



# Workers' Compensation Claims Reference

## + Report a Claim

**Online:** [StateAuto.com/WorkersCompensation](https://StateAuto.com/WorkersCompensation) (Preferred)

Click on Report a Workers' Compensation claim and enter policy number and date of injury, employee's location, name, social security number and home address. Please let us know if the employee has missed or will miss work.

Other options: Fax (866-286-5258), Phone (866-620-3137), Email ([injuryreports@stateauto.com](mailto:injuryreports@stateauto.com))

## + Medical Bills and Authorization

To expedite the payment of bills and medical authorization requests, please send all workers' compensation medical bills, reports and claim-related documents (with policy number, if possible) to:

State Auto/RTW  
P.O. Box 390327  
Minneapolis, MN 55439-0327  
Fax: 1.800.563.3364

## + E-Services

Register for access to eService once the policy is issued to view your claim data and read file notes on a claim. Click Login to E-Services at [StateAuto.com/WorkersCompensation](https://StateAuto.com/WorkersCompensation). Please note: E-Services are available for RTW Policyholders only.

## + Medical Provider Tool

1. Go to [StateAuto.com/WorkersCompensation](https://StateAuto.com/WorkersCompensation) and select Find a Medical Provider.
2. Enter the code RTWIN into Client ID box.
3. Select Online Tools, then Channeling.
4. You can now search for a medical provider by address, provider name, and region.

**Poster:** After you locate and select the providers that will be part of your panel, you can select Worksite Poster to generate a poster to display.

## + First Script Prescription Program

How it works: The employee is given the toll free number 1-800-791-2080 to take with their approved prescription to the pharmacy. The pharmacy calls First Script and verifies eligibility, then temporarily enrolls the injured worker. No calls are made to the employer, and approved worker receives the approved prescription.