.
- The sheet contains other resources for injured workers, including instructions for locating Express Scripts pharmacies. (see example below)

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.

**PMA COMPANIES**

**Workers' Compensation Temporary Prescription ID Card**

**To the Injured Worker:**  
 On your first visit, please give this notice to any pharmacy listed on the back side to speed processing 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.

**Atencion Trabajador Lesionado:**  
 Este formulario de identificación para servicios temporales de prescripción de recetas por compensación del trabajador DEBERÁ SER PRESENTADO a su farmacéutico al surtir su(s) receta(s) inicial(es).  
 Si tiene cualquier duda o necesita localizar una farmacia participante, por favor contacte al área de Atención a Clientes de Express Scripts, en el teléfono 800.945.5951.

**To the Pharmacist:**  
 Express Scripts administers this workers' compensation prescription program. Please follow the steps below to submit a claim. Standard claim limitations include quantity exceeding 150 pills or a day supply exceeding 14 days. This form is valid for up to 30 days from DOI. Limitations may vary. **For assistance, call Express Scripts at 888.786.9640.**

**Pharmacy Processing Steps**  
**Step 1:** Enter bin number 003858  
**Step 2:** Enter processor control A4  
**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 number: AL, CT, DC, DE, FL, GA, IA, IL, IN, KY, MA, MD, MI, MN, MO, NC, NJ, NY, PA, RI, SC, TN, TX, VA, VT, WI**

**Express Scripts**  
 ID #: \_\_\_\_\_  
 Your SSN 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: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Group #: \_\_\_\_\_  
 Employee Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

**For all other States, please utilize the below Group number:**

**Express Scripts**  
 ID #: \_\_\_\_\_  
 Your SSN 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: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Group #: \_\_\_\_\_  
 Employee Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

**To the Supervisor:** Please fill in the information requested for the injured worker.

**Employee Information**

First \_\_\_\_\_ M \_\_\_\_\_ Last \_\_\_\_\_  
 Street Address or PO Box \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Employee Name \_\_\_\_\_

**EXPRESS SCRIPTS®**  
 OLD REPUBLIC INSURANCE GROUP

**Participating Retail Network Pharmacies**

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

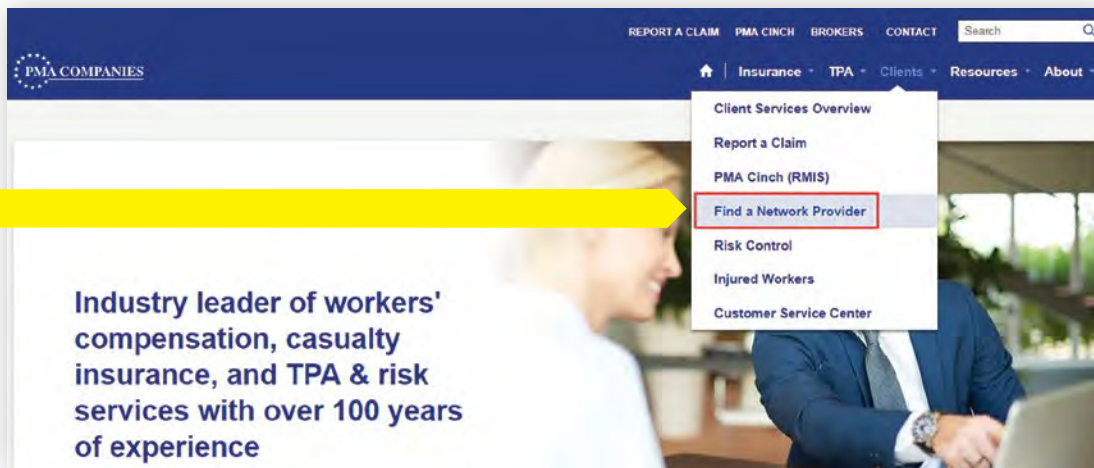
NOTE: This form is not valid in the state of Ohio. For all other states, liability of a workers' compensation claim is not assumed based on the dispensing of medication(s) to a patient.

**EXPRESS SCRIPTS®**  
 © 2013 Express Scripts Holding Company. All Rights Reserved. 13-0548

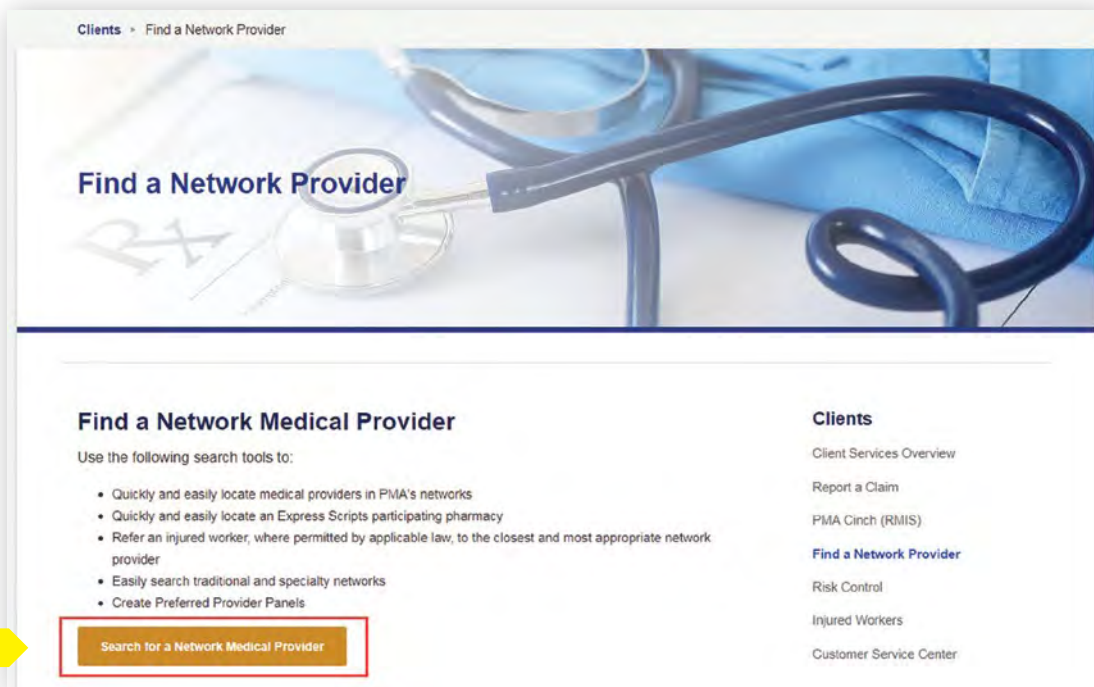
# Finding Network Providers

Click on “**Find a Network Provider**” in the “**Clients**” menu in the second level navigation on the homepage.

STEP 1

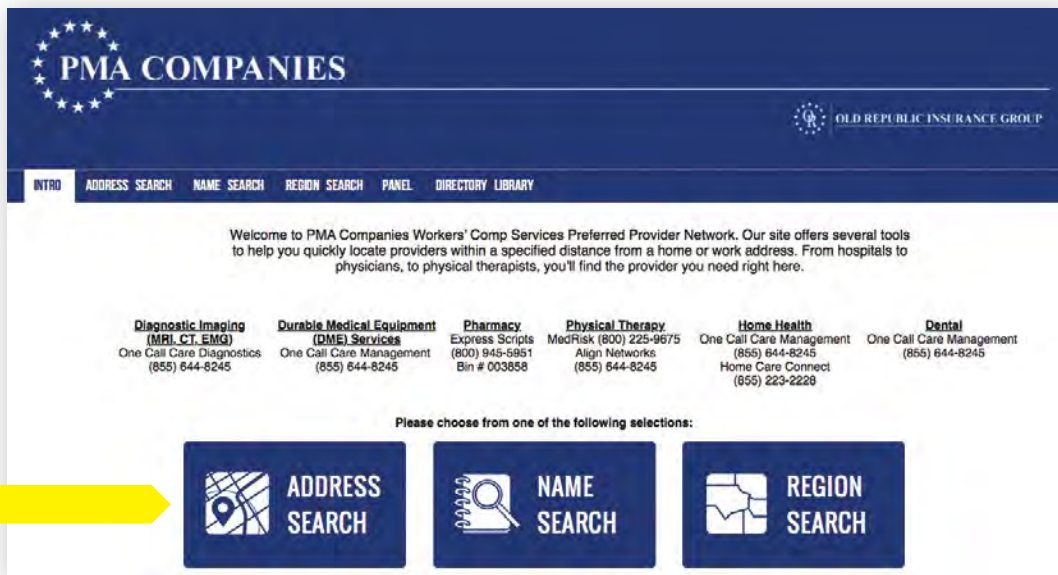


STEP 2a





To find a **Network Medical Provider** that will meet your needs you can search by address, name, region, ancillary services or from your employer's panel of medical providers.



The screenshot shows the PMA Companies website header with the logo and "OLD REPUBLIC INSURANCE GROUP" text. Below the header is a navigation menu with options: INTRO, ADDRESS SEARCH, NAME SEARCH, REGION SEARCH, PANEL, and DIRECTORY LIBRARY. The main content area features a welcome message and a list of services with contact information:

- Diagnostic Imaging (MRI, CT, EMG)**: One Call Care Diagnostics (855) 644-8245
- Durable Medical Equipment (DME) Services**: One Call Care Management (855) 644-8245
- Pharmacy**: Express Scripts (800) 945-5951, Bin # 003858
- Physical Therapy**: MedRisk (800) 225-9675, Align Networks (855) 644-8245
- Home Health**: One Call Care Management (855) 644-8245, Home Care Connect (855) 223-2228
- Dental**: One Call Care Management (855) 644-8245

Below the services list, it says "Please choose from one of the following selections:" and shows three buttons: ADDRESS SEARCH, NAME SEARCH, and REGION SEARCH. A yellow arrow labeled "STEP 2b" points to the ADDRESS SEARCH button.

PMA Companies offers injured workers pharmacy services through **Express Scripts**, PMA's Pharmacy Benefits Management partner. Click on "**Search for an Express Scripts Participating Pharmacy**".



The screenshot shows a page titled "Locate an Express Scripts Participating Pharmacy". The text explains that PMA Companies offers injured workers pharmacy services through Express Scripts, PMA's Pharmacy Benefits Management partner. It states that users can fill their authorized workers' compensation prescriptions at an Express Scripts Workers' Compensation participating pharmacy and that they will pay nothing out of pocket for prescriptions approved for their work-related injury. A yellow arrow labeled "STEP 3a" points to a button that says "Search for an Express Scripts Participating Pharmacy".

Complete the provided search fields to find a participating pharmacy to conveniently fill your prescription.



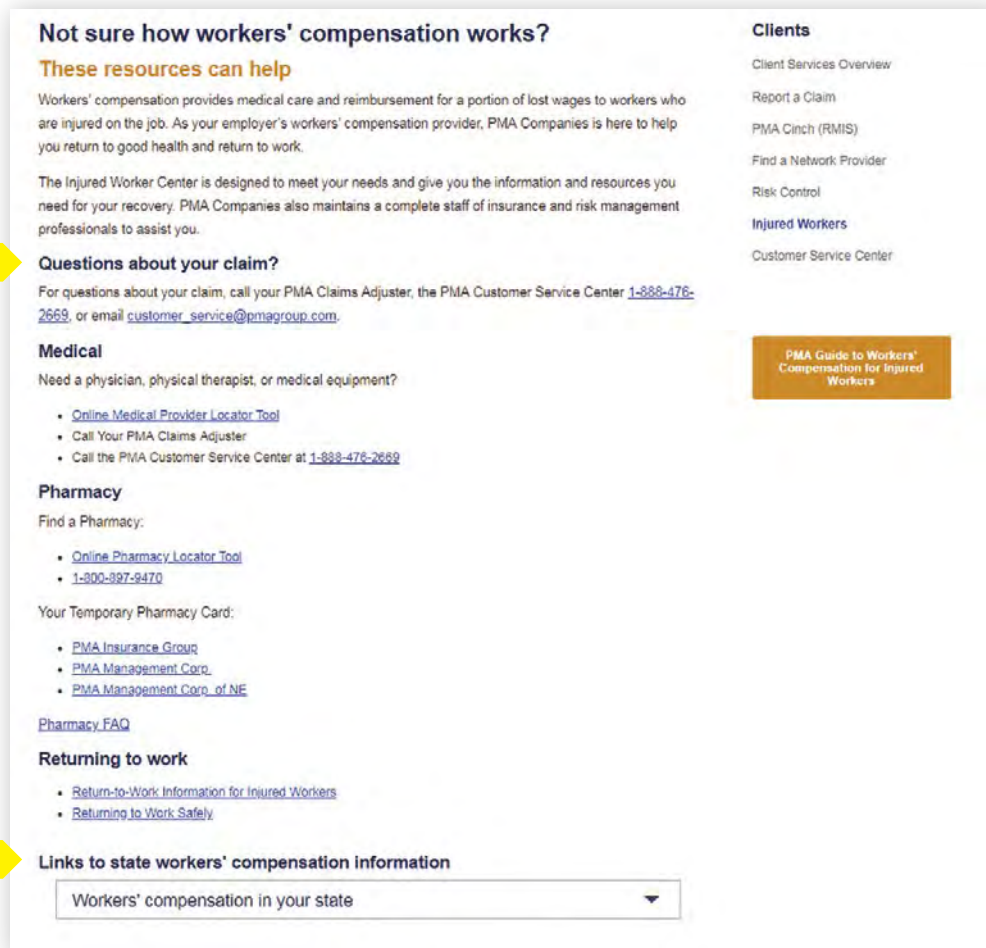
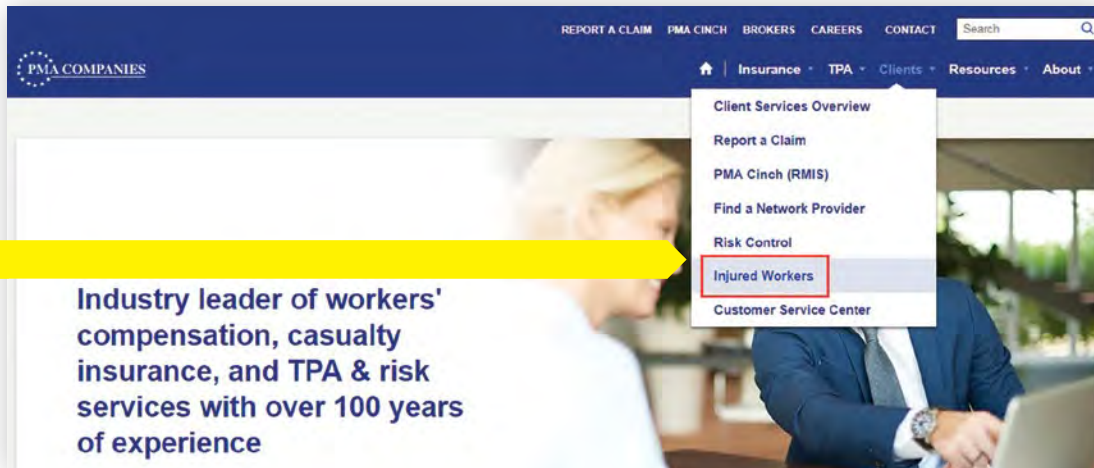
The screenshot shows the Express Scripts Pharmacy Lookup form. It includes the Express Scripts logo and the following fields:

- Pharmacy Name: [text input]
- NABP: [text input]
- NPI Number: [text input]
- City: [text input]
- State: [dropdown menu]
- Zip: [text input]
- 24 Hr:
- Search By Distance:

At the bottom of the form are "Search" and "Reset" buttons. A yellow arrow labeled "STEP 3b" points to the form.

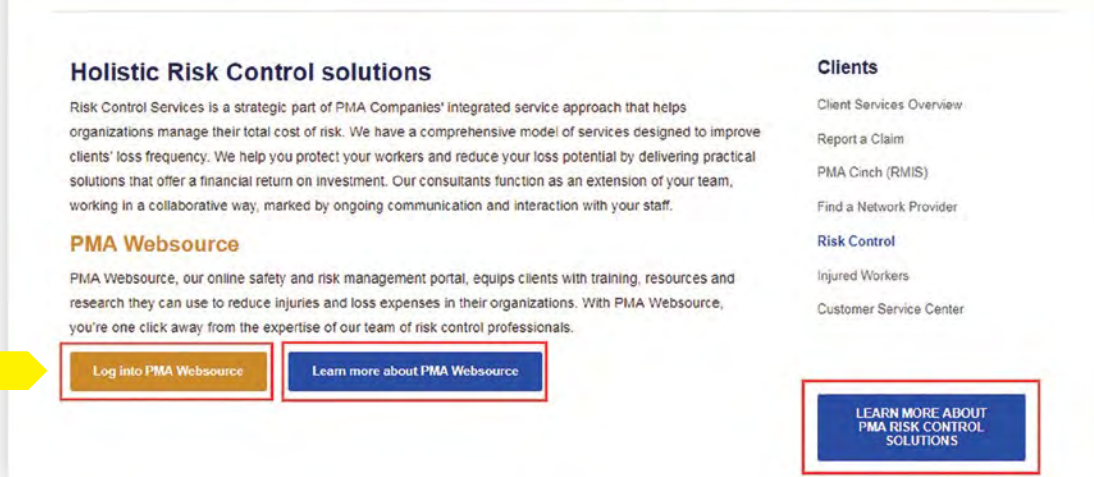
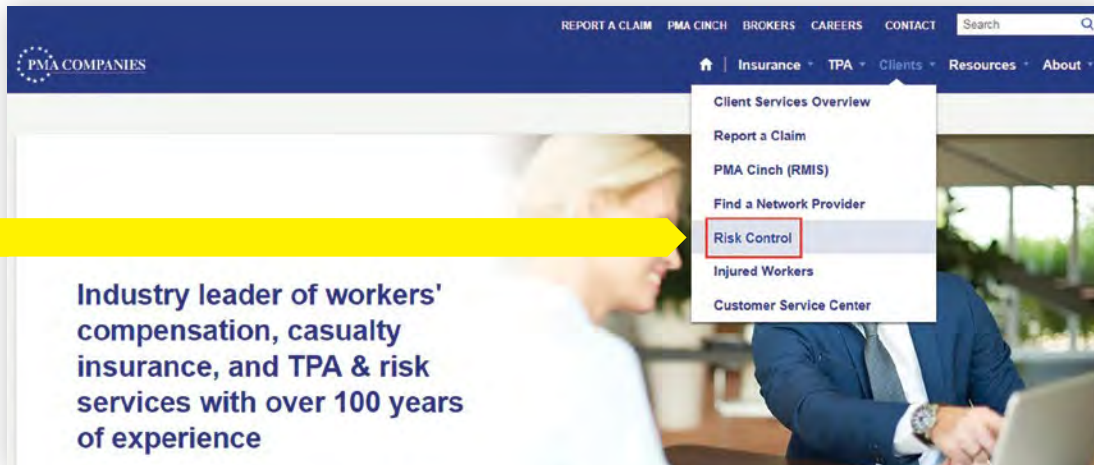
# Injured Worker Center

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.



## About PMA Companies

With over 100 years of experience, we are a trusted leader and recognized expert in commercial risk management insurance solutions and services. We specialize in workers' compensation and holistic TPA services. With a relentless focus on clients, we work with them to jointly tackle the risk management challenges that impact their total cost of risk and business results.

Our service-driven culture is one of accountability, teamwork, and performance—so every day, every employee is working hard on behalf of our clients.

PMA Companies includes **PMA Insurance Group**, **PMA Management Corp.**, and **PMA Management Corp. of New England**. Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group ([www.oldrepublicinsurancegroup.com](http://www.oldrepublicinsurancegroup.com)), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest publicly held insurance organizations.

“A”

Excellent Rating  
by A.M. Best

90%

or Higher  
Large Client Retention

100+

Years  
of Experience

95%

of Clients Would  
Recommend PMA

Per Independent Survey