



Reporting Options for ArborMax Program

These instructions are for policies written with NOVA Casualty Insurance

For Agents & Policyholders participating in the ArborMax Program written through **Nova Casualty Insurance**, the process for reporting claims will be as follows:

Reporting Format: Standard Acord Form

Workers Compensation Reporting:

Claims may be reported 24/7 to 1-888-467-9675

Claims may be faxed to 1-866-695-3651

Claims may be e-mailed to: York@mcmcllc.com

Auto/Property/Liability Claim Reporting:

Claims may be reported 24/7 to 1-866-391-9675

Claims may be faxed to 1-800-393-8104

Claims may be e-mailed to: 7023arbor@yorkrsg.com

Account Management

Account Management on behalf of York is provided by Diane De Cristo. Diane may be contacted as follows:

Diane J. De Cristo, CPCU, AIC, AIM

Account Executive

6 Upper Pond Road

Parsippany, NJ 07054

Phone: 732-532-5121

diane.decristo@yorkrsg.com

State Specific Forms and Posters:

Aix has created a claims tab with all of the state forms/posters available. The information will be updated as changes are made to the forms.

For state forms information please go out to the Aix Group/Nova Casualty Company home page at <https://www.hanover.com/AIX/>. Once on the home page, click on the Claims Tab. You can then click on the applicable state and then the forms needed. Many of the forms are fillable, which allows employers/producers to fill them out and save as a document. In order to go directly to the state pages please click on the following link: <https://www.hanover.com/AIX/claims.html>.

Employers Participating in California Medical Provider Network (MPN):

We are excited to be working with you in helping reduce your workers' compensation costs. WellComp is a highly selective network of physicians, clinics, and other medical professionals experienced with workers' compensation and chosen for their delivery of quality medical care. Our philosophy is that by working with the best medical providers, we can help employees recover successfully and get back to work.

MPN Information will be sent under separate cover. If you are participating in the MPN and do not receive this information within 90 days of policy issuance, please contact your key contact above.