

# WORKERS' COMP AT-A-GLANCE

## MEMIC Contact Information and Quick Guide to Injury Management

### INJURY REPORTING

#### WHEN TO REPORT

**Report all injuries to MEMIC within 24 hours** of becoming aware of the injury. You'll need to provide your MEMIC policy number, the injured employee's name, the date of the injury, the date you were notified, and as many details about the accident and injury as possible. Do not delay reporting, even if you are missing some information.

#### HOW TO REPORT

The fastest, most accurate, and secure way to report injuries to MEMIC is through our First Report of Injury (FROI) Portal.

- 🌐 Go to **memic.com/froi**  
*Register now so you're prepared to report any injuries in the future.*

You can also report injuries through the following methods:

- 📞 Call **1-800-MEMICWC** or **1-800-636-4292**
- 📠 Fax the report to **207-791-3334**
- ✉️ Send the report to **MEMIC Claim Department**, P.O. Box 3606, Portland, Maine 04104. *Contact your state's workers' compensation agency for the necessary form.*

### INJURY MANAGEMENT

#### FIRST CALL 24/7 INJURY TRIAGE 855-778-6111

For immediate and quality care in the event of an injury, utilize MEMIC's First Call 24/7 Injury Triage and Telehealth service provided in partnership with CorVel. This service is available for all workplace injuries, at any time.

- 📞 Call **855-778-6111**

To learn more and request the First Call 24/7 Resource Kit, visit **memic.com/injurytriage**.

#### FIND A MEDICAL PROVIDER

In states where permitted, it is essential to choose a doctor who will initially treat your injured workers. It's recommended to establish a relationship with a selected medical provider before an injury occurs, as this helps them understand the nature of your work and speeds up recovery.

MEMIC offers a network of medical providers specializing in workplace injuries. Use our search tool to locate nearby medical providers by address, name, phone number, geographical region, or by using a quick search based on doctor type and distance.

Find a provider now at **memic.com/provider-search**.

### CONTACT US

#### POLICY SUPPORT

For inquiries related to billing, premium audit, workplace safety, or claims, you can call **1-800-660-1306** Monday through Friday between 8:00 a.m. and 4:30 p.m. EST.

#### GENERAL INQUIRY

**Visit the Contact Us page on memic.com** to access online inquiry forms for general questions, claims inquiries, fraud reports, and safety advice.

#### SAFETY INQUIRY

If you have safety-related questions, you can send an email to **losscontrolservice@memic.com** to submit your question to our in-house safety experts.

### ONLINE RESOURCES

#### MEMIC.COM

Our website offers a wealth of information to help you improve your business and effectively manage your claims. You can take a video tour of our First Report of Injury Portal and watch a video that explains the process of filing a claim and the importance of choosing a medical provider. To access these resources, **visit memic.com and select "EMPLOYERS."**

#### MEMIC SAFETY DIRECTOR

Building a strong safety plan is challenging, but our Online Safety Director can assist you. Gain access to MEMIC's electronic resource library by visiting **memicsafety.com**.

#### SAFETY NET BLOG

Subscribe to our regular blog on workplace safety. Join the conversation with MEMIC safety experts and stay updated with current issues and ideas. To access the blog, visit **memic.com/blog**.

