



Claim Reporting & Correspondence

All work-related injuries should be reported to us as soon as possible by either submitting a claim online via www.eains.com or by calling our toll-free Teleclaim Service. The following page offers a Claim Reporting Worksheet to assist you in gathering the information necessary to report a claim.

To submit a claim online, log-on to www.eains.com and click on the “Submit a Claim” link. Select the appropriate state on the displayed map; instructions will display on how to complete the online form. Please note that there are several mandatory fields that must be completed prior to submission of the form. This is due to the requirements of some states’ mandatory EDI (electronic data interchange) submission of claims. Please complete the fields as they appear on the screen, the layout of which matches the format of each state’s injury report form. After completing the form, click on the “submit” button (to keep a copy of the form for your records, it must be printed out prior to clicking on the submit button). The report will be emailed to EAIG’s Teleclaim Center for entry into EAIG’s claims system. Within 24 hours, a copy of the injury report will be mailed to the insured, faxed to the agent, and submitted to the state. The claim number will not be shown online, but will be included with the copy of the report sent to the insured and the agent.

EAIG’s Teleclaim service is available 24 hours per day, 7 days per week at 1-800-336-3658. The Teleclaim operator will provide the caller with a “confirmation number” at the end of the call--this is the claim number. Please note it for future reference. A copy of the injury report will be faxed to the agent, mailed to the insured, and submitted to the state.

CORRESPONDENCE

Please direct all claims correspondence (including medical bills and reports) to your regional office. Please feel free to call on your claims team any time you have a question or concern.

Mid-Atlantic Regional Office

Eastern Alliance Insurance Group, P.O. Box 83777, Lancaster, PA 17608-3777

Phone: 1.888.654.7100 / 717.396.7095 / Fax: 717.399.3781

Midwest Regional Office

Eastern Alliance Insurance Group, P.O. Box 80099, Indianapolis, IN 46280-0099

Phone: 1.800.243.5119 / 317.573.4884 / Fax: 317.573.4870

Southeast Regional Office

Eastern Alliance Insurance Group, 6101 Carnegie Blvd, Ste 105, Charlotte, NC 28209

Phone: 1.866.731.3543 / 704.323.8600 / Fax: 317.573.4870

EASTERN ALLIANCE INSURANCE GROUP CLAIM REPORTING WORKSHEET
24/7 TELECLAIM: 1-800-336-3658 / ONLINE: WWW.EAINS.COM

INSURED INFORMATION

Name and Title of Caller: _____
Phone Number: _____
Insured Name: _____
Insured Address: _____
County: _____
Contact Person for Claims: _____ Contact Phone Number: _____

EMPLOYEE INFORMATION

Name: _____ SS#: _____
Home Address: _____ Phone: _____
County: _____
Date of Birth: _____ Age: _____ Sex: _____ Marital Status: _____
Occupation: _____

ACCIDENT INFORMATION

Date and Time of Accident: _____ Date Reported to Employer: _____
Accident Physical Address: _____ County: _____
Did Accident Occur on Employer's Premises?: _____
Accident Description (Include nature of injury, body part injured, & cause of accident):

Did Accident Result in a Fatality?: _____ Date of Death: _____
Was Time Lost as a Result of the Injury?: _____
Last Date Employee Worked: _____ First Full Day of Work Missed Due to Accident: _____
Did Employee Receive Pay while Off Work Due to Injury?: _____
Has Employee Returned to Work?: _____ Date Returned to Work: _____

ACCIDENT INVESTIGATION

Witness Name: _____
Address: _____ Phone: _____

PROVIDER INFORMATION

Name of Facility: _____
Treating Dr.: _____ Specialty: _____
Address: _____ Phone: _____