



**TOP 10**  
Largest WC TPAs

**100,000+**  
Claims processed  
annually

**98%**  
Average client retention  
and satisfaction

**10 YEARS**  
Average PMA  
client tenure

# PMA MANAGEMENT CORP.

EXPERIENCE. QUALITY. SERVICE. RESULTS.

Combining a holistic approach with  
25 years of industry experience to  
deliver superior claims outcomes.

- Workers' Compensation
  - Auto
  - Liability
  - Property



OLD REPUBLIC INSURANCE GROUP

# ABOUT US

PMA Management Corp. offers unparalleled risk services coupled with over a quarter century of experience in a wide array of industries. We pride ourselves on our results-driven risk services model and exceptional customer service.



## EXPERIENCE



Public Entity



Healthcare



Higher Education



Retail



Hospitality



Manufacturing



Construction



Agriculture



## QUALITY

**93%**  
score

average carrier  
audit for all lines  
of business.

APPROVED BY:

**38** national  
carriers

**TOP 5**  
CARRIERS:

- Arch
- AIG
- Safety National
- Travelers
- Zurich



## SERVICE

- Experienced Claims Specialists
- Client Service Managers
- Account Executives
- Customer Service Center
- Information Systems & RMIS Tools
- Data Analytics Teams
- Quality Assurance Specialists
- Risk Control Department
- Special Investigations & Fraud Unit
- Corporate Training Specialists
- Managed Medical Care Department
- Return To Work Unit
- Corporate Compliance Team
- New Client Implementation Resources



## RESULTS

**National Award  
Winning Clients —**  
Our Model Works!

**TEDDY AWARDS  
2015 – 2019**

- Monmouth County, NJ
- Main Line Health, PA/NJ
- University of Pennsylvania, PA
- Valley Health System, NJ
- Massport Authority, MA
- Rochester Regional Health System, NY
- Hampton Roads Transit, VA
- Excelsa Health, PA
- Metro Water Reclamation Authority, IL
- Atlantic Health System, NJ
- RW Johnson/Barnabas Health, NJ
- Clemens Food Group

**RISK MANAGER  
OF THE YEAR  
2013 & 2017**

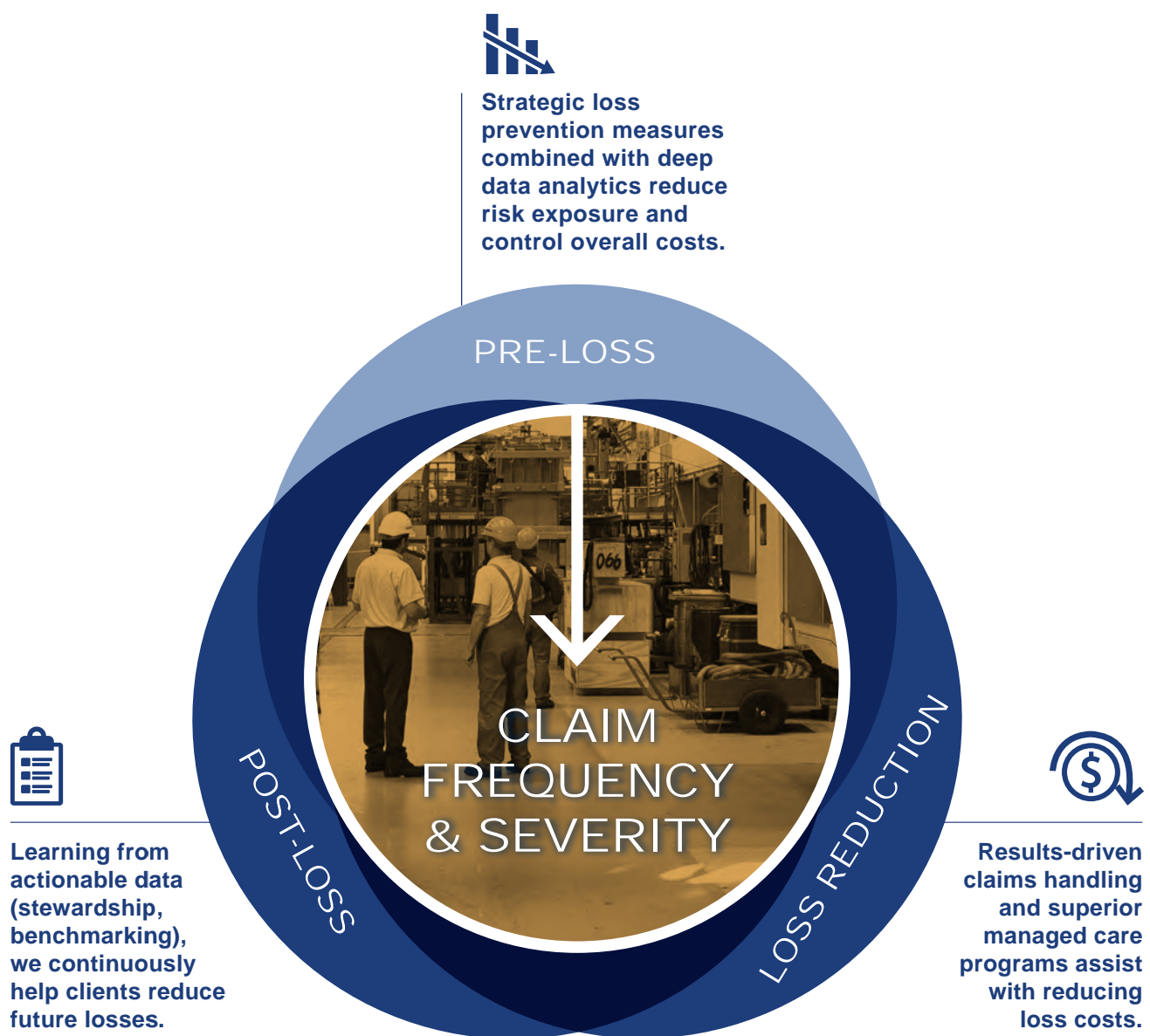
- Prince William County, VA
- University of Pennsylvania, PA

**PRIMA  
1999 & 2013**

- Essex County, NJ
- Prince William County, VA

# A HOLISTIC APPROACH

PMA Management Corp. has developed a unique 3-step integrated model that incorporates pre-loss, loss reduction and post-loss strategies specific to the individual needs of our customers. Our holistic approach can create a safer, healthier workplace through risk assessment, cost reduction and customer education.

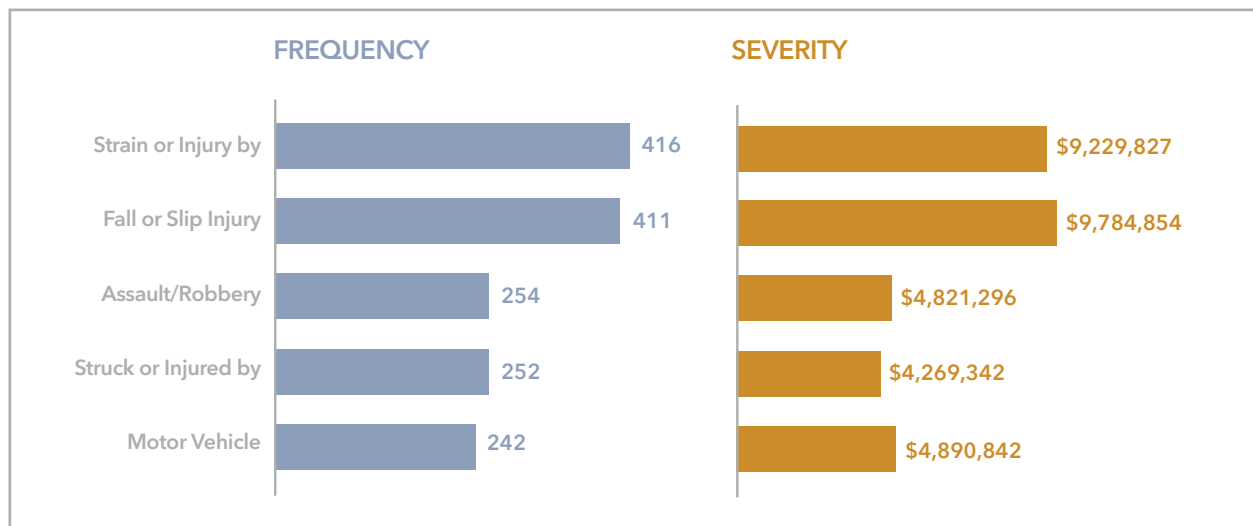


# PRE-LOSS

## Proven Risk Control & Analytics

PMA Management Corp. offers a portfolio of diverse risk management solutions, including our Performance Indicator Report that can help identify gaps in customers' safety protocols and highlights improvement opportunities. Our Risk Control & Analytics department serves as a strategic part of our integrated service approach to help organizations manage their total cost of risk.

### SAMPLE PRE-LOSS ANALYTICS



**PMA helps our clients protect their workers and reduce their loss potential by delivering practical solutions that offer a financial return on investment.**

— **Jack Aspen**  
Vice President, Risk Control  
PMA Companies



# LOSS MANAGEMENT

## Superior Customer Service

PMA Management Corp. offers comprehensive and multi-level claims management and medical solutions designed to protect our customers' employees and critical tangible assets. Each step of our comprehensive claims management process is structured to achieve optimal results.



### A CLAIM IS REPORTED

Our 24/7, multilingual Customer Service Center is available to answer high-level claims service needs of customers, their employees, injured parties, medical providers, and vendor partners.

**RESPONSIVE  
& EFFICIENT**

**45,000+ CALLS**  
handled monthly

**Calls answered  
WITHIN 20  
SECONDS**

**<1.5%**  
Call abandonment rate

**Our Customer Service Center creates operational efficiencies for our claims specialists that allow for a true focus on the technical adjusting responsibilities.**

— **Meg Schumer**  
Vice President, Customer Service Center  
PMA Companies



# LOSS MANAGEMENT

## Proactive Claims Management

Our data-driven claims service is designed to direct the right claim to the right resource at the right time. Early intervention allows us to manage each claim to a cost-effective resolution and to mitigate your exposures.



### PREDICTIVE MODELS



### OUR CLAIM SPECIALISTS

- Stable and tenured
- Balanced caseloads
- Multi-level and jurisdictional expertise
- 12 years average adjuster/supervisor industry experience
- 21 years average manager/officer experience
- Leading edge claims management information system
- Complex Litigation Management Expertise
- Dedicated Subrogation Resources
- Corporate EDI, Compliance, and Carrier Relations Teams

# LOSS MANAGEMENT

## Actionable Data

Our state of the art claims system allows our claim specialists to easily access pertinent information and data related to an individual claim or group of claims utilizing a set of customized features. These features were developed by a combination of industry experts, claim specialists and thought-leaders. These impactful capabilities are utilized to ensure adherence to client expectations and Claim Handling Guidelines to achieve positive claim outcomes.



### EARLY INTERVENTION TRIGGERS

**Name:** John Smith  
**Date of Accident:** 12/27/17  
**Age:** 52  
**Height:** 5'8"  
**Weight:** 235lbs  
**Body Mass Index:** 36  
**Co-Morbidity 1:** Diabetes  
**Co-Morbidity 2:** Obesity  
**Psycho-social factor:** Smoker  
**Injury:** Crush injury to left foot  
**Surgery:** Yes  
**Occupation:** Warehouse worker  
**Estimated Length of Disability:** 220 days  
**Actual Length of Disability:** TBD  
**Clinical Intervention Recommended:** **YES!**



# LOSS MANAGEMENT

## Quality Medical Care

At PMA Management Corp. we believe in the power of quality medical care and individualized medical solutions to reach better outcomes for injured employees and your organization's bottom line. We provide a comprehensive managed care program that is fully integrated with our claims service and claims management system.



### A PATIENT-CENTRIC MODEL



# LOSS MANAGEMENT

## Return-to-Work

Our patient-centric approach delivers multi-level benefits to your employees and organization. We offer a formal Recover-At-Work program, which is the single most effective method of reducing your workers' compensation claims costs. PMA utilizes program specialists trained in vocational rehabilitation and occupational health to provide you with a comprehensive assessment of your job bank. The Recover-At-Work specialist analyzes job demands to identify positions that could be offered in modified capacity and works closely with the Claims Specialist and a Nurse Case Manager to assist injured employees.



### RECOVER-AT-WORK PROGRAM

**/// A specific focus is placed on allowing an injured employee to recover at work and maintain their connection to the workplace. ///**

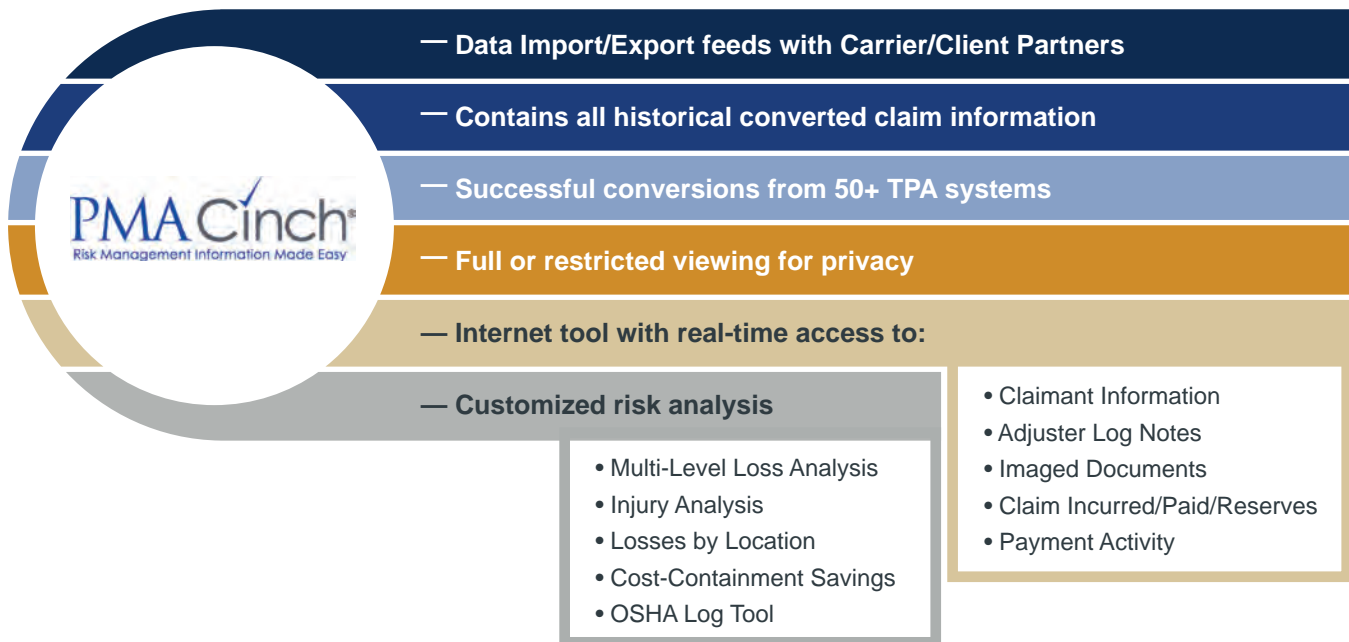
— **Irina Simpson**  
Vice President, Claims Field Operations  
PMA Companies



# POST-LOSS

## Gaining Insights From Analytics

PMA Management Corp. offers clients access to PMA Cinch®, a Risk Management Information System with easy access to live claim information, status updates, dashboards and the ability to run reports. We also provide Stewardship Reports, which outline trends that have an impact on your organization's total cost of risk. Stewardship Reports provide benchmarking, pending analysis, risk profiles, and risk management analysis, as well as recommendations to help you make informed risk management decisions.



### STEWARDSHIP

A comprehensive overview of clients' trends and total cost of risk aligned with consultative program recommendations.

+



### BENCHMARKING

A comparison of clients' results and outcomes against book of business, clients' jurisdictional peers, the industry peer group.

+



### ANALYTICS

A set of developed and customized sophisticated reporting to assist in trend identification and actionable results.

# POST-LOSS

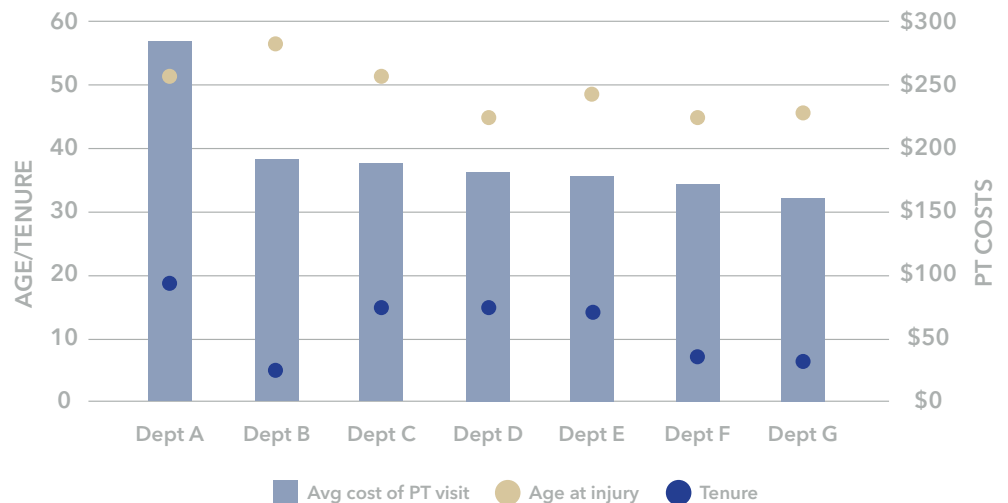
## Proven Results

PMA Management Corp. offers a suite of customized data solutions to meet the unique needs of our customers.

**102%**  
average claim  
closing ratio



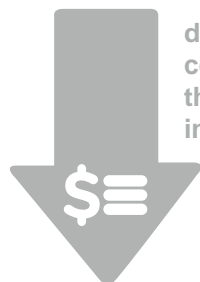
**64%**  
average medical  
bill review savings



**18%**  
decline in number of injured  
workers receiving opioids in  
1 year through our medication  
management program




**54%**  
decline in spend for  
compounds in 1 year  
through our clinical  
intervention programs



Individual results may vary.





A word from our President

**Frank X. Altieri, III**

"A long time ago, I learned the importance of listening to our clients and their risk partners. Despite their diverse risk programs they all agree that the foundation of a successful partnership has consistent themes: trust, care, quality, and results. They expect to work with a TPA that will take the time to learn about their business, and that will understand how to reduce their total cost of risk. But most importantly, they all look for a partner that is passionate about what they do and advocates for their injured employees and customers.

*This is the power of the PMA Management Corp. partnership."*

EXPERIENCE. QUALITY. SERVICE. RESULTS.

**Call us today.**

**1.800.222.2749**

**[pmacompanies.com](http://pmacompanies.com)**

*Pictured: Frank Altieri (President, PMA Management Corp.)  
and John Santulli (President & CEO, PMA Companies)*