PMA COMPANIES

Client Services Kit

PMA's Quick Reference Guide

Overview of PMA services, from reporting claims and finding medical providers to accessing our online resources.

OLD REPUBLIC INSURANCE GROUP

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**, Resource Center. For those in the states of California, Delaware, Minnesota, 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.

Thank you 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.

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
Use the **Report a Claim** link on the left of **www.pmacompanies.com**. Then click the Report a Claim button to log in and report the claim. At the log in prompt, enter the username and password as shown below.

Email
Report claims via email using **firstreport@pmagroup.com**.

Fax
You can also fax claims to 1.888.329.2721.

Phone
A representative at our Customer Service Center can take your claim report over the phone at 1.888.476.2669.

Customer Service Center

Several ways to contact PMA can be found under **About Us** at **www.pmacompanies.com**.
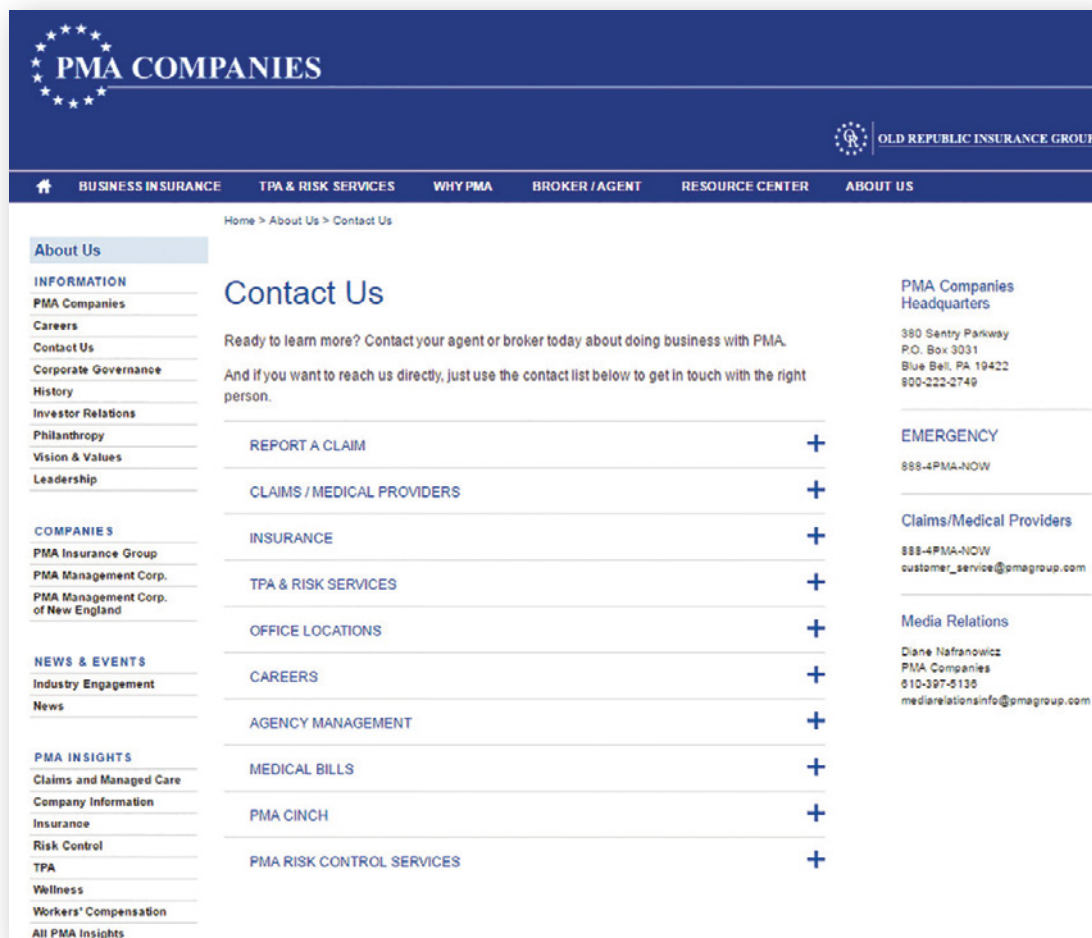
Keep the PMA Customer Service Center number nearby.
Call the Center 24/7 for claims questions, medical bill inquiries, emergencies, and other issues.

<div style="background-color:#9e3a2f; color:white; text-align:center;">

Customer Service Center
1.888.476.2669

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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.

<div style="text-align:center;">

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

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First Fill Pharmacy Program

As a PMA workers' compensation client, you are automatically enrolled in the program. Use the **Injured Worker Center** link in the left Client Services menu at **www.pmacompanies.com**.

Then select the Temporary Pharmacy Card for the appropriate PMA company.

STEP 1

STEP 2
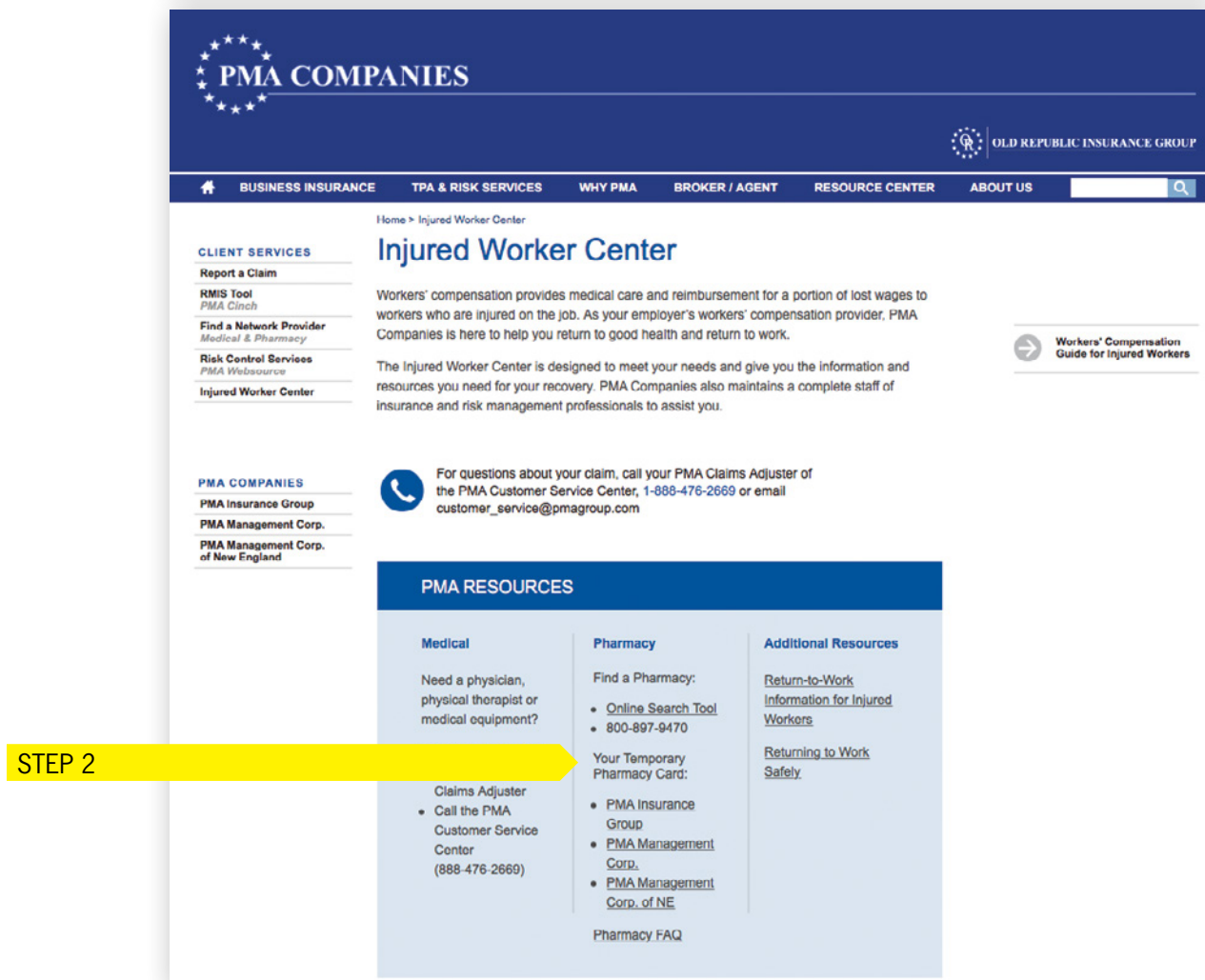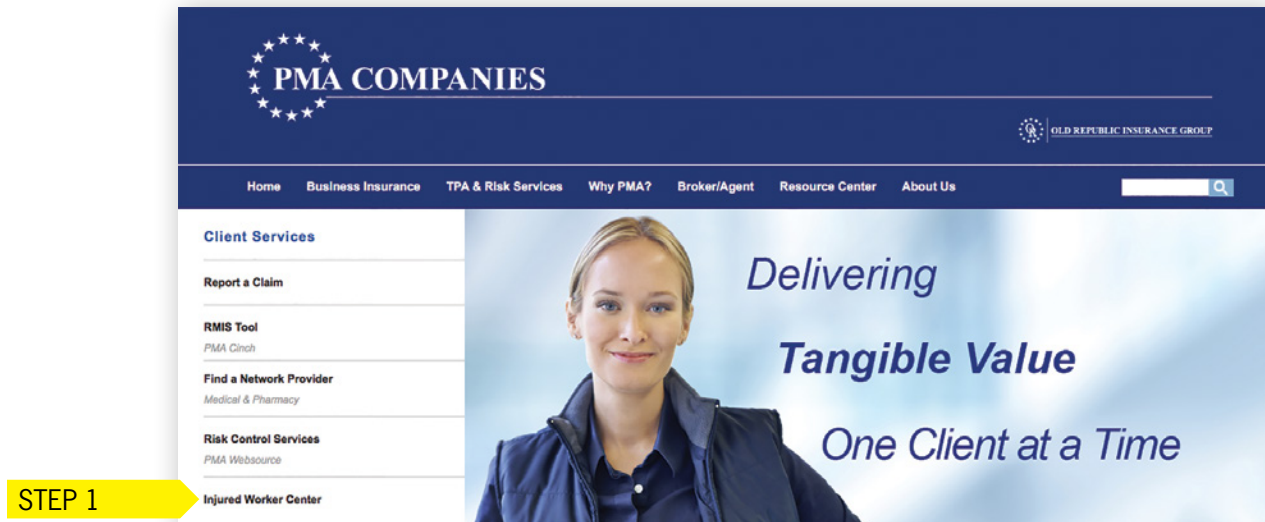
From the very first prescription, discounted rates apply for your injured workers' medications with our comprehensive Pharmacy Benefits Program. When a worker is injured, please note the following:

- Download the **First Fill Card** 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.
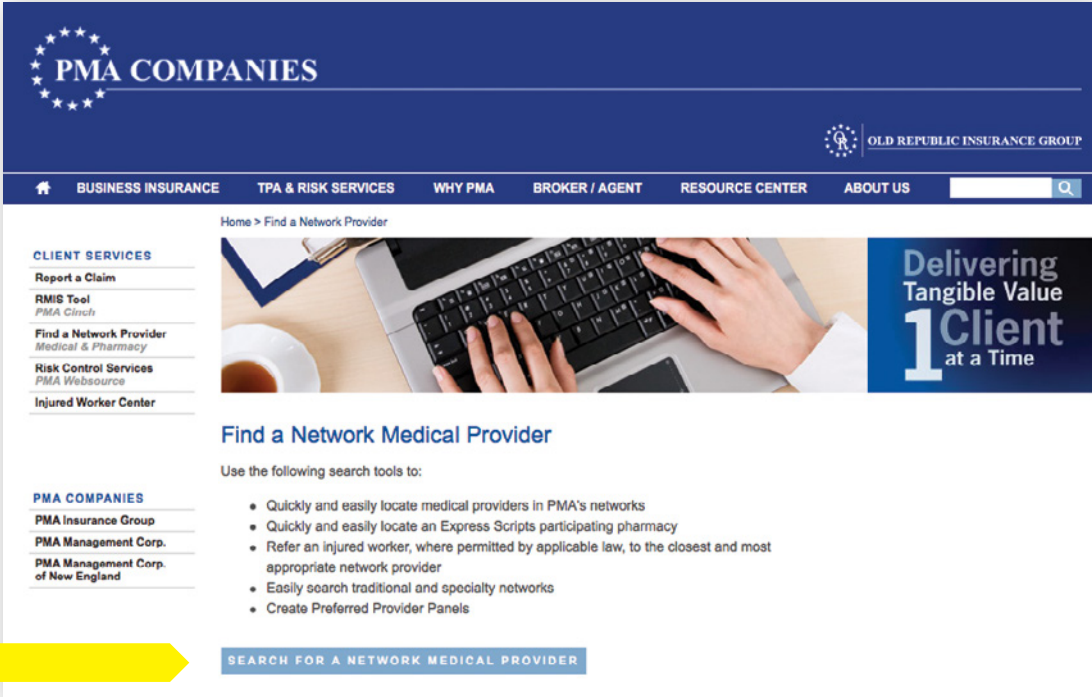
Finding Network Providers

Use the **Find a Network Provider** link in the left Client Services menu at **www.pmacompanies.com**. Then choose a search button to access the online directories for Network Medical Providers or Express Scripts Participating Pharmacies.

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.

PMA Companies offers injured workers pharmacy services through **Express Scripts**, PMA's Pharmacy Benefits Management partner.

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

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.
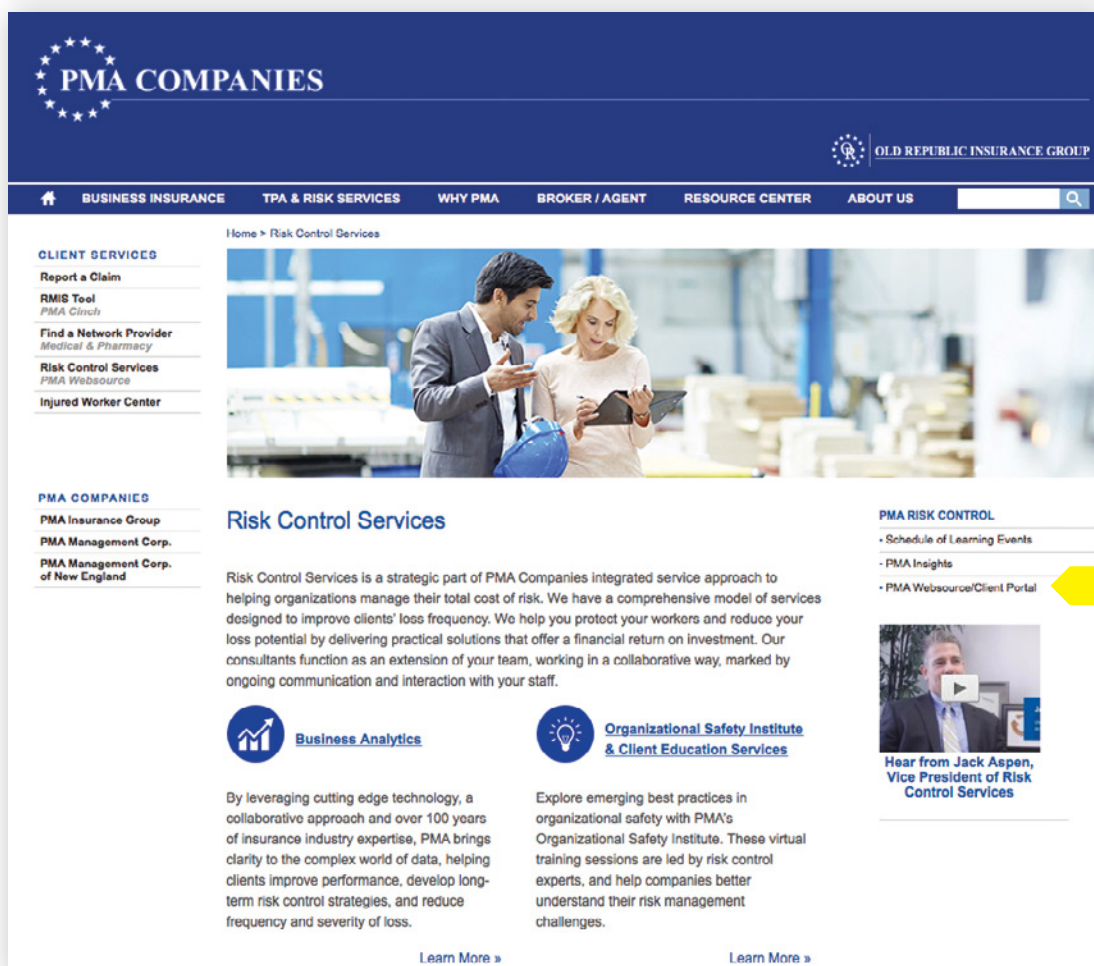
Risk Control Services

Check out **Risk Control's PMA Websource**, 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

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), 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 Surveys

www.pmacompanies.com