

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 1.800.442.0593 to speak with a registered nurse who will evaluate the injury to determine immediate medical needs.
- ☐ **File a claim** – File and manage claims with the support of our experts.
- ☐ **Injury 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.

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** – MEM policyholders 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 a quarterly email series designed to walk you through your first year as a policyholder.



Questions?

Contact Customer Care at
customer@mem-ins.com
or 1.800.442.0593.