

Electronic Claim Reporting

PMA Companies Claims Information

Electronic claims reporting is best.

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.
2. Under "Client Services" on the upper left corner of PMA's home page, click on "**Report a Claim**"

3. The following browsers are not supported for reporting an on-line claim: Firefox, Chrome and Safari. The only browser that is supported is Internet Explorer. If you are using Internet Explorer version 10 or higher, you will need to click on the compatibility icon to the right of your browser's address bar/URL field (pictured at right) before proceeding.



4. Click on "Report a Claim" in the box on the center of the page, which takes you to the log-in box.
5. Your user name is the last 7 digits of your policy number and your password is "newclaim" (all lower case and one word).
6. Complete all screens. 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. Multiple email addresses must be separated by a comma.
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.

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

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**

