

Old Republic Commercial Risk Client Services Kit

A quick-reference guide to our services, including how to report claims and find network medical providers and pharmacies.



Old Republic Commercial Risk Client Services

Old Republic Commercial Risk is one of the nation's most experienced providers of workers' compensation, other casualty insurance, and risk management solutions.

We are passionate about excelling in the moments that matter to you and empowering your organization and people to thrive through our service-driven culture of innovation, collaboration, accountability, integrity, and inclusivity.

We invite you to learn more about how we help you manage and reduce your total cost of risk with these resources. The kit provides an overview of Old Republic Commercial Risk services, from reporting claims and finding medical providers to accessing our online resources.

The Client Services Kit is also available online at orcommercialrisk.com/support on our Client Services page.

For any questions or concerns, call our Customer Service Center at 1-888-476-2669.

Thanks for choosing **Old Republic Commercial Risk**.

RATED
"A+"
(Superior)
by AM Best*

Quick Reference Guide

We've provided tips for common client needs and locating resources on our website.

Reporting Claims 4

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YOUR OLD REPUBLIC COMMERCIAL RISK ACCOUNT NUMBER:

[777777777777]



Reporting Claims

Claims can be reported in a number of ways, whichever is most convenient for your organization. Reporting online via RadiusR, our Risk Management Information System, or our Report a Claim tool carry the advantages of an immediate claim number, ability to attach reference documents, and instant entry into our system for quicker claims servicing.

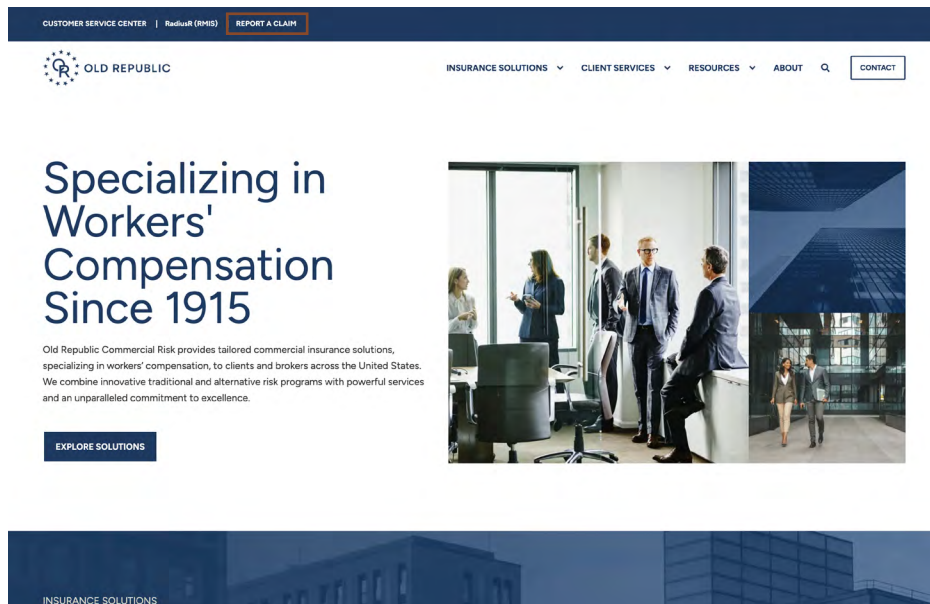
RadiusR

Registered users: Simply log in and report claims straight from the RMIS tool.

Online

On the orcommercialrisk.com homepage, click **"REPORT A CLAIM"** in the top navigation menu. On the Report a Claim landing page, click the **"Report a Claim Online"** button to log in and report your claim.

STEP 1



LOG IN PROMPT

A screenshot of the RadiusR login prompt. The page has a white background with a blue header containing the 'RADIUSR' logo and the tagline 'MAPPING YOUR RISK DATA WITH PRECISION'. Below the header, there is a 'Sign In' section. It includes a 'Username' label, a text input field, and a checkbox labeled 'Keep me signed in'. A blue button labeled 'Next' is positioned below the input field. At the bottom of the form, there are links for 'Unlock account?' and 'Help'. A disclaimer at the very bottom states: 'This risk management information system is only to be used by individuals who have received log in credentials directly from PMA Companies (the

Email

Report claims via email using firstreport@orcommercialrisk.com.

Fax

You can also fax claims to 888-329-2721.

Phone

A representative at our Customer Service Center can take your claim report over the phone at 888-476-2669.

Customer Service Center

Several ways to contact us can be found by clicking on **“CONTACT”** in the top navigation menu on the homepage at orcommercialrisk.com.

CUSTOMER SERVICE CENTER | RadiusR (RMIS) | REPORT A CLAIM

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CONTACT

CONTACT

We're Here to Help When You Need Us

Home / Contact

See how to report a claim, inquire about a claim's status or medical bill, reach an Old Republic Commercial Risk representative at our Customer Service Center, and more.

**Old Republic
Commercial Risk
Headquarters**

380 Sentry Parkway
P.O. Box 3031
Blue Bell, PA 19422

📞 800-222-2749

Customer Service Center | 1-888-476-2669 +

Report a Claim +

Claims Questions & Medical Providers +

Insurance Regions +

Keep our Customer Service Center number nearby.
Call our Service Center 24/7 for claims questions, medical bill inquiries, emergencies, and other issues.

Customer Service Center | 1-888-476-2669

Claim-related correspondence can also be emailed, mailed, or faxed to one location for all lines of business. Be sure to include your Old Republic Commercial Risk claim number on all mailed or faxed correspondence.

Old Republic Commercial Risk Customer Service Center

P.O. Box 5231

Janesville, WI 53547-5231

Fax: 1-800-432-9762

Email: claimsmail@orcommercialrisk.com

5 | Old Republic Commercial Risk

First Fill Pharmacy Program

As an Old Republic Commercial Risk workers' compensation client, you are automatically enrolled in the program. Your temporary pharmacy card is available on our website at orcommercialrisk.com. To download and print your temporary pharmacy card, navigate to our website and click on **"Injured Workers"** in the **"Clients Services"** menu.

STEP 1

CUSTOMER SERVICE CENTER | RadiusR (RMIS) | REPORT A CLAIM

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Client Services

Our century of success is built on unparalleled underwriting, claims, managed care, and risk control services. We believe the way we work together to create and deliver solutions matters just as much as the solutions themselves.

[Explore Client Services](#)

Support

- [Customer Service Center](#)
- [Find a Network Provider](#)
- [Injured Workers](#)
- [Report a Claim](#)
- [RadiusR \(RMIS\)](#)

Services

- [Claims](#)
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- [Risk Control](#)

STEP 2

RESOURCES

Pharmacy Help and Questions



Pharmacy Locator

[View](#)



Cadence Rx

[Call 1-888-813-0023](#)



Pharmacy FAQ

[View File](#)

From the very first prescription, discounted rates apply for your injured workers' medications with our comprehensive Pharmacy Benefits Program. When a worker is injured, please note the following:

- Download **"Your Temporary Pharmacy Card"** for the appropriate state to give to your injured workers and instruct them to bring this to the pharmacy. (To download and print your card, follow the instructions described and illustrated on the previous page.) This will provide the information that injured workers should give to their pharmacist along with their prescriptions, to help increase program use and obtain prescriptions after their first treatment. **(The images of the temporary pharmacy card below are for illustrative purposes only. Please be sure to download and print the appropriate card from our website.)**

An injured worker can have a prescription filled without the First Fill Card; however, it is helpful to the pharmacy and easier for the injured worker.

Prescription Drug ID Card		Pharmacy Information
 		This form allows you to fill your initial prescriptions with a maximum cost of \$500 per medication and no more than a 14-day supply per prescription. Pharmacy, if you need assistance processing this claim, please call 1-888-813-0023. The pharmacy benefit card is only to be used for medications prescribed for your work-related injury. By using this card, you acknowledge and accept financial responsibility for any prescriptions billed under this card that are later found to be unrelated to your injury. ❖ Member ID format: The ID <u>must</u> start with FF followed by the last 4 digits of the social security number plus 8-digit DOI (MMDDYYYY). Example: FF999901012018
Employee Name:		
Member ID Number*	<i>*Refer to Member ID Format --></i>	
Date of Injury:		
Group Number:	PMACRX	
PCN Number:	CRX	
BIN Number:	021460	
Card Created On: ____/____/____ Old Republic Commercial Risk		

Finding Network Providers

Click on **“Find a Network Provider”** in the **“Client Services”** menu on the homepage to search for a network medical provider or pharmacy.

STEP 1

CUSTOMER SERVICE CENTER | RadiusR (RMIS) | REPORT A CLAIM

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- Risk Control

EXPLORE SOLUTIONS



STEP 2

Use the following search tools to:

- Quickly and easily locate medical providers in Old Republic Commercial Risk’s networks
- Quickly and easily locate a participating pharmacy
- Refer an injured worker, where permitted by applicable law, to the closest and most appropriate network provider
- Easily search traditional and specialty networks
- Create Preferred Provider Panels

SEARCH FOR A NETWORK MEDICAL PROVIDER

SEARCH FOR A PARTICIPATING PHARMACY

Support

- Customer Service Center
- Find a Network Provider**
- Injured Workers
- Report a Claim
- RMIS

To find a **Network Medical Provider** that will meet your needs, you can search by name, specialty, location, language, and even provider gender or from your employer’s panel of medical providers.

STEP 3a

Find a Provider

By Name

+ By Specialty

By Location

Enter a Specialty

Enter Address, City, Zip, County or State

Q

PHARMACY SEARCH

ADVANCED SEARCH

To find a **Network Pharmacy**, you can search by location and/or pharmacy name, and then refine your results by languages spoken and services available.

STEP 3b

< BACK

Pharmacy Search

Pharmacy Search

Specialty

Pharmacy

Pharmacy Location

Enter Address, City, Zip, County or State

Pharmacy Name

Enter pharmacy name

Cancel

Q Search Pharmacies

Injured Worker Center

Go to our online **Injured Worker Center** for information and resources to help with recovery, along with any state-specific information that is needed.

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STEP 2

Questions About Your Claim?

For questions about your claim, call your Old Republic Commercial Risk Claims Adjuster, the Old Republic Commercial Risk Customer Service Center **1-888-476-2669**, or email customer_service@orcommercialrisk.com.

Medical

Need a physician, physical therapist, or medical equipment?

[Online Medical Provider Locator Tool](#)

Call Your Old Republic Commercial Risk Claims Adjuster
Call the Old Republic Commercial Risk Customer Service Center at **1-888-476-2669**

STEP 3

Workers' Compensation in Your State

Alabama LINK	Alaska LINK	Arizona LINK	Arkansas LINK
California LINK	Colorado LINK	Connecticut LINK	Delaware LINK

Risk Control Services

We offer access to **Websource**, a safety and risk management online site developed by us exclusively for our clients. You will have access to our technical bulletins and safety and health program resources (including streaming video), and our Organizational Safety Institute schedule, registration, and previously recorded client webinars.

STEP 1

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STEP 2

LOGIN

Old Republic Commercial Risk Websource

Our online safety and risk management portal is now on SharePoint with a cleaner, more intuitive user interface on desktops, laptops, and mobile devices. The portal equips users with training, resources, and research they can use to reduce injuries and loss expenses in their organizations. With Old Republic Commercial Risk Websource, you're one click away from the expertise of our team of risk control professionals.

How to Log In

Below are brief instructions for the log in process to help get users up and running quickly.

[LOGIN TO WEBSOURCE](#)

[LOGIN INSTRUCTIONS](#)



About Old Republic Commercial Risk

Old Republic Commercial Risk is a trusted leader and recognized expert in providing solutions for workers' compensation, commercial auto, and general liability exposures for mid-size and large employers in a variety of industries. We value consistency and collaborative long-term partnerships, and know the importance of reliability in our underwriting strategy and staff.

Headquartered in Blue Bell, Pennsylvania, Old Republic Commercial Risk is an operating company of Old Republic International Corporation (NYSE: ORI), a leading specialty insurer that operates a diverse group of property & casualty and title insurance companies. Founded in 1923 and a member of the Fortune® 500, Old Republic is a leader in underwriting and risk management for business partners across the United States and Canada.

RATED
"A+"
(Superior)
by AM Best*

FORTUNE®
500
COMPANY

* Ratings contained herein are as of 04/29/26. AM Best ratings are under continual review and subject to change or affirmation. To confirm the current rating, please visit www.ambest.com.

