

Rona Nickerl
Risk Manager



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OFFICE OF RISK MANAGEMENT
THE CITY OF WATERBURY
CONNECTICUT

December 9, 2024

To: All City of Waterbury Workers' Compensation and Heart & Hypertension Recipients
Re: New Third-Party Administrator for Workers' Compensation and Heart & Hypertension.

Dear Sir or Madame:

Effective January 1, 2025 PMA Companies will assume the third-party administration of all Workers' Compensation and Heart & Hypertension claims for the City of Waterbury.

Please note there is no action required on your part to transfer your claim information from CIRMA to PMA. This will be done automatically prior to the January 1, 2025 effective date.

On or after January 1, 2025, all correspondence and inquiries should be directed to:

PMA Companies
180 Glastonbury Boulevard
Suite 303
Glastonbury, CT 06033
Phone: 1-888-476-2669

Again, PMA companies will begin administering the City of Waterbury's Workers' Compensation and Heart & Hypertension claims as of January 1, 2025.

You will soon receive a separate letter from PMA Companies with additional information about this transition so please keep a watch for this mailing.

Please refer to the second page included in this mailing for some highlights.

Thank you in advance for your kind attention and cooperation in this matter.

Sincerely,

Rona Nickerl
Risk Manager



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City of Waterbury Worker's Compensation and Heart & Hypertension 1/1/2025.

The City is changing third party administrators for our Workers' Compensation Program and Heart & Hypertension Program on January 1, 2025, transitioning from CIRMA to PMA Companies (PMA).

- You will have a new PMA adjuster assigned to your claim on January 1, 2025
- CIRMA will discontinue management of your claim on December 31, 2024

Here are some additional highlights to note:

- Employees currently receiving a benefit via a "live check" will be receive a lump sum pre-payment of your January benefits in mid-to-late December from CIRMA. Your benefits will return to their regular payment schedule from PMA in February.
- Employees with an open workers' compensation claim will be receiving an updated claim number and a new adjuster. Please make note of both.
- If you are currently receiving prescriptions, you will be receiving a new prescription card from PMA's vendor. You will need to bring it to your pharmacy and have them change the information in their system for proper bill processing.
- For any employee or survivor/widow who receives a "live check" currently from CIRMA you will now have the ability to have this money direct deposited into your bank by PMA. We realized how important this is to many of you and are glad it is once again an available option.

Please note that both the City and PMA will be closed on January 1st for New Year's Day 2025.

After January 1, 2025 the PMA customer service center can be contacted at 1-888-476-2669.

In the meantime, your CIRMA adjuster will be able to provide any information relating to your claim until 12/31/2024.

As always Rona Nickerl, the City's Risk Manager who oversees the entire workers' compensation program is available to help out with all aspects of the workers compensation program.

Thank you in advance for your understanding and patience during this transition.