



college association of liability management

CALM Workers Compensation

Claims Processing Q&A

- 1. Will my college deal with one adjuster or will we be working with multiple adjusters?**

Answer: There are two medical only and two lost time adjusters collectively working on the CALM program. Each claim will be handled by one of the above four adjusters based on severity of claim. Our claims team will work together on college claims without one specific adjuster assigned per college.

- 2. Will TTD benefit payments be handled the same as we are accustomed to?**

Answer: AmTrust has a direct-deposit system for TTD checks to be issued to claimants. Claimants must sign up for this option, or a hard-copy check will be mailed directly to the claimant.

- 3. Okay, how will our college be notified of when/amounts of TTD checks are direct deposited/mailed so we can provide the remaining 30% to our employee/keep info for our records?**

Answer: AmTrust will be providing a confirmation to the claims personnel of all TTD/benefits transactions per claimant.

- 4. If I use the AmCares Nurse Triage Line, do I need to complete the First Report of Injury form?**

Answer: If AmCares line is used the First Report of Injury Form is automatically completed for the college. In the event that the AmCares line is not used and injured worker is sent directly for medical care, the college will complete the First Report of Injury Form and email to CALM@amtrustgroup.com.

5. Is my college still allowed to use the same provider that we've been accustomed to using?

Answer: Absolutely. AmTrust has performed a trend research project which is indicating that the in-network providers with AmTrust cover the majority of what CALM members have been accustomed to using. If a provider is not in-network with AmTrust, AmTrust will work to add that provider. Most importantly: your claim will be covered no matter what – our priority is the medical attention and care for the injured worker.

6. Do we give the AmCares number directly to injured worker, or does the college claims personnel make that call?

Answer: CALM is trying to make every effort to keep this transition as simple as possible for our colleges. Please continue to handle claims in the manner that you are accustomed to by having the injured worker/supervisor report to you, and collectively you and the worker make the AmCares call together. This will allow consistent recordkeeping for the college.

7. Our college uses Xpress Wellness for our initial medical exam and drug-testing. Will invoicing remain the same since they will now be providing AmTrust with the bill for the exam/drug testing?

Answer: Yes, billing will remain the same and should be submitted to:

*AmTrust North America, Inc.
PO Box 89404
Cleveland, OK 44101
Fax: 678-258-8395
Email: AmTrustClaims@amtrustgroup.com*

8. Why is the Mandatory Medicare Reporting Form missing from the Claims Packet?

Answer: This form is no longer a requirement by the college. AmTrust completes this filing directly for you.

9. Are the Supervisor & Employee Injury Report Forms required by AmTrust?

Answer: No, AmTrust does not require the above forms.

10. Who at AmTrust can I contact with claims filing/processing questions?

Answer: If your adjuster is not available, and quick assistance is needed, please contact Lissette Caballero, AmTrust Client Experience Manager, at 860-571-3165, or at lissette.caballero@amtrustgroup.com.

11. Who can I contact at CALM if I have any general questions about this change?

Answer: Feel free to contact, 24/7, Bill Beckman at 405-496-5800 or at bbeckman@beckmancompany.com, or Will Beckman at 405-642-9671 or at pete7374@gmail.com.

12. Will the claims packet be on the CALM website?

Answer: Yes, feel free to go to www.calm-ok.org and to obtain the CALM claims packet as well.