



On behalf of our organization, I want to express my appreciation for selecting The PMA Insurance Group as your workers' compensation insurance carrier through our affiliation with the Professional Protector Plan® for Dentists. We are prepared to demonstrate our commitment to protecting your assets while providing you with the very best in risk management expertise. Our primary goal is to help you manage your insurance costs through exceptional services, effective communication and teamwork.

This Customer Orientation Package introduces you to The PMA Insurance Group and provides you with valuable information and resources that will assist you when you need to report a workers' compensation claim. Additionally, there is important information regarding how you can help control your costs by maximizing your use of the Preferred Provider Networks and Pharmacy Benefits Program that PMA has established.

Please visit PPP's website at www.protectorplan.com and familiarize yourself with the resources available for you as a member of the PPP. As you browse the links, you will find valuable information about our Risk Control Program, and Claim and Managed Care Services, as well as direction on how to contact your PMA claim representative.

As one of the leading experts in workers' compensation in the United States, PMA provides innovative products and services that are responsive to customers' needs and desired outcomes. Each of us at PMA is personally accountable for our clients' satisfaction. Through our association with the PPP, we believe that your workers' compensation insurance experience will be a positive one.

Again, we appreciate your business and look forward to a productive, mutually beneficial relationship among your organization, PPP and The PMA Insurance Group.

Sincerely,

A handwritten signature in black ink that reads 'Vincent T. Donnelly'. The signature is written in a cursive style with a large, prominent 'V' and 'D'.

Vincent T. Donnelly
President and Chief Executive Officer



Patient Needle Stick Reimbursement Program

The Professional Protector Plan® *for Dentists*, in partnership with The PMA Insurance Group, is pleased to offer a Patient Needle Stick Reimbursement Program. This program will reimburse the cost of blood tests for Dental Patient's when a Dental Employee has experienced an accidental Needle Stick within the Dentist's office.

What to do in the event of an accidental needle stick.

- * Have your employee flush the affected area with water.
- * Notify your Doctor and/or Nurse Manager of the incident.
- * Ask your patient to proceed to a prearranged testing location for a blood test.
- * Bloodborne Pathogens Standard requires 3 blood tests to be run:
 - HIV
 - Hepatitis B
 - Hepatitis C
- * Complete the 'Patient Needle Stick Reimbursement Form'
- * Mail this form and a copy of the original bill to the name provided at the bottom of the form.
- * A check will be sent to the individual noted on the Reimbursement Form.

More forms can be obtained at <http://www.protectorplan.com>

Click – Professional Protector Plan
Coverages/Products
Workers' Comp
Under the Resources Section

Patient Needle Stick Reimbursement Form



| | |
|------------------------|--|
| Date: | |
| Name of Insured: | |
| Policy Number: | |
| Contact Person: | |
| Telephone Number: | |
| Claim Number: | |
| Employee's Name: | |
| Dental Patient's Name: | |
| Date of Incident: | |

Please provide a brief explanation of the incident.

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| Reimbursement Amount: | |
|-----------------------|--|

Address reimbursement should be mailed to:

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******Copy of original bill must be attached for reimbursement.******

Mail documents to the attention of:

Rosa Saylor, Claims Supervisor
B&B Protector Plans, Inc.
P. O. Box 15875
Tampa, FL 33684-5875

Email: rsaylor@bbprograms.com
Telephone: 813-222-4216
Fax: 813-222-4233



PMA Claim Contact Information

For Claims Customer Service, please contact our Customer Service Center at 888-476-2669 (888 4PMANOW).

For CT, DC, DE, FL, GA, IL, MD, NC, NJ, NY, PA, SC, TN and VA:

All Medical Bills and/or Medical Reports send to:

PMA Customer Service Center
PO Box 2854
Clinton, IA 52733-2854

All other claim correspondence send to:

PMA Customer Service Center
PO Box 25250
Lehigh Valley, PA 18002-5250
Fax: 1-800-432-9762

For all other states:

All Medical Bills and Medical Reports, send to:

Gallagher Bassett Services
PO Box 23812
Tucson, AZ 85734

All other claim correspondence, refer to your claim acknowledgement letter or call 888-476-2669 (888-4PMA NOW)

For account inquires, your Claims Service Manager is:

Ginger Irby
Phone: (813)207.4425
Fax: (813)207.4418
Email: Ginger_Irby@pmagroup.com
Cell: 813.486.9434



Professional Protector Plan Claim Reporting

Timely Reporting of Claims is critical to optimize control of your workers' compensation costs. **Please train employees to report work-related incidents as soon as they happen.** Claims can be reported 24 hours a day, 7 days a week as outlined below:

Reporting A Workers' Compensation Loss:

To file a first report of injury:

1. Go to the Professional Protector Plan website by typing www.protectorplan.com into the URL address on your internet explorer page.
2. Click on "Coverages/Products" in the banner at the top of the page.
3. Click on "Workers' Comp" which is displayed in the Royal Blue border on the left hand side of the page.
4. Scroll to the bottom of the page and click on the option to "Report a Claim". You will be taken to an instruction page which explains the entry process, simply follow the instructions on the page.
5. Your User Name will be your 7 digit account number, (this is the last 7 digits of your policy number) and your Password is "*newclaim*" (all lower case and one word).
6. Complete all screens. The mandatory fields are highlighted in blue.
7. 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.
8. 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.

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



PMA's Preferred Provider Networks

The PMA Insurance Group is pleased to offer our valued clients Preferred Provider Networks that provide the following benefits:

- A commitment to quality medical care.
- Nationwide access to cost effective medical care.
- PPN savings that are in addition to fee schedule or reasonable and customary reductions.
- Network channeling tools to assist in identifying a Preferred Provider through the Professional Protector Plan website at www.protectorplan.com. Simply click on "Coverages/Products", then click on "Workers' Comp", then "Resources" and "Preferred Provider Guide".

PMA's PPO Coordinator is available to assist you with questions about locating a Network Provider

Call Leslie Keim, PMA's PPO Coordinator, at 484-530-4937 or by e-mail to PPOcoordinator@pmagroup.com.

How can you take maximum advantage to PMA's Preferred Provider Networks?

To the extent possible within your jurisdiction(s), encourage your employees to seek treatment from a preferred Network provider.



Professional Protector Plan Provider Panel Postings

PMA partners with Preferred Provider Networks on a nationwide basis in order to provide injured workers optimal access to high quality, cost effective medical care. Wherever jurisdictionally appropriate, a completed preferred provider panel should be displayed in a conspicuous location where all employees can view it.

Creating a Preferred Provider Panel Posting:

1. Go to the Professional Protector Plan website by typing www.protectorplan.com into the URL address on your internet explorer page.
2. Click on “Coverages/Products” in the banner at the top of the page.
3. Click on “Workers’ Comp” which is displayed in the Royal Blue border on the left hand side of the page.
4. Scroll to the bottom of the page under “Resources” and click on the option “Preferred Provider Guide”. You will be linked to PMA’s website page and be asked to select a state.
5. In most states, you will be taken to First Health’s website and can click on “on-line tools”, then “channeling tools”. In NJ, you will be linked to the Qualcare website.
6. Both websites contain options to “Create a Worksite Poster”
7. Follow the instructions provided to create a customized worksite poster that includes the most convenient network providers in your geographic location.
8. Both sites also include options to selectively search for providers on the basis of geographic location or medical specialty. You can also search by name to confirm whether or not a specific provider is participating.

If you have any questions, or need assistance in locating a network provider or creating a worksite poster: Call Leslie Keim, PMA’s PPO Coordinator at 484-530-4937 or our Customer Service Center: 1-888-476-2669

The PMA Insurance Group Brings to You . . .



The leading workers' compensation pharmaceutical benefits management program in the United States

Advantages for you:

- Increased Cost Savings to you through increased Tmesys* utilization.
- Employee Satisfaction – eligibility determined electronically, so no ID card is required to obtain prescriptions.
- Easy Access to 50,000 network pharmacies, including national and regional chains, and independent pharmacies.
- Captures savings even on the first prescription. The “First Fill” program will provide the injured worker with an initial supply of medication within 30 days of the injury, even if PMA has not received a first notice of loss. This eliminates out of pocket expenses for your injured worker and lost savings for you. Enclosed you will find the participating pharmacy “reminder” to be given to your employees. While it is not necessary to present this reminder, asking employees to give it to their pharmacist along with their prescription, can help to increase program use.

If you have questions concerning the Tmesys program, please contact our Call Center (888-476-2669), your PMA representative, or Suzanne Burns, Cost Containment Services, at 610-397-5079 or by email at Suzanne.Burns@pmagroup.com.



PMA Insurance/INSURED Injured Worker's Tmesys First Fill Prescription Information Sheet

Injured Worker Name: _____ Social Security #: _____ Date Of Injury: _____

Dear Injured Worker,

On your first visit, please give this notice to any pharmacy listed on this insert to expedite the processing of your approved Worker's Compensation prescriptions, based on the established parameters by **PMA/INSURED**.

Apreciado Trabajador Lesionado,

Queremos que usted pueda obtener sus prescripciones de compensación de trabajador lesionado cuando las necesite y en la farmacia de su opción. Por favor, muestre este aviso en su farmacia. Las farmacias que aparecen en la siguiente lista participan en la red de farmacias de Tmesys, las cuales acelerarán el procesamiento de sus prescripciones aprobadas de compensación de trabajador lesionado, basadas en los parámetros establecidos por su compañía de seguros de compensación de trabajador lesionado, **PMA**, y su empleador, **INSURED**.

Dear Pharmacist,

Please call the Tmesys™ Pharmacy Help Desk, 1-800-964-2531, to establish First Fill eligibility and obtain the ID# necessary for the online processing of Worker's Compensation medication for this newly injured worker. Your company has signed an agreement to participate in the Tmesys™ Workers' Compensation PPO. Please contact the Tmesys™ Pharmacy Help Desk and inform the Tmesys™ Help Desk Representative that there is a newly injured **INSURED** employee at your pharmacy filling a **PMA** First Fill prescription. (If needed, Gallagher Bassett #011975).

Sincerely,

Tmesys™, Inc.



ALL PARTICIPATING PHARMACIES HAVE NOT BEEN INCLUDED ON THIS LIST. PLEASE CALL TMESYS REGARDING ANY QUESTIONS (800) 964-2531

| CHAIN NAME | INDEX NAME | CHAIN NAME | INDEX NAME | CHAIN NAME | INDEX NAME | CHAIN NAME | INDEX NAME |
|-----------------------|-------------------------------------|-----------------------------|----------------------------------|----------------------|------------------------------|--|------------------------|
| A & P | index: TYS | Happy Harry's | index:TME | Pic & Save | plan name: T or TMESYS | Turner Drugs | Index: Tmesys |
| Arbor Drug | Carrier code: TI | Harco Phcy | index: TYS | Prevo Drugs | input code: TS | Twin Value | carrier code:TYS |
| Bartell Drug | Index: TMS | Hi-School Pharmacy | TMESYS Central Billing code:TM01 | Publix | carrier:TME plan: SYS or TYS | U-Save | index: TME |
| Big B | index: TYS | HEB Phcy | price code:T9 | Raley's/Bel Air Phcy | plan: Tmesys | United | TYS |
| Biggs | Carrier code: TYS | Hooks, Brooks& Super X(HIS) | index: TME | Randalls Pharmacy | TMSRX | Vons | carrier: TME |
| Bi-Lo Pharmacy | input code: TMS | Horizon Pharmacy | TYS | Revco drugs | TMWC | VIX Pharmcay | carrier code: TME |
| Bi-Mart | index: TMESYS | HyVee Drugtown | index:bin # in 3rd party set up | Rite-Aid drugs | TMESYS | Walgreens | carrier code: TMEWC |
| Brooks Drugs | Code: TME | J & J Pharmacy | TCS | RX Discount Pharmacy | input code:TME | Wal-Mart phcy | carrier: TME |
| Brookshire Brothers | Condor Code: 2050 | Joel & Jerry's | index: TME | Sack-n-Save | plan#: 6012 or 5097 | Wegman Pharmacy | carrier code: TME |
| Cardinal Health | index: Call support | K & B | Plan code:TMESYS | Safeway Phcy | processor code: TME or TYS | Weis Markets | carrier code: TYS |
| Cub Pharmacy | Carrier Code: TYS | Kash N Karry | plan: TYS | Sav-A-Lot | 60 | Winn-Dixie | index: TME (plan 2066) |
| CVS Drugs | Condor Code: 8822 | Kerr Drugs | TMESYS | Sams Club Pharmacy | carrier code: TME | <p>* ALL PARTICIPATING PHARMACIES HAVE NOT BEEN INCLUDED ON THIS LIST. PLEASE HAVE YOUR PHARMACY CALL TMESYS REGARDING ANY QUESTIONS or AUTHORIZATIONS (800) 964-2531 .</p> | |
| Drug Emporium | TYS | Kroger Phcy | index: TS, TM,YS | Save Mart | Carrier code: TYS | | |
| Drug Fair | index: TMESYS | Laverdiere's | plan name: TMESYS | Shopko Pharmacy | TYS | | |
| Duane Reade | TMESYS | Lifecheck Drug | TMESYS | Shop N Save | carrier code: TYS | | |
| Eckerds(FL) | Termimal plan:2802(FL) | Long's Phcy | plan: #1, TMES | Shop-Rite | TYS | | |
| Eckerds(all others) | Termimal plan:2801 | Medicine Shoppe | varies by each store system | Stop N Shop | 146 | | |
| Franck's Pharmacy | price code: TM | Medistat Phcy | Condor code: 2425 | Super D | Plan name:332 | | |
| Fred Meyer | TYS | Milner-Rushing Drugs | compensation as Tom Ashley | Super Valu | carrier code: TYS | | |
| Fred's Pharmacy | TMESYS | National Supermarkets | use "Separate Plan Number" | Super X (HSI) | index: TME | | |
| Genovese | Now Eckerd Drugs! | NOB Hill Phcy | plan: TMESYS | Thrift Drug | carrier code: 4139 | | |
| Giant Eagle Pharmacy | index:TME (Do not use WC plan code) | Pathmark Pharmacy | TYS | Thriftway Pharmacy | 2066 | | |
| Giant Pharmacy | TMESYS | Perry Drg Str | index:TS | Tom Thumb Phcy | pdx code: TMS | | |
| Goodings | TME index D, bill code TME | Phar-Mor | TYS | Tops Pharmacy | access code: TI | | |
| Hannaford Food & Drug | index: TYS | | | Tri Daly Drugs | Carrier code: TMS | | |