

workers' compensation

Multi-state claims services

Welcome to SFM, your workers' compensation insurer.

Important information for SFM policyholders with business locations outside Minnesota, Wisconsin and South Dakota.

Please forward to the persons at those other-state locations who deal with work injuries.

To report a work injury

that occurred in a non-Minnesota, non-Wisconsin or non-South Dakota location—

Report the injury right away, at least within 24 hours.

■ Report online at www.SFMIC.com *(The best way to report!)*

OR

■ Call (800) WC-CLAIM (922-5246)

If you are reporting online at www.sfmic.com, you'll need your organization's SFM policy number. You should be able to get that from someone in your finance department, or from the person in your home office who reports work injuries.

If you are reporting by phone at (800) 922-5246, be prepared with:

1. Information about the employee: date of injury, Social Security number, home address (be sure it's current; claims correspondence will be sent there), and address of the location the employee works out of.
2. Name and phone number of employer contact regarding the claim.
3. Information about the accident.
4. Your organization's SFM policy number, if you have it.

Even if you don't have all the information, report the injury right away anyway.

If you know of questionable circumstances regarding the claimed injury, be sure to mention them in the "Confidential comments" box in the online form or, if reporting by phone, tell the claims representative.

You will be sent a letter promptly acknowledging that the claim has been received. If you don't receive an acknowledgement within a week, please call SFM at (800) 937-1181 ext 4265 or 4217.

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When a work injury occurs

at your insured locations outside Minnesota, Wisconsin and South Dakota

To report a work injury

■ Online at www.SFMIC.com

OR

■ Call (800) WC-CLAIM (922-5246)

Report the injury right away, at least within 24 hours—and even if you don't have all the information.

SFM has engaged Gallagher Bassett Services Inc. for claims management services outside Minnesota, Wisconsin and South Dakota. Gallagher may contact you during the course of the claim.

Questions about the claim

Call your Gallagher Bassett claims servicing branch office. See the directory of regional Gallagher Bassett offices.

Received a bill from a medical provider

Send it to: *Gallagher Bassett Services Inc.*; P.O. Box 23812; Tucson, AZ 85734
Include accompanying medical reports with the bill.

General questions

Call SFM at (800) 937-1181 ext 4265 or 4217.

SFM
The Work Comp Experts

Who will be handling your claims

SFM has engaged Gallagher Bassett Services Inc. for claims management services outside Minnesota, Wisconsin and South Dakota. After you've reported a claimed work injury, you and your injured employee may be contacted by a Gallagher claims representative during the handling of the claim.

If you have questions about a claim

Call your Gallagher Bassett claims servicing branch office. Attached is a directory of Gallagher Bassett offices in various states. Use this to find the office serving you. Questions, call SFM at (800) 937-1181 ext 4265 or 4217.

If you receive a bill from a medical provider

Send it promptly to:
Gallagher Bassett Services Inc.
P.O. Box 23812
Tucson, AZ 85734

Include accompanying medical reports with the medical bill. If you don't have the medical report, be sure to send the bill anyway.

Medical provider network

Recommended provider networks assure you of receiving (1) quality medical care focused on the employee's work abilities and (2) negotiated lower charges. These can help your organization control its workers' compensation premium.

For a recommendation on the medical network in your region that can provide the best outcomes for you, call your Gallagher Bassett servicing office.

Additional resources

SFM makes dozens of educational resources available to you as a policyholder. They cover preventing injuries, handling injured employees and many other workers' compensation topics. Includes posters and other ready-to-use materials. Order or download them through SFM's "Resource catalog" at www.sfmic.com/policyholders.

For general questions

Call SFM at (800) 937-1181 ext 4265 or 4217.



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www.sfmic.com

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