



EMERGENCY CLAIM REPORTING PROCEDURES

QUAL-LYNX
100 Decadon Drive
Egg Harbor Township, NJ 08234
TELEPHONE: 609-653-8400

IN AN EMERGENCY CONTACT QUAL-LYNX IMMEDIATELY

PROCEDURE FOR EMERGENCIES WHICH OCCUR AFTER NORMAL BUSINESS HOURS:

CALL QUAL-LYNX: 609-653-8400 OR 800-367-0138

OUR SERVICE WILL CONTACT THE DESIGNATED QUAL-LYNX MANAGEMENT PERSONNEL TO RESPOND TO ALL EMERGENCY CALLS. HAVE CONTACT NAME AND TELEPHONE NUMBER AVAILABLE FOR RETURN CALL.

**EMERGENCY PROPERTY CLAIMS NUMBER:
Cell 609-287-8569**

QUAL-LYNX WORKERS' COMPENSATION CLAIMS REPORTING AND EMERGENCY REPORTING PROCEDURE:

Report ALL worker's compensation claims requiring medical treatment as soon as possible by calling your **CSG HOTLINE:**

1-800-293-9795

Do not delay in reporting the claim, even if you do not have all necessary information. After the First Report of Injury is taken, the First Report representative will ask the caller if they need to speak to the nurse on call. If so, the First Report representative will ask the caller for a number where they can be reached and will page the nurse. The nurse will call the First Report representative and obtain all pertinent information and call you back to review the process for assigning a nurse case manager and how we will obtain follow up for the injured worker. The nurse will also answer any questions you may have.

For **EMERGENCIES**, ask for the 24-hour nurse on call. As part of the **After Hours** services, there is a nurse on call 24 hours a day, 7 days a week. The nurse is available to speak to the caller in the event of a catastrophic injury. The nurse will be paged and you will receive a return telephone call. Have a contact name and telephone number available.

Additional Qual-Lynx Emergency Numbers:

Kathleen Tyler Schohl, Account Manager

Phone: 609-653-8400 Ext. 2041

Email: ktschohl@qual-lynx.com

Cell Phone: 609-457-3912

Gemma Armenia, WC Unit Manager

Phone: 609-653-8400 x2063

Email: garmenia@qual-lynx.com

Cell Phone: 609-457-1083

Robert Fox, Account Manager

Phone: 908-222-2293

Email: bfox@qual-lynx.com

Cell Phone: 732-425-3912

Kathleen Kissane, Director, Account Management

Phone: 609-653-8400 x2040

Email: kkissane@qual-lynx.com

Cell Phone: 609-457-3752

Alice H. Lihou, Vice President, Account Management & Claim Operations

Phone: 609-653-8400 x2036

Email: alihou@qual-lynx.com

Cell Phone: 609-335-2295