



VILLANOVA  
UNIVERSITY

## Workers' Compensation Procedures – Reporting a Claim

---

The injured employee is responsible for reporting a work-related injury *immediately* to their department head/supervisor. When a Villanova University employee is injured at work, appropriate medical treatment should be obtained immediately.

- If the injury **is** life, limb or eyesight threatening, supervisors should **call Public Safety first at 610-519-4444 or call 911**. Then call PMA.
- If the injury **is not** life, limb or eyesight threatening, supervisors should **immediately call PMAcare24 at 1-855-302-1886 with the injured employee**. This 24/7/365 Nurse Triage Hotline offers comprehensive medical services to handle all aspects of a work-related injury.

**In all cases, the supervisor must complete an [Occupational Accident Investigation Report](#).**

If the claim is reported **after the date of the initial injury**, the department head/supervisor is responsible for reporting the injury to PMA by calling 1-888-476-2669 during normal business hours from Monday to Friday. The department head/supervisor is also responsible for reporting the injury to Human Resources and the Department of Environmental Health and Safety by completing an **Occupational Accident Investigation Report** (see link above).

- 1) To ensure that the medical treatment will be paid by **PMA**, the injured employee is required to obtain medical treatment with a physician or healthcare provider on the **Panel Provider list**. The University utilizes Concentra in King of Prussia for conditions that are not life threatening and follow up care. The [Provider Panel list](#) is posted on employee bulletin boards and in the Workers' Compensation Policy from the Human Resources [Policies & Procedures](#) page.
- 2) The injured employee must continue medical treatment with a [Provider Panel](#) physician for **90 days** from the date of the first visit.
- 3) After the 90-day period, if the employee continues to require medical treatment, they may choose to go to another physician. However, the employee must notify PMA within 5 days of the first visit to assure payment of medical treatment from that physician.
- 4) A PMA nurse will contact the employee once the injury is reported to obtain information about the accident, assess the employee's medical condition, and schedule follow-up care with a physician if necessary.
- 5) If there are any questions, please contact **Villanova Environmental Health & Safety Department: [ehs@villanova.edu](mailto:ehs@villanova.edu); 610-519-3801**.

---

VILLANOVA'S PMA POLICY #: 209875-9177056 / BUREAU CODE: 031  
LOCATION CODES ARE LISTED IN THE SUPPLEMENTAL TRAINING  
PMACARE24 (24/7): 1-855-302-1886  
PMA CUSTOMER SERVICE NUMBER (MONDAY-FRIDAY): 1-888-476-2669