



Welcome!

Gallagher Bassett (GB) acts as claims administrator for Arch Insurance and The Brownyard Group. You are now part of this program. Which means all your Workers' Compensation claims should be reported directly to GB. Below are instructions for claim reporting.

EARLY LOSS REPORTING

Prompt reporting of losses reduces the cost of claims. This will ensure GB and Arch can quickly manage your claim to mitigate exposure.

When reporting a claim you'll be asked for your GB client number (**007110**). You'll also be asked to confirm the location the accident occurred.

- Claim reporting is available 24 hours a day; 7 days a week.
- A single toll free call to **1-888-636-9967**
- Email Reporting also available via tnwclaims@tnwinc.com
- Upon reporting your claim, you'll be provided with a loss number.

When reporting a Workers Compensation claim please ensure you have the following information prior to making the call. We understand you might not have it all nor will it all be applicable.

Employee Information

Name, SS#, address, phone #, date of birth, date of hire, gross pay per week, payroll state

Accident Information

Exact date and time of the injury, exact location, specific description of the injury, whether safeguards or safety equipment was provided or utilized, name and address of claimant's physician, name and address of the hospital

CLAIMS MANAGEMENT

Once your claim has been reported, the information will be transmitted to the GB branch office for handling and a GB Resolution manager will be assigned to the claim. The GB resolution manger will reach out to the insured directly and will begin adjudicating the claim immediately.

Please refer to your branch matrix for GB resolution manager contact information.

For Workers Compensation claims please mail all medical bills and accompanying medical reports to:

All States Except NV

Gallagher Bassett Services Inc.
P.O. Box 2831
Clinton, IA 52733-2831

NV Only

Gallagher Basset Services Inc.
P.O. Box 400970
Las Vegas, NV 89140

All other correspondence can be sent to the GB resolution manager directly.

If you want to check bill payment status you can call **1-866-324-5585**

MEDICAL PPO NETWORKS

Medical PPO networks combine-discounted services with appropriate care and services from credentialed providers.

To locate a medical provider, you can search by:

Phone

1-800-370-0594

At the voice prompts please
Select Option 6, then Option 3

Website

www.talispoint.com/cvty/gbppo

GB ACCOUNT MANAGER

Your GB account manager can assist you with understanding the GB organization and ensuring you are getting any claim related information you need; including loss runs.

Deborah Deering
Gallagher Bassett Services
847-631-6504
Deborah_Deering@gbtpa.com

ARCH CLAIMS ACCOUNT MANAGER

Your Arch claims account manager (CAM) will work with the GB resolution mangers directly to ensure your claims are managed efficiently. He will be involved in all claim decisions.

Joe Koenig
Arch Insurance
551.247.1274
jkoenig@archinsurance.com



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Gallagher Bassett is the premier provider of global claims services, dedicated to exceptional customer service and demonstrably superior outcomes. GB helps people, teams and businesses overcome adversity and loss through the guiding expertise of over 5,000 claims professionals, all committed to going beyond expectations in the continuous pursuit of a better way.

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