

PMA Companies and New Jersey Intergovernmental Insurance Fund (NJiif)

# Welcome Kit

**NEW JERSEY INTERGOVERNMENTAL INSURANCE FUND**





380 Sentry Parkway  
Blue Bell, PA 19422-0754

Member of Old Republic Companies

**Vincent T. Donnelly**  
President & Chief Executive Officer

Welcome to PMA Companies:

PMA Management Corp. is pleased to be partnering with the New Jersey Intergovernmental Insurance Fund for the management of its Workers' Compensation and Multi-line claims programs effective January 1, 2014. We want to thank you for the opportunity to be one of your business partners. We look forward to servicing your organization's insurance and risk management needs and delivering tangible results to you. Our goal is to help you manage your costs through the execution of our best-in-class solutions and service delivery.

This Welcome Kit is designed to provide you with information to make it easy for you to interact with PMA and to help you maximize the resources available to you.

Inside, you'll find information about how we can help address your risk management needs, including the following:

- How to quickly and easily report a claim to PMA via the internet, fax or phone.
- Instructions on accessing PMA's Preferred Provider Network Website Tool, which is designed to help you quickly search for network medical providers and hospitals (PMA will provide member-specific panel postings as well following our introductory meetings).
- Details on PMA's pharmacy benefit management program—and how to use it to lower your company's costs.
- What to do if you have an emergency regarding a property or liability claim – PMA is available to help you 24/7.
- Information about PMA's Risk Control Programs, which will be delivered through our contract with the NJiIF.

The Welcome Kit is also available on-line at [www.pmacompanies.com](http://www.pmacompanies.com), Resource Center, Insurance Welcome Kit. If you do not have internet access or encounter any problems, simply call our Customer Service Center at 1-888-4PMANOW (1-888-476-2669) for assistance.

We are focused on delivering tangible value to your organization. You can trust us to be as committed to your business as you are and to deliver solutions, services, and support that meet your needs.

Sincerely,

Vincent T. Donnelly  
President & Chief Executive Officer

# **PMA Companies Workers' Compensation Claims Information**

**Report claims to PMA 24 hours a day, 7 days a week.**  
**Electronic claims reporting is best.**

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## **Claim Reporting Important Reminders**

- **Report all claims as soon as possible.** Workers' compensation claims reported after 10 days have been found to cost more. Optimize control of your claims costs by reporting within three days.
- **Accurately report claim information and particularly, claimant's name, gender, social security number and date of birth.** Carefully verify this information when reporting a loss. Section 111 of the Medicare, Medicaid, and SCHIP Extension Act of 2007 heightens the need for these four data elements to be complete and accurate.

## **How to Report a Claim to PMA Companies Electronically**

To file a first report of injury or loss:

1. Go to the PMA website, **[www.pmacompanies.com](http://www.pmacompanies.com)**.
2. Under "Client Services" on the upper left corner of PMA's home page, click on "**Report a Claim**"
3. Click on "Report a Claim" in the box on the center of the page, which takes you to the log-in box
4. Your user name is your 7 digit account number (0473744 for WC and 0473751 for Multi-Line) and your password is "newclaim" (all lower case and one word).
5. Complete all screens. Mandatory fields are highlighted in blue.
6. If you want to receive an email copy of the information you have provided (along with your claim number), on the last screen check "**Send email copy to originator**" and enter your email address in the space provided. Multiple email addresses must be separated by a comma.
7. Click on the "**Submit Claim**" button and your claim will be transmitted to our Customer Service Center for intake. You will receive immediate confirmation of receipt along with the claim number that has been assigned to your claim.

## **Claim Emergencies (PMA is available to help you 24/7)**

If you have an emergency involving a property or liability claim, PMA provides immediate emergency response, responding with solutions that address your loss and immediately assist in damage stabilization.

For claim emergencies any time, call the PMA Customer Service Center: 1-888-476-2669.

**If you have any questions, or need to phone in a First Report of Claim, call:  
PMA Customer Service Center: 1-888-476-2669, or Fax: 1-888-329-2721**



## **PMA Companies Claims Information**

**Where to send claims correspondence (includes medical bills, medical records, and pharmacy bills).**

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PMA clients and their injured workers, brokers, and agents can mail all of their claim-related correspondence to one address for all lines of business (this also includes medical bills, medical records, and pharmacy bills).

**Send all PMA Companies claims correspondence to:**

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

Fax: 1-800-432-9762

**For Claims Customer Service, please contact:**  
PMA Customer Service Center: 1-888-476-2669 (888 4PMANOW)

## **PMA Companies Preferred Provider Network - Qualcare**

**Increased cost savings. Employee satisfaction. Quality medical care.**

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PMA partners with the Qualcare Network of carefully credentialed medical providers who offer your injured workers optimal access to quality, cost-effective medical care. The Qualcare Network offers the following benefits:

- A commitment to quality medical care for your injured workers
- Convenient access to cost-effective medical care
- Savings that are in addition to fee schedule or reasonable and customary reductions
- Broad network of hospitals and medical providers, so injured workers have many providers from which to choose

### **Finding a Network Provider**

The PPN website tool, an on-line directory of network providers, can help you quickly and easily locate providers in PMA's networks, in order to refer an injured worker to the closest and most appropriate network providers.

- Go to the homepage of the PMA website, **www.pmacompanies.com**
- Under "Client Services", in the upper left corner, Click on "Find a Network Provider"
- Click on "Search for Network Medical Provider" in the center of the page
- The "Workers' Comp Services Preferred Provider Network" page contains the search tool.
- Click on the:
  - "Address Search" tab to search for provider specialties within a certain radius from a location address
  - "Name Search" tab to search for a specific provider by name or phone number
  - "Region Search" tab to search for providers' specialties in a specific state, by county, city, or zip code
- Search results are returned listed in the order that you specify: mileage, alphabetical, or specialty type

### **Provider Panels**

PMA will provide member-specific provider panels following our introductory meetings.

### **Any Questions?**

If you need assistance in locating a network provider or creating a worksite poster, call your Claims Service Manager, PMA Representative, or the PMA Customer Service Center: **1-888-476-2669**.



# **PMA Companies Pharmacy Benefit Management Program**

**Increased cost savings. Employee satisfaction. Nationwide network of pharmacies.**

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To help control workers' compensation costs and improve outcomes for injured workers, PMA has partnered with Express Scripts, a nationwide leader in workers' compensation pharmacy benefit management. Advantages of the Pharmacy Program include:

- Vast network of over 60,000 retail pharmacies, including national and regional chains, and independent pharmacies (To find a pharmacy, go to [www.pmacompanies.com](http://www.pmacompanies.com). Under "Client Services" on the upper left corner of PMA's home page, click on "**Find a Network Provider**".)
- Home delivery pharmacy with a 99.9% accuracy rate
- 24/7 contact center for injured workers' pharmacy questions and concerns
- Clinical programs help ensure safety
- Comprehensive narcotics solution
- Cost savings through the "**First Fill**" program, offering the following benefits:
  - Provides the injured worker with an initial supply of medication within 30 days of an occupational injury (even if PMA has not yet received a first notice of loss)
  - Eliminates out-of-pocket expenses for your injured worker
  - Increases savings for you

## **How to Get Started with the First Fill Program**

As a PMA workers' compensation client, you are automatically enrolled in the program. When a worker is injured, please note the following:

- Copy/print the letter on the following page to give to your injured workers and instruct them to bring the **First Fill Card/Letter** to the pharmacy
- The **First Fill Card/Letter** provides a card that injured workers can give to their pharmacists along with their prescriptions, to help to 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.

An injured worker can have a prescription filled without the **First Fill Card**; however, it is helpful to the pharmacy if the injured worker presents it.

## **Questions or Concerns? Please contact:**

- Express Scripts Customer Service Center at 1-800-897-9470
- Your PMA representative
- Leslie Keim, PMA Managed Care Services, at 484-530-4937, or by email at [Leslie\\_Keim@pmagroup.com](mailto:Leslie_Keim@pmagroup.com)



# First Fill Pharmacy Card

## 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 PA field in the format YYYYMMDD)

### 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 #: **KVNA** \_\_\_\_\_

Employee Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Thank you** for using a participating retail network pharmacy. Even though there is no direct cost to you, it's important that we all do our part to help control the rising cost of healthcare.

*Please see other side for a list of participating retail network pharmacies.*

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

### Employee Information

\_\_\_\_\_  
First MI Last

\_\_\_\_\_  
Street Address or PO Box

\_\_\_\_\_  
City State ZIP

\_\_\_\_\_  
Employer Name



## 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
Arrow	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	Srns
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 Karry	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.

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## **PMA Companies Risk Control Services**

**Understand your business. Identify risks. Control them. Protect your workers.  
Reduce costs. Improve your organization. Boost your bottom line.**

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**PMA Risk Control is here to help.** We understand both the financial and operational impact of losses on your business and the need to prevent and manage them. We offer practical risk management solutions and strategies that maximize the effectiveness of your organization's risk management effort and help deliver a more substantial return on your investment.

PMA Risk Control has the tools, expertise, experience and resources to impact your business by reducing the cost of risk. We invite you to read about PMA Risk Control capabilities and explore the services described on the following pages.

PMA's Risk Control Services will be coordinated through our partnership with the New Jersey Intergovernmental Insurance Fund.

We are: [heretohelp@pmagroup.com](mailto:heretohelp@pmagroup.com)  
1-800-222-2749 (Ask for Risk Control Services)

