

# 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 Portal: <https://portal.mem-ins.com/account-management/login-page>

## CUSTOMER CARE

### Billing and Policy Inquiries

800.442.0593

customercare@mem-ins.com

## SAFETY AND RISK SERVICES

### General Inquiries

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

800.442.0595

premiumconsult@mem-ins.com

