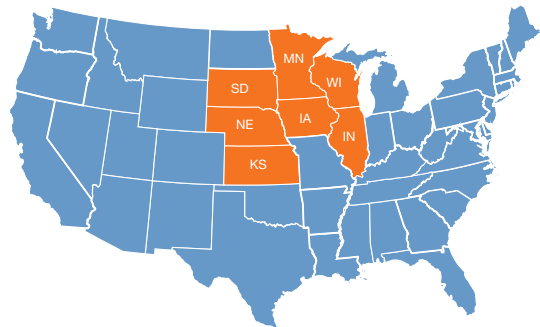


## Welcome to SFM, your workers' compensation insurer

*Important information for SFM policyholders with business locations outside Minnesota, Iowa, Nebraska, South Dakota, Wisconsin, Kansas and Missouri.*

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



### Reporting work injuries

To report a work injury that occurred outside a Minnesota, Iowa, Nebraska, South Dakota, Wisconsin, Kansas or Missouri location —

#### Report the injury right away



- Call (855) 675-3501 to report by phone. During business hours (7 a.m. to 4 p.m., M-F) you can choose the report-only option (Option 1) if your employee does not need to speak with a nurse. If your employee has not yet sought treatment and would like to speak with a nurse, choose Option 2. Calls outside of normal business hours will automatically be answered by a nurse.



#### OR

- Report online at [sfmic.com](http://sfmic.com).



**If you are reporting online** at [sfmic.com](http://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.



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



**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.

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## Getting prescriptions filled

Injured employees who seek medical attention should be given one of the attached “First fill prescription program” sheets and attached cards. This temporary card allows employees to fill the first work-injury related prescriptions without any out-of-pocket costs. SFM will send longer-term replacement cards to injured employees within a week of receiving the First Report.

## 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.

## Who will be handling your claims

SFM has engaged Gallagher Bassett Services Inc. for claims management services outside Minnesota, Iowa, Nebraska, South Dakota, Wisconsin, Kansas and Missouri. 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. For general questions, call SFM at (800) 937-1181.

## If you receive a bill from a medical provider

### Send it promptly to:

Gallagher Bassett Services Inc.  
P.O. Box 2831  
Clinton, IA 52733-2831

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

## 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 [sfmic.com/employers](http://sfmic.com/employers).

## Directory of regional claims offices

If you have questions about a claim, call your Gallagher Bassett claims serving branch office

### Arizona

Gallagher Bassett Services — 007  
P.O. Box 2934  
Clinton, IA 52733-2934

Phone: (480) 586-9500  
Fax: (480) 443-8416  
Toll-free: (800) 231-3759  
Cindy Scholla, Branch Manager  
Email: Cindy\_Scholla@gbtpa.com

(UPS, Federal Express, etc.)  
4686 E Van Buren St., #100  
Phoenix, AZ 85008-6960

### Colorado

Gallagher Bassett Services — 029  
P.O. Box 2934  
Clinton, IA 52733-2934

Phone: (303) 218-7839  
Fax: (303) 796-9498  
Toll-free: (800) 933-8143  
Derek Badali, Branch Manager  
E-Mail: Derek\_Badali@gbtpa.com

(UPS, Federal Express, etc.)  
6000 Uptown Blvd. NE, Suite 309Albuquerque,  
NM 87110-4148

### Florida

Gallagher Bassett Services — 118  
P.O. Box 2934  
Clinton, IA 52733-2934

Phone: 954/378-2900  
Fax: 866/509-8358  
Toll-free: (800) 889-6764  
Andrea Humphries, Branch Manager  
Email: andrea\_humphries@gbtpa.com

(UPS, Federal Express, etc.)  
4776 New Broad Street, Suite 225  
Orlando, FL 32814-6448

### Illinois

Gallagher Bassett Services — 151  
P.O. Box 2934  
Clinton, IA 52733-2934

Phone: (847) 273-0100  
Fax: (847)240-6660  
Toll Free: (800) 227-7391  
Bronwyn Kossman, Branch Manager  
Email: Bronwyn\_Kossman@gbtpa.com

(UPS, Federal Express, etc.)  
2850 Golf Road  
Rolling Meadows, IL 60008-4050

### Indiana

Gallagher Bassett Services — 006  
P.O. Box 2934  
Clinton, IA 52733-2934

Phone: (574) 234-0028  
Fax: (574) 234-4607  
Toll Free: 800/762-9839  
Jennifer Bauer, Branch Manager  
Email: Jennifer\_Bauer@gbtpa.com

(UPS, Federal Express, etc.)  
2915 Premiere Parkway, Suite 350  
Duluth, GA 30097-5241

### Michigan

Gallagher Bassett Services — 002 (Lansing)  
P.O. Box 2934  
Clinton, IA 52733-2934

Phone: (517) 351-3100  
Fax: (517) 351-5528  
Toll Free: (800) 926-1819  
Karen Hissong, Branch Manager  
Email: Karen\_Hissong@gbtpa.com

(UPS, Federal Express, etc.)  
3940 Peninsular Dr. SE, Ste 100  
Grand Rapids, MI 49546-6107

### Montana

Gallagher Bassett – 080 (Missoula)  
P.O. Box 2934  
Clinton, IA 52733-2934

Phone: (855) 335-7892  
Fax: (406) 721-2735  
Regina Pearson, Branch Manager  
Email: Regina\_Pearson@gbtpa.com

(UPS, Federal Express, etc.)  
1821 South Ave W, Suite 406  
Missoula, MT 59801-6521

### Nevada

Gallagher Bassett Services — 156  
P.O. Box 2934  
Clinton, IA 52733-2934

Phone: (702) 789-4500  
Toll Free: (866) 889-4755  
Fax: (702)789-4454  
Allison Spencer, Branch Manager  
Email: Allison\_Spencer@gbtpa.com

(UPS, Federal Express, etc.)  
777 N Rainbow Blvd., Suite 330  
Las Vegas, NV 89107-1192

### Oklahoma/Kansas/Missouri

Gallagher Bassett Services — 132  
P.O. Box 2934  
Clinton, IA 52733-2934

Phone: (405) 843-7244  
Fax: (405) 843-8658  
Toll-free: (800) 943-7244  
Stacy Karbs, Branch Manager  
Email: Stacy\_Karbs@gbtpa.com

(UPS, Federal Express, etc.)  
14000 Quail Springs Parkway, Ste 3000  
Oklahoma City, OK 73134-2618

#### All medical bills and notes are sent to:

Gallagher Bassett Services Inc.  
P.O. Box 2934  
Clinton, IA 52733-2934

