



Claim Processing Instructions

What to Do When an Employee Is Injured

1. Pre-Plan: Determine who will provide medical treatment

- Develop a List of Physicians for injured employees to choose from for specialty care.
- Place this physician list in your Employee Injury Packet

WHEN INJURY OCCURS...

2. Treat the Injury

- **Minor Injuries:** Provide employee with Employee Injury Packet and send employee to urgent care center.
- **Serious Injuries:** Call 911 and/or Transport employee to nearest hospital.

NOTE: If the employee suffers a life threatening injury call PMA as soon as possible to report the injury at 1-888-476-2669 (PMA Customer Service Center).

- **Drug Free Testing:** If receiving a Drug-Free Workplace Credit for Workers' Compensation Coverage, a post-accident screening should be performed. If you use an urgent care facility, most will pre-arrange to test any employee who is treated. Please check with your facility for requirements.

3. Complete Employee Injury Report

- File the accident report online at www.vadagsia.com by selecting "File A Claim" under the main menu, then click the "Click Here to file a claim" button. You will be taken to our PMA's website where you can use the instructions in the VADA GSIA "Workers Compensation Claims – Quick Guide."
- If you are unable to connect via the internet you may file the claim by fax. Please file via the internet whenever possible. (See Quick Reference Guide)

4. Following Initial Medical Treatment

- **Returning to Work:** When the employee returns to the dealership for work, he/she should bring the completed Medical Treatment & Work Status Form (included in the injury packet provided to employee). This "work status form" or doctors note should specify the employee's work status, including: restrictions/capabilities or out-of-work comments and any follow-up care instructions.
- **Follow-Up Care:** If the employee needs follow-up care, he/she should receive care from one of the doctors listed on your First Health Physician Network List. Provide a listing to the employee of 3-5 physicians and have the employee select one physician with whom to receive medical treatment. If the employee is going to lose time from work please notify PMA or VADA GSIA immediately.

- **To develop your customized provider list**

- go to www.vadagsia.com,
- Click on the “Create A Panel” link in the main menu,
- Click on the “Click Here to create a panel of physicians” button,
- You will be taken to PMA’s Preferred Network website,
- select “Address Search,”
- enter your zip code, set your search distance, select your Provider Type and Specialties, then click “Find Providers.”

Note: Be sure to attach a copy of the Physicians to employee injury packet.

- **Work Restrictions:** Every effort should be made to accommodate work restrictions provided by the doctor. Work accommodations can be offered in any area of the dealership, and at a pay rate of your choosing. If you are unsure how to accommodate work restrictions, please call PMA at 1-888-476-2669 and ask to speak with an adjuster or supervisor that services the VADA, and they will assist. If you feel you are unable to accommodate work restrictions, please contact VADA GSIA at 804-545-3012.
- **Contact with PMA:** Maintain communication with your claim adjuster regarding medical treatment and employee’s medical/ “return to work” progress. Contact PMA at 1-888-476-2669 and ask to speak with your adjuster.
- **Prescriptions:** PMA offers prescription coverage for your Workers’ Compensation claims through a partner provider named Express Scripts. Virtually all major pharmaceutical stores participate through this on-line network. There is a separate form to give to the employee for their pharmacy first fill.

5. Preventing Injury Recurrence – Samples found on the Left side of Workers Compensation Folder

- **Accident Investigations:** Supervisors should be instructed to complete an accident investigation following all injuries and near misses. An Accident Investigation is an excellent tool to reduce employee injuries and prevent similar accidents from occurring in the future. The information gathered by the supervisor can be used to track losses, define the source of injuries, and determine corrective actions. Management should review the completed accident investigation form as well as the Employer’s First Report of Injury to improve safety hazards.
- **Workplace Safety Inspections:** Supervisors should complete safety inspections of their work areas on a routine basis. Prompt identification and correction of hazards will surely reduce the risk of hidden hazards which can result in injury.
- **Routine Safety Training:** Supervisors should discuss safety topics with staff throughout the year. Depending on the size and complexity of your dealership, safety discussions should be provided anywhere from weekly to quarterly. Safety training is important because it establishes management expectations, enhances employee awareness and helps employees make safer choices, thus reducing injury risks. Safety resources are available from various sources. A resource list is enclosed under the Risk Control section of your folder (left side).



VADA/PMA Account #: **9176850**

WORKERS' COMPENSATION CLAIMS – QUICK GUIDE

To file a First Report of Injury or Accident electronically:

Go to **www.vadagsia.com**

- Click on the "File A Claim" link in the main menu
- Click on the "Click Here to file a claim" button

You will be taken to the PMA website

- Click on the icon "Report a Claim"
- Fill in your User Name and your password. Your PMA account number is your User Name (**9176850**) and your password is "**newclaim**".
- Simply select the State where the accident occurred (i.e.: "Virginia")
- Select your location from the drop down - listed in DMV/Dealer # order.
- Provide all of the information requested as completely as possible and in some instances choosing from the options in the drop down field. Mandatory fields are highlighted in blue.
- On the last screen you have the option to enter your email address to receive an email copy of the claim submitted. You can also have copies sent to additional recipients by entering their email addresses.
- **RECORD ONLY CLAIMS** – on the last screen is a check box if you want the claim to be submitted as a 'record only" claim.
- Click on the "SUBMIT CLAIM" button and your claim will be transmitted to our claim department; the assigned CLAIM NUMBER will appear on your screen.

ONLY if you do not have internet access, you may report via Fax:

To file a Virginia Employer's Accident Report via fax, kindly send to:

1-888-329-2721

Please include your account number listed above on the first report of injury.

(note: this fax number is only for first submissions of Accident reports)

Questions about a claim or process?

Contact the PMA Customer Service Center at: 1-888-476-2669

Or VADA GSIA at 1.804.545.3002 or 1.804.545.3012

Where to send Medical bills, notes and correspondence:

PMA – Customer Service Center

PO Box 5231

Janesville, WI 53547-5231

*please reference the PMA claim number or the employee's date of accident and SSN.



VADA GSIA Service Team



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<p>PMA Management Corp</p>	<p><u>Claims Service Team</u></p> <p>Brad Wilson Client Services Manager</p> <p>Sandy Close Supervisor VADA GSIA Claims</p> <p>Chris Burgess Sr. Claims Representative</p> <p>Susie Cason Claims Representative</p>	<p>Contact Customer Service at:</p> <p>1-888-476-2669</p> <p>Ask to be connected with your designated Claim Representative</p>