

Make the **RIGHT** Choice

FFVA MUTUAL
THE CHOICE FOR WORKERS' COMPENSATION

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THE FFVA MUTUAL ADVANTAGE

- Online claims reporting for convenience
- Individually assigned claims adjuster for each employer
- Average 14-day bill paying turnaround to medical service providers
- Medical review by expert nurse case managers and physician advisor to ensure quality medical services
- In-house medical bill review team to maximize claim savings and avoid overpayment to medical service providers

Serving The Southeast Since 1956



CLAIMS MANAGEMENT

FFVA MUTUAL CLAIMS CENTER

P.O. Box 945927

Maitland, Florida 32794

1-800-226-0666 or 321-214-5350

Fax: 321-214-0235

www.ffvamutual.com

A+ Reinsurance Protection



For more information about our Claims Management Services, please contact your FFVA Mutual underwriter.

PHILOSOPHY

FFVA Mutual's claims team takes an innovative and proactive approach to managing claims. Our in-house cost containment program and decisive return-to-work strategy is the key to our success. This service philosophy results in reducing and controlling claim cost for policyholders.

PROACTIVE CLAIMS MANAGEMENT

- Convenient claims reporting options
 - Online at www.ffvamutual.com
 - Toll Free (800) 226-0666 to talk to a claims customer service team member during regular business hours
 - Fax to (321) 214-0235
- Access to preferred physicians and medical facilities at www.talispoint.com
- Built-in managed care to ensure appropriate treatment and duration of care for injured workers without the added cost

THE **RIGHT** CHOICE FOR CLAIMS MANAGEMENT

FFVA MUTUAL ADVANTAGE

BENEFIT TO EMPLOYER

Online Notice of Injury (NOI) claims reporting	→	Fast, easy and convenient option for reporting a new injury claim to FFVA Mutual
Claims adjuster experience averages 10+ years	→	Experienced professionals proactively manage each claim
Individually assigned claims adjuster for each employer	→	Employer has a designated professional claims person to manage their claims
24-hour, 3-point contact for all reported claims (employer, injured worker and medical provider)	→	Communicates a timely concern for providing appropriate care to injured workers
Proactive Return-to-Work program	→	Maintains employee morale. Helps avoid potential litigation and lowers experience mod rating
Payments to medical service providers within 14 days which is 53% faster than the allowable 30-day industry standard	→	Injured worker benefits paid timely, employer confident their claims are being properly managed and medical providers remain responsive to claims staff
Special Investigative Unit (SIU)	→	Investigates potential fraudulent claims to control unnecessary claim expense
Bilingual staff	→	Accommodates FFVA Mutual's multi-cultural employers, injured workers and medical providers