

CLIENT-FOCUSED CLAIMS MANAGEMENT

Workers' Compensation Claims

PMA integrates vigorous claims investigation with comprehensive managed care programs. Our goal is reducing clients' medical, wage and expense costs and ensuring injured workers receive quality care.

- PMA engages with injured workers early and often to support their recovery. We educate injured workers on the workers' compensation process, facilitate treatment, and communicate return-to-work expectations.

Liability, Auto and Property Claims

We work closely with our clients to manage liability, property damage and litigated claims. Our investigation and assessment of damage begins immediately. We maintain a staff of deeply skilled and seasoned claims specialists dedicated to handling all claims, including the most complex, high-exposure claims. PMA leverages an array of negotiation tools and strategies to resolve claims fairly and effectively.

PMA CLAIMS DIFFERENCE

- 24-Hour Contact Achieved Nearly 100% of the Time
- High Claims Closing Ratios
- Claim Insights Powered by Robust Business Analytics
- Full Integration with PMA Managed Care Services
- Nurse Triage for All Lost-Time Workers' Compensation Claims
- Special Handling Guidelines – Tailored for Client Needs
- Strong Litigation Management Program
- Collaborative Claim/Settlement Strategies
- Specialized Claims Teams
- Robust Legal Bill Spend Management Program
- Outcome-Focused Strategic Partnerships
- EDI and Compliance Dedicated Resources

Bilingual Customer Service Center

24/7 availability to answer claims inquiries from you and injured workers.

- 45,000+ calls handled monthly
- Calls answered on average within 20 seconds
- <1.5% call abandonment rate

For additional information, please contact your PMA Representative, call us today at **800-222-2749** or visit **PMACOMPANIES.COM**

PMA Companies issuing insurance companies are Pennsylvania Manufacturers' Association Insurance Company, Manufacturers Alliance Insurance Company and Pennsylvania Manufacturers Idemnity Company.

PMA COMPANIES (PMA) is a trusted leader and recognized expert in commercial risk management insurance solutions and services. PMA specializes in Workers' Compensation, Commercial Auto, General Liability, Commercial Package & Umbrella coverages as well as offering Claims Administration and Risk Management services. PMA Companies is part of Old Republic International, a Fortune 500 company (NYSE: ORI). **ORGIG.COM**

