

**Sentry Insurance**

 **Claim Program Information**

This document will help transition your claims management program to Sentry. It includes information to help you announce the transition to Sentry within your organization, provides an overview on multiple services, and provides references and guides on key programs. Additional services and programs are also available and can be discussed once the initial program is set up.

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| Account Name: | United Methodist Homes of New Jersey |
| Sentry Account Number: | A0275963 |
| Effective Date: | 4/1/2025 |
| Lines of Coverage Handled by Sentry: | WC and Auto  |

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We assign a Claims Services Specialist to oversee all aspects of your claims program. This person does not manage individual claims but helps set up your program and can address any questions or concerns you may have on the initial transition process or future questions on the services Sentry provides. When you have questions, please contact:

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| **Name: Kathleen Fleming**National Accounts Claim Services SpecialistSentry InsurancePhone: 978-392-7288Email: Kathleen.fleming@sentry.com |
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Thank you for putting your trust in Sentry and allowing us to manage your claims. We look forward to working with you.

**1. Information About Sentry:**

Please visit our website to learn more about Sentry Insurance*.*

<https://www.sentry.com/about-us>

1. **How to Report New Claims:**

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| **Claims with a date of injury/accident prior to the effective date listed on page one of this document should be reported to your prior carrier or Third-Party Claims Administrator.** |

**Please provide the following information on new claims to help streamline the claim-reporting process:**

* **Your Sentry policy/account number**
* **The location code and department code (if applicable) you want assigned to the claim**

You can report new claims in any of the following methods:

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| **Phone**: | 1-800-473-6879 (1-800-4-SENTRY) |
| **Fax**: | 1-800-999-4642*For faxing Workers Compensation claims please use the state specific First Report of Injury form or the universal reporting template attached below.* |
| **On-line**\*: | <https://www.sentry.com/> |
| **Email**: | claimsmail@sentry.com |

\*On-line Reporting: We offer an on-line claim reporting available at no cost however it is not available until the system access agreement is signed and users are set up.

* You advise us on the individuals to be set up with access
* A user ID, password and log-in instructions are provided to each user
* On-line training resources are available directly within our Insight system

Reporting Templates:

* [**Click here to access our universal claim reporting template**](https://content.sentry.com/docs/default-source/public-documents/email-documents/national-accounts/universal-reporting-template-sentry-insurance-co.doc?sfvrsn=f29dcaf0_2)
* [**Click here to access our guide to the claim reporting process**](https://content.sentry.com/docs/default-source/public-documents/email-documents/national-accounts/claims-reporting-guide.pdf?sfvrsn=979dcaf0_2)

1. **Medical Bills:**

Please send all workers compensation medical bills to our Stevens Point, WI claim center:

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| **Sentry Claims**PO Box 8032Stevens Point, WI 54481Fax: 1-800-999-4642Email: mccutpaoffices@sentry.com\*\* Please indicate the claim number if possible \*\* |

**Injured Worker Medical Bill Notice**:

Please provide this form to your employees when they report a claim. Sentry will provide similar information also but having this information immediately will help avoid any billing issues with medical providers. [**Click here to access our Injured Worker Medical Bill Notice.**](https://content.sentry.com/docs/default-source/public-documents/email-documents/national-accounts/injured-worker-medical-bill-notice-90-650.pdf?sfvrsn=e2ec1f0_4)

1. **Preferred Provider Network:**
We utilize preferred medical provider networks countrywide.
* [**Click here for instructions for finding providers in your area**](https://content.sentry.com/docs/default-source/public-documents/email-documents/national-accounts/provider-search-tool-instructions.pdf?sfvrsn=159ccaf0_2) – they’re also available on our Insight website.
1. **Pharmacy Program:**

We work with Optum for our Pharmacy Management program. Our program provides a “First Fill” service and prescriptions at a reduced cost. It also provides controls for monitoring and evaluating appropriate use of prescription medications and intervention strategies when misuse or abuse is suspected.
	1. First Fill: A copy of a First Fill form is attached below. Employees should be instructed to provide a copy of the form to their pharmacist. This will allow them to fill the prescription without having to pay for it themselves.
	2. Network providers: Listings are available on-line. Specifics on how to search for pharmacy network providers are included on page 12 of the Workers Compensation Claim Kit in section 6.

**Please provide the First Fill form to your employees when they report a new workers’ compensation claim.**

* **[Click here to access the First Fill form](https://content.sentry.com/docs/default-source/public-documents/email-documents/national-accounts/sentry-optum-first-fill-form.pdf?sfvrsn=399dcaf0_2)**
1. **Workers’ Compensation Claim Kit:**

Our claim kit provides additional information on claim reporting, our medical preferred provider network, and the pharmacy program. This kit is also available on the Insurance tab of Sentry Insight under the Claims section.
* [**Click here to access our Workers’ Compensation Claim kit**](https://content.sentry.com/docs/default-source/public-documents/email-documents/national-accounts/national-accounts-claims-kit.pdf?sfvrsn=ec9ccaf0_2)
1. **Location Codes:**

We can establish Location and Department coding for each line of coverage. There are multiple fields available but not all are required. In addition to basic location and department codes we can build a hierarchy of coding levels to allow grouping of loss data by region, business unit, or other criteria.

Location codes roll up to higher hierarchy levels. The hierarchy allows up to five levels including the location code. Hierarchy names can be up to 40 alpha or numeric characters; no special characters.

Location and Department coding can be used for the following purposes:
	1. Identify appropriate contact people for individual locations
	2. Route copies of First Report of Injury copies and claim acknowledgement letters
	3. Profile users for access to our on-line risk management system (Insight)
	4. Grouping and summarizing loss data for billing and loss data reports

The location and department code data fields are listed below. If your current coding structure fits within these parameters, no changes are necessary. If any changes or updates are desired, we will work with you to incorporate the updates. Characters can be alpha or numeric, but no special characters (ex: $, &) are allowed. Also, no leading or trailing blanks.

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| **Data Field** | **Required** | **Comments** |
| Location Code | **Y** | - Up to 10 characters |
| Location Name | **Y** | - This is what will appear on mailings. - Up to 81 characters |
| Location Description | N | - Up to 40 characters |
| Address line 1 | **Y** | - Up to 40 characters |
| Address line 2 | N | - Up to 40 characters |
| City, State, Zip | **Y** | - City name (max of 27 characters), two-letter abbreviation for state, minimum 5-digit zip |
| Contact Name | **Y** |  |
| Contact Phone | **Y** |  |
| Contact Email | N |  |
|  |  |  |
| Department Code | N | - Up to 15 characters |
| Department Name | **Y** | - Required if department codes are used - Up to 40 characters |
| Department Description | N | - Up to 30 characters |
| Department address 1 | N | - Up to 40 characters |
| Department address 2 | N | - Up to 40 characters |

1. **Claims Team:**
We will establish a Claims Team for each line of coverage we will be handling.
- All Automobile and General Liability claims are all handled in Stevens Point, Wisconsin.
- Workers’ Compensation claims teams are established for each jurisdiction, and claims will be handled in one of Sentry’s four regional claim centers:
	1. **Stevens Point, Wisconsin** (Midwest states and all minor medical\* claims)
	2. **Richmond, Virginia** (Mid-Atlantic and Southeast regions)
	3. **Scottsdale, Arizona** (West region)
	4. **Westford, Massachusetts** (Northeast region)
2. **Special Handling Instructions:**

We will establish specific Special Handling Instructions (SHI) for your claims by working with the main claims contact in your organization and your broker. Instructions address communication needs and authority levels for the claim management process. Typical categories include denial approvals, reserve change and settlement request thresholds, and assignment of defense counsel or rehabilitation nurses. Your Sentry Claims Services Specialist will walk you through the process of developing the SHI.
3. **Optional Claim Services**:

	1. **Clinical Care 24** – This is a nurse triage phone service arranged through our vendor, Genex, and involves a separate fee which is paid directly to Genex. Customers call the nurse triage line when an employee reports an injury and the nurse will help determine what, if any, medical care may be necessary. Some injuries may not need treatment and may not need to be reported as a new claim. If a claim is needed, the nurse can report it directly to Sentry or they can send the information to you for reporting. Because some incidents may not generate a claim the program is directly between you and Genex, however we will help set everything up. Ask your Claims Services Specialist if you would like more information.
	2. **Alternative Transitional Duty** **Program** – This program is for situations when restricted duty work may not be available at your facility. Our vendor can help arrange for temporary work at a local non-profit organization. Your employee works there, within their restrictions, and you pay them full wages. If a lesser wage is paid temporary disability benefits can be paid off the claim. If the vendor is unable to find suitable temporary work, there is no fee. Ask your Claims Services Specialist if you would like to learn more.

1. **Risk Management System:**

We offer our on-line risk management system – Sentry Insight – at no cost for clients with an active policy. Your broker will have access too. There is no limit on the number of individual users so you can set up as many users as you like. Each user can be profiled to limit which location(s) they will have access to. Sentry Insight includes real time data access for detailed claim information and data views. The system also provides clients with access to historical point-in-time data for reporting and analytics. Robust features include:
* Claim information at your fingertips
* Watch list – keep an eye on the claims that matter to you most
* Generate and share reports – interactive graphs and charts, all exportable into other formats
* Customize data reports and schedule them to run automatically
* Alerts to notify you on a variety of claim factors as well as when scheduled reports are ready
* Safety articles and resources

A brief overview of Sentry Insight is available at: <https://www.sentry.com/sentryinsight/>

**Access process:** To set up new users with access to Sentry Insight we need the names and contact information for each individual. A separate email will be sent which will includes the forms for listing individual users and the location(s) they should have access to.

Once we receive the information and permissions for new users those individuals will receive an email with a temporary password indicating they have been set up for access. The first time they log into the system they will need to set their own unique password and then they can access the system.