

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, 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.

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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.

The screenshot displays the PMA Companies website interface. The top navigation bar includes links for Home, Business Insurance, TPA & Risk Services, Why PMA?, Broker/Agent, Resource Center, and About Us. A search bar is located on the right. The main content area features a large banner with the text "Delivering Tangible Value One Client at a Time" and a photograph of a woman. On the left side, a "Client Services" menu is visible, with the "Report a Claim" link highlighted by a yellow arrow labeled "STEP 1". Below the banner, an "Authentication Required" dialog box is shown, with a yellow arrow labeled "LOG IN PROMPT" pointing to the "User Name" field. The dialog box contains the text "https://lir.pmagroup.com requires a username and password.", "User Name: Your 7-digit account number", "Password: newclaim", and "Log In" and "Cancel" buttons.

Email

Report claims via email using firstreport@pmagroup.com.

Fax

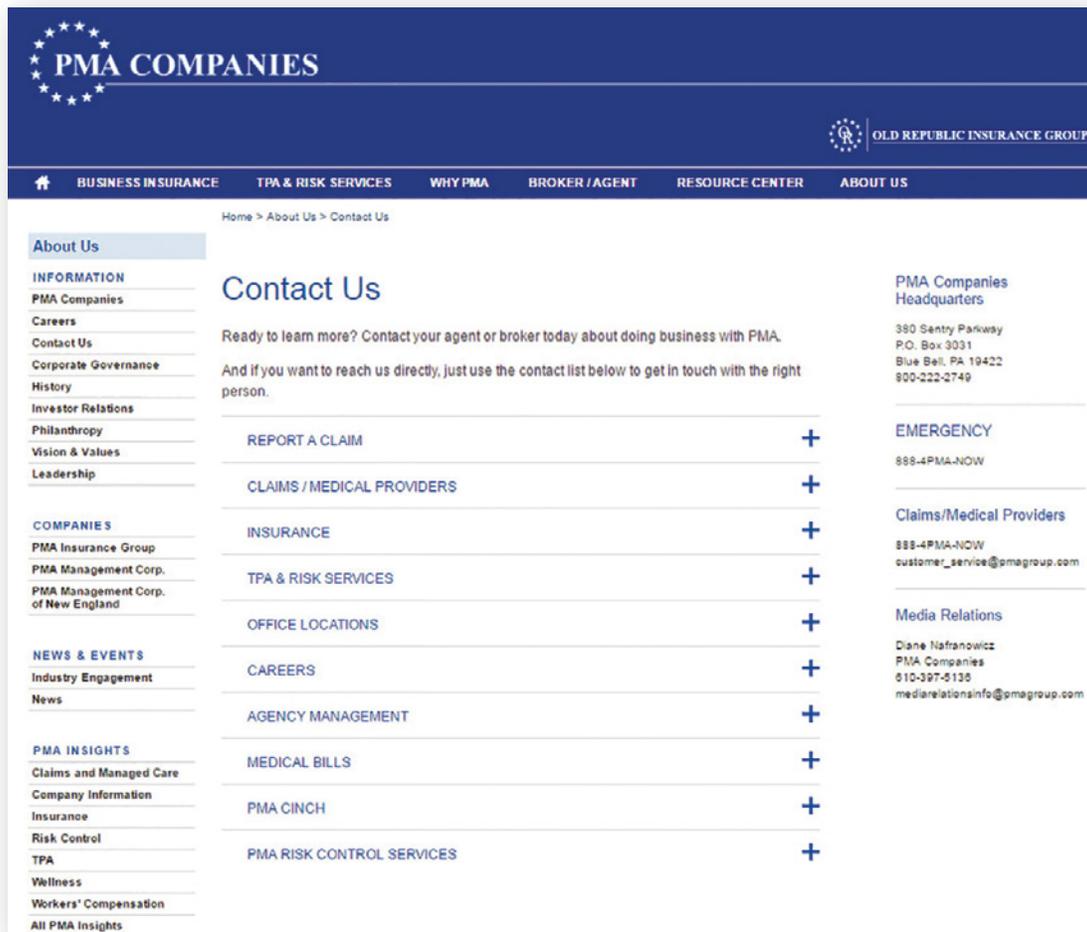
You can also fax claims to 1.888.329.2721.

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.

Customer Service Center
1.888.476.2669

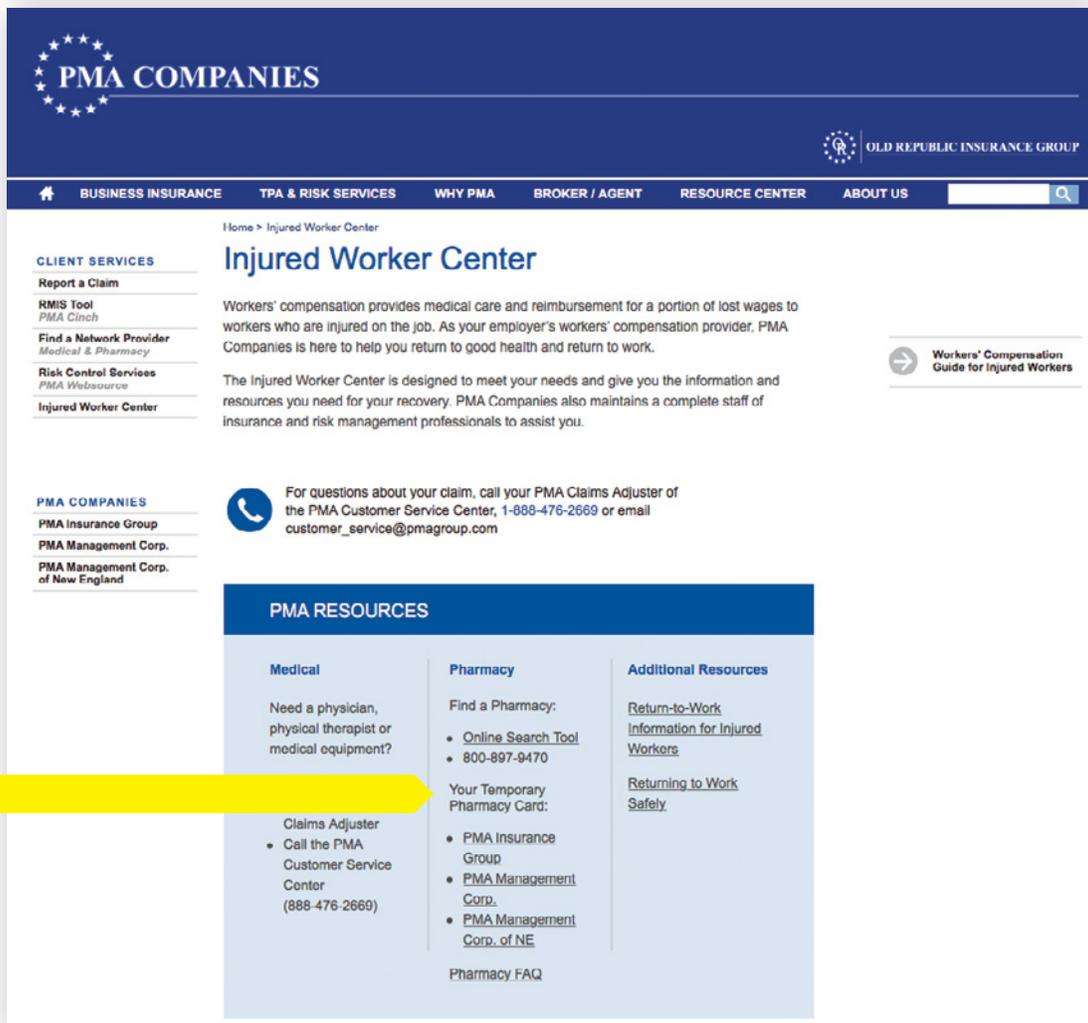
Claim-related correspondence can also be mailed or faxed to one location for all lines of business. Be sure to include your PMA claim number on all mailed or faxed correspondence.

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. 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.



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.

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: ____/____/____
 MM/DD/YYYY
 Group #: **KVRA**
 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: ____/____/____
 MM/DD/YYYY
 Group #: **L7EA**
 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 | Medistat | Shop 'N Save |
| Albertson's/Sav-On | Econofoods | Meijer | Shopko |
| Amerisource | EPIC Pharmacy | Minyard | ShopRite |
| Bergen | Network | NCS HealthCare | Snyder |
| Anchor Pharmacies | FamilyMeds | Neighborcare | Stop & Shop |
| Aurora | Farm Fresh | Network | Sun Mart |
| Aurora | Farmer Jack | Pharmaceuticals | Super Fresh |
| Bartell Drugs | Food City | Northeast | Super Rx |
| Bigg's | Food Lion | Pharmacy Services | Target |
| Bi-Lo | Fred's | Osco | Texas Oncology |
| Bi-Mart | Gemmel | P & C Food | Srvs |
| BJ's Wholesale | Giant | Markets | The Pharm |
| Club | Giant Eagle | Pamida | Thrifty White |
| Brooks | Giant Foods | Park Nicollet | Times |
| Brookshire Brothers | Hannaford | Pathmark | Tom Thumb |
| Brookshire Grocery | Harris Teeter | Pavilions | Tops |
| Bruno | H-E-B | Price Chopper | Ukrop's |
| Carrs | Hi-School | Publix | United Drugs |
| Cash Wise | Pharmacy | Quality Markets | United |
| Coborn's | Hy-Vee | Raley's | Supermarkets |
| Costco | Jewel/Osco | Randalls | Vons |
| Cub | Kash n Carry | Rite Aid | Waldbaums |
| CVS | Keltsch | Rosauers | Walgreens |
| D&W | Kerr | Rx Express | Wal-Mart |
| Dahl's | Kmart | RXD | Wegmans |
| Dierbergs | Knight Drugs | Safeway | Weis |
| Discount Drugmart | Kroger | Sam's Club | Winn Dixie |
| Doc's Drugs | LeaderNet (PSAO) | Sav-On | |
| Dominicks | Longs Drug Store | Save Mart | |

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.

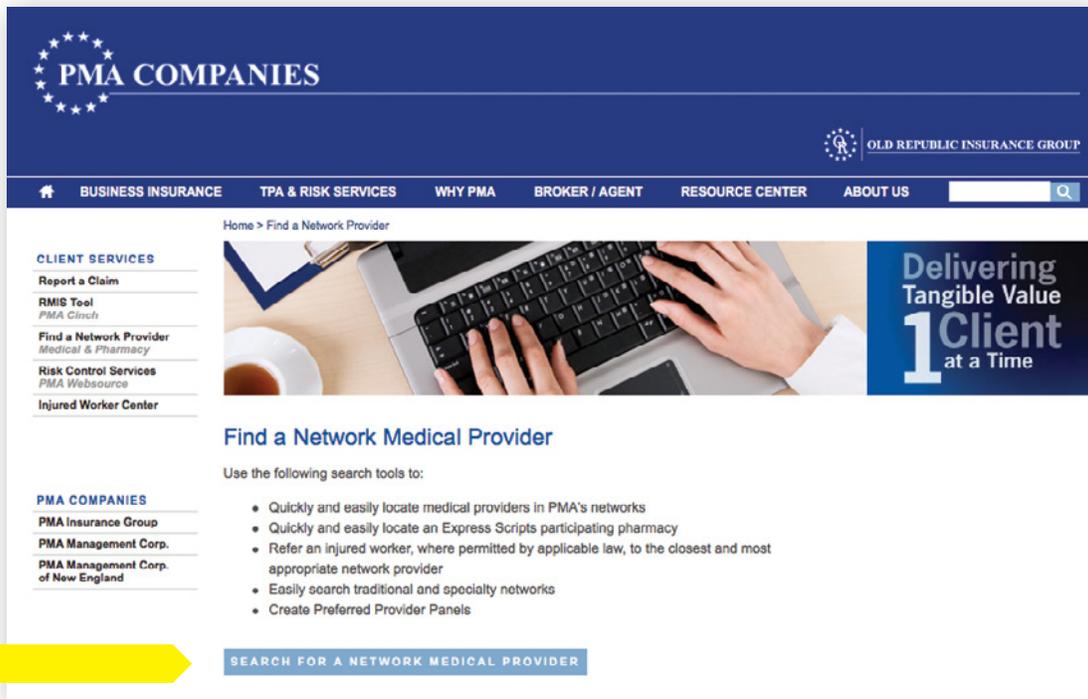
EXPRESS SCRIPTS®
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Finding Network Providers

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.

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. A welcome message states: 'Welcome to PMA Companies Workers' Comp Services Preferred Provider Network. Our site offers several tools to help you quickly locate providers within a specified distance from a home or work address. From hospitals to physicians, to physical therapists, you'll find the provider you need right here.' Below this are six service categories with contact information: Diagnostic Imaging (MRI, CT, EMG), Durable Medical Equipment (DME) Services, Pharmacy (Express Scripts), Physical Therapy (MedRisk), Home Health (One Call Care Management), and Dental (One Call Care Management). A prompt says 'Please choose from one of the following selections:' followed by 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.

The screenshot shows a page titled 'Locate an Express Scripts Participating Pharmacy'. The text reads: 'PMA Companies offers injured workers pharmacy services through Express Scripts, PMA's Pharmacy Benefits Management partner. You may fill your authorized workers' compensation prescriptions at an Express Scripts Workers' Compensation participating pharmacy. When using the Express Scripts pharmacies, you will pay nothing out of pocket for prescriptions approved for your work-related injury.' At the bottom, there is a blue button that says 'SEARCH FOR AN EXPRESS SCRIPTS PARTICIPATING PHARMACY'. A yellow arrow labeled 'STEP 3a' points to this button.

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 fields for Pharmacy Name, NABP, NPI Number, City, State (a dropdown menu), and Zip. There are also checkboxes for '24 Hr.' and 'Search By Distance'. At the bottom 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.

The screenshot shows the PMA Companies website. At the top is the PMA Companies logo and navigation menu. A sidebar on the left lists 'Client Services' with 'Injured Worker Center' highlighted. A yellow arrow labeled 'STEP 1' points to this link. The main content area features a woman's portrait and the text 'Delivering Tangible Value One Client at a Time'. Below this, the 'Injured Worker Center' page is shown, with a yellow arrow labeled 'STEP 2' pointing to the 'Injured Worker Center' link in the sidebar. The page content includes a description of workers' compensation, contact information for PMA Claims Adjusters, and a 'PMA RESOURCES' section with links for Medical, Pharmacy, and Additional Resources. A third yellow arrow labeled 'STEP 3' points to the 'RESOURCES FOR YOUR STATE' section, which includes a dropdown menu for selecting a state (currently set to ALABAMA) and a 'GO' button.

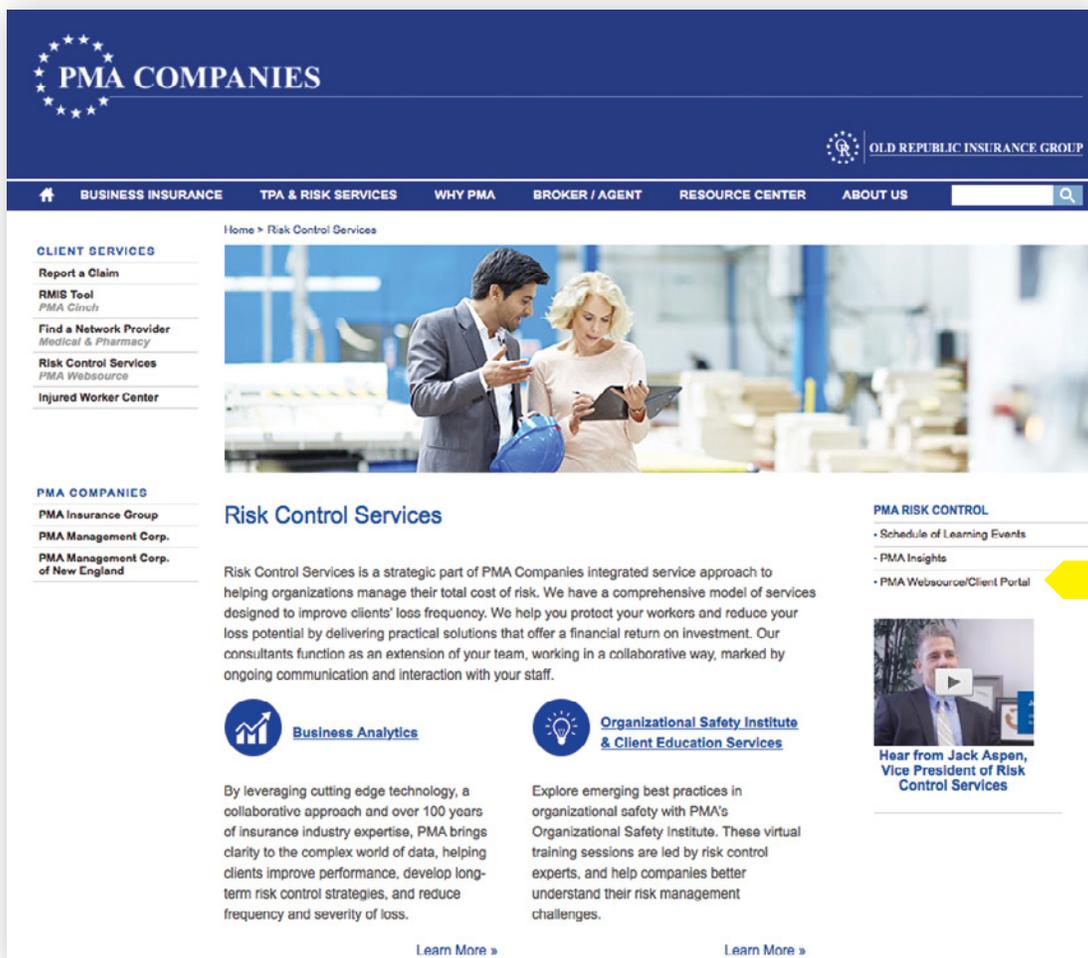
STEP 1

STEP 2

STEP 3

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), 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