

Dear Valued Policyholder,

Subject: BSIG Partners with MedCall Healthcare Advisors, LLC to Provide Tele-Emergent Care Program to Workers' Compensation Policyholders

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 MedCall to provide your employees access to Tele-Emergent Care services.

Our Tele-Emergent care services provide your injured employees access to a board certified emergency room physician at the touch of a button via a smart phone. Workers' Compensation Claim management begins with appropriate and immediate medical care and a strong return to work policy. This program is voluntary, and is another way that BSIG helps ensure that your employees are getting prompt and adequate medical treatment without having to leave the workplace, and also supports our Back-in-Business philosophy.

We are delighted to introduce you to this new program and provide you with the pertinent information you need, so that you and your employees can utilize this program at its full capacity, if you choose to do so. This workers compensation claim service kit contains valuable information that will help you manage your workers' compensation program effectively. The kit includes information such as: an employer's guide on the Tele-Emergent care program; instructions to assist you and your employees with how to utilize this program and download the smart phone application; how to access free oral fluid drug testing kits, and much more.

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

- MedCall Advisors maintains the nation's largest emergency medical practice
- MedCall is available 24/7/365, as is your reporting access to BSIG
- MedCall will assist you with reporting. You are encouraged to allow your employees to report their own claims. This allows for immediate reporting to BSIG as well as providing your employees' access to immediate emergency care from a board certified physician in emergency medicine **in less than five minutes**
- All calls made to MedCall 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
- MedCall sends the intake information/employers first report simultaneously to you the employer, while reporting the claim to BSIG 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, and eliminates the need to leave and sit at the emergency room for hours. It also allows the employee to return to work more quickly
- 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 work place and perform post-accident drug screening
- Employees are provided wallet sized cards containing MedCall's phone number so that they can reach an emergency room physician from any location, when injured on the job

Upon review of this information, or at any time in the future if you have questions or concerns, please do not hesitate to give me a call or email ccalloway@berkleysig.com.

We look forward to being of service to you.

Chris Calloway (678) 533-3418
Workers' Compensation Claim Director

berkleysig.com

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