

Dear Valued Policyholder,

Subject: **Med-Call Advisors/BSIG Tele-Emergent Care Program**

We understand the importance of responding quickly when an employee is injured on the job, whether the event requires emergency or non-emergency treatment. Berkley Southeast Insurance Group has partnered with Med-Call Advisors to provide your employees access to Tele-Emergent Care services.

By partnering with Med-Call Advisors we are able to provide access to your employees with a board-certified emergency room physician at the touch of a button. Workers' Compensation Claim management begins with appropriate and immediate medical care and a strong return-to-work policy. This program is another way Berkley Southeast Insurance Group helps you to ensure your employees are getting prompt and adequate medical treatment while remaining at work. This is another way that Berkley Southeast Insurance Group is "Your Back in Business Company".

We want to take this time to introduce you to this program and deliver you the information that you need to work with your employees to utilize this program at its full capacity. In this workers' compensation claim service kit, you will find some valuable information that will help you manage your workers' compensation program effectively. This kit includes multiple information packets, such as the employer's guide on the tele-emergent program, directions to assist you and your employees with how to utilize this program, and how to download the smartphone app.

We are excited to provide you with access to this program **at no additional cost to you**. Just some of the benefits of this program are included below:

- Med-Call Advisors maintain the nation's largest emergency medical practice.
- Med-Call is available 24/7/365, as is your reporting access to Berkley Southeast Insurance Group.
- Med-Call will assist you with reporting. You are encouraged to allow your employees to report their own claims. This allows for immediate reporting to Berkley Southeast as well as providing your employees access to immediate emergency care from a board-certified physician in emergency medical **in less than five minutes**.
- All calls made to Med-Call are recorded, allowing us to obtain information directly from your employees in their own words thus reducing the possibility of potential fraud.
- Your claim professional can obtain the initial information regarding the injury and treatment within minutes of the claim being reported.
- Med-Call sends the intake information/ first report simultaneously to you the employer, while reporting the claim to Berkley Southeast Insurance Group as a new injury. This step eliminates the need for you to complete initial paperwork and allows you to focus on providing the appropriate care for your employee.
- Your employee can remain on the job site while having access to emergency medical treatment which eliminates the need to leave to sit in the emergency room for hours. It also allows the employee to return to work quicker.
- Access to a lab-based oral fluid drug testing kit that provides a simple method to collect chain-of-custody drug screen specimens almost anywhere, **at no charge**, if you have a drug-free workplace and perform post-accident drug screens.

Upon review of this information, or at any time in the future that you have questions or concerns, please do not hesitate to give me a call or go online to www.berkleysig.com.

We look forward to being of service to you.

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