

Benchmark Welcome Letter

Dear Insured:

We would like to welcome you as a customer of Athens Administrators, a third party handling workers' compensation claims on behalf of Benchmark Insurance. We are pleased to be able to provide you with workers' compensation claims handling services.

In addition to following the simple instructions below, our claim professionals will work closely with you to expedite an early return to work while at the same time ensuring your injured employee receives quality appropriate care.

In an effort to go "green" we have created an electronic version of your claims kit. You may obtain this claims kit at www.athensadmin.com/Benchmark. Below are some additional steps you need to follow in order to make your program as effective as possible.

Athens Claim Kit Attachments & Instructions

- ❑ **Athens MPN Documents** – An MPN is a network of providers, established by employers to use for work-related injuries. The MPN is an important component of your workers' compensation program. ***You may lose important rights if you do not take certain actions to implement the MPN. You must notify your employees that you are implementing an MPN. The second page of this letter provides specific instructions for distribution of this critical document.***
- ❑ **Employee's Claim for Workers' Compensation (DWC-1)** - To be completed by the Employee & the Employer if injury occurs.
- ❑ **Employer's First Report of Injury (Form 5020)** - To be completed by the Employer if an injury occurs.
- ❑ **DWC Notice to Employees Posters** – Post this in a conspicuous location such as a break room.
- ❑ **Athens Claim Supply Request** – All of the listed documents can be found on the website. You can also complete the Athens Claim Supply Request form, and the requested materials will be sent to you via U.S. Mail (please allow 5-7 business days for processing).

To Report a New Claim

Choose your preferred method:

Internet: www.interactclaims.com

User name: benchmark

Password: benchmark

Telephone: 800 711-2385

Fax: 800 318-5913

Mail: P.O. Box 696, Concord, CA, 94522

Athens MPN Notification Distribution Instructions

1. Print and distribute the attached **Athens MPN Acknowledgement Form** and an **Athens MPN Implementation Form** to each employee.
2. Determine a distribution date, e.g. payroll.
3. On the day of distribution, have each employee sign and return the **Athens MPN Acknowledgement Form**. Retain this signed form in the employee's human resource file.
4. Fill out and sign the **Affidavit of MPN Distribution Implementation Notice 7-11** once the distribution is completed.
5. Fax the completed **Affidavit of MPN Distribution Implementation Notice 7-11** to Athens Administrators c/o Medex (our MPN partner) at (949) 221-1701. Medex will contact you with the MPN start date.
6. New Hires: Provide the **MPN Acknowledgement Form** and the **MPN Implementation Form** (English and Spanish) to each new hire with your normal new hire paperwork.
7. Immediately print and post the **Benchmark MPN Notification 7-11** form and the **Benchmark DWC Notice to Employees Poster 7-11**.

Athens Medical Provider Network (MPN) – Physician Locator

To locate a doctor or clinic with the Athens MPN or to create customized medical directories, visit the website below. If you have any questions about a physician, clinic, or have problems with the website below, please call 877-775-7772 between 8am-5pm Pacific Standard Time.

Website: www.talispoint.com/medex/athens
Client ID: ATHER (Case Sensitive)
Password: ATHER02

Questions??? We are here to help.

Jamie Sanderson, Account Manager
Direct: 925-826-1127
Email: jsanderson@athensadmin.com

Mike Marin, Division Claims Manager
Direct: 949-648-5842
Email: mmarin@athensadmin.com

Michelle Kimbrough, Senior Claims Examiner
Direct: 949-648-5896
E-Mail: mkimbrough@athensadmin.com

Athens Administrators – Main Number 866-482-3535

