



CROSS INSURANCE TPA, INC.

Workers' Compensation Third Party Administrator for the State of New Hampshire
July 1, 2015 to June 30, 2022

WHAT TO DO WHEN AN EMPLOYEE REPORTS A WORKERS' COMPENSATION CLAIM

STEP 1: REPORT THE CLAIM TO CROSS - Complete and submit the first report of injury to Cross as soon as possible but no later than 5 calendar days from notice of injury.

- Online Reporting is available through Cross' Advanced Claim Tracking System or ACTS. For access contact RMU at 271-1534.
- Or by EMAIL: firstreports@crossagency.com
- Or by FAX: 800-698-0511

STEP 2: MANAGED CARE NETWORK – Assist the employee to promptly access care in the Tandem Managed Care Network. The network list is available online and offers choices where an injured employee can seek treatment including Occupational Medicine providers specializing in work place injuries.

For assistance call TANDEM: 603-624-5660

STEP 3: PRESCRIPTION DRUG - Help the employee prevent out-of-pocket prescription drug expenses. Follow the instructions on the Mitchell Script Advisor *Temporary Prescription Card* to obtain an ID # number and activate a card.

For assistance call Mitchell Script Advisor:
866-846-9279

Contact the Risk Management Unit at 271-1534 if you need additional cards.

STEP 4: ACCIDENT INVESTIGATION - Complete your agency's required accident investigation forms. Solicit help from Loss Control as needed to prevent future injuries.

CROSS CLAIMS MANAGEMENT TEAM

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TANDEM'S MANAGED CARE NETWORK

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RISK MANAGEMENT UNIT

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