

# Policyholder Checklist

Use our checklist to get the most value from your policy.  
We've got you covered, every step of the way!



View the Online Version

## PORTAL



Click with confidence in our portal.

- [Portal](#) – Access billing statements, claims, view policy and endorsement documents, file payroll reports, and much more.

## CLAIMS



We're here to get your employees safely back to work when the unexpected occurs.

- [Virtual claims kit](#) – Access state specific instructions and resources to help you manage your claim. Download and display the required state specific Department of Labor poster(s) at your workplace(s).
- [NurseAid 24/7 Work Injury Line](#) – Call 800.442.0593 with your injured worker for a personalized treatment recommendation and care coordination provided by a registered nurse.
- [File a claim](#) – File and manage claims with the support of our experts.
- [Claims management kit](#) – Step-by-step guide to managing and investigating a claim. Download accident investigation forms, employee witness statements, and learn ways to improve claim outcomes.

## BILLING



Have confidence in what you're paying for with MEM and Previsor Insurance.

- [Billing FAQs](#) – Billing specific questions answered.
- [Payment plans](#) – Payment plan options explained.
- [Audit preparation checklist](#) – Utilize this list to prepare for your annual audit.

## SAFETY SOLUTIONS



We support our policyholders in developing and implementing comprehensive safety programs.

- [Safety programs](#) – Programs offered through third-party service providers to make safety simpler.
- [MEM Safety Grant program](#) – Apply for a matching grant to enhance your safety initiatives.
- [Learning management system](#) – Free access to a vast library of on-demand training titles.
- [Safety and Risk Services \(SRS\)](#) – Contact our SRS professionals to create a customized workplace safety program.

## RESOURCES



Everything you need to build a safety focused culture.

- [Resource library](#) – Our free library of safety resources.
- [The WorkSAFE Podcast](#) – Interviews, stories, and strategies for safer workplaces.
- [FAQs](#) – Get your questions answered.
- [Policyholder newsletter](#) – Check your inbox for all the latest workplace safety and policyholder information.
- [Your policy journey](#) – Watch your inbox for an email series designed to walk you through your first year as a policyholder.



### Questions?

Contact Customer Care at  
[customercare@mem-ins.com](mailto:customercare@mem-ins.com)  
or 800.442.0593.

# MEM Contacts

## MEM

101 N. Keene St.  
Columbia, MO 65201  
mem-ins.com  
800.442.0593  
Fax: 800.442.0597

## CUSTOMER CARE

800.442.0593  
customercare@mem-ins.com

## SAFETY AND RISK SERVICES

888.499.7233  
safety@mem-ins.com  
**Safety Grants**  
safetygrants@mem-ins.com

## CLAIMS

**General Inquiries**  
800.442.0593  
claims@mem-ins.com

**NurseAid 24/7 Work Injury Line**  
800.442.0593

**Injury Reporting**  
800.442.0593  
firstreport@mem-ins.com

## PREMIUM CONSULTATION

**Audits**  
premiumconsult@mem-ins.com

