

**1. Which address do we tell medical vendors and injured workers to submit (mail or fax) the Employer's & Physician's Report of Injury?**

Zurich  
P.O. BOX 66941  
Chicago, IL 60666-0941

Fax: 847-240-8172

**2. Which address do we tell medical vendors and injured workers to submit (mail or fax) medical reports (including certification of ongoing TTD)?**

Zurich  
P.O. BOX 66941  
Chicago, IL 60666-0941

Fax: 847-240-8172

**3. Which address do we tell medical vendors to submit (mail or fax) authorization requests?**

Zurich  
P.O. BOX 66941  
Chicago, IL 60666-0941

Fax: 847-240-8172

**4. Which address do we tell medical vendors to submit (mail or fax or electronically) their invoices?**

Zurich  
P.O. BOX 66941  
Chicago, IL 60666-0941

Fax: 847-240-8172

**5. Which address do we tell injured workers to submit (mail or fax) invoices for expense reimbursement (mileage, medication, etc.)?**

Zurich  
P.O. BOX 66941  
Chicago, IL 60666-0941

Fax: 847-240-8172

**6. Does Zurich have a form used for physician certification of ongoing TTD (like the BI-219)? NO**

7. **Is OIC and 1124 Smith Street what we should be using as the insured when filing electronically?** Insured is State Agencies of WV, Office of Insurance Commissioner 1124 Smith Street. Providing a site code pulls up the correct agency name.
8. **What is expected of us in regard to the PPO?** The employer manual explains this. PPO is HealthSmart. Employer is expected to assist the Employee in finding a HealthSmart dr.

***Contacting HealthSmart 24/7 - 866-659-9315 or Zurich Claims Handler***

HealthSmart offices are staffed five (5) days a week, from 8 a.m. to 4 p.m., Eastern Time. Telephone calls after hours, on holidays, or weekends are received by our call center at 866-659-9315.

A list of HealthSmart providers can also be obtained by **going to our website at:**  
[www.zurichna.com](http://www.zurichna.com)

Click on Online Services

Click on Customers

Click on Zurich C.a.r.e.® Directory Online

If prompted for password, please enter the following:

**Password = zurichna**

Zurich claims handler can be contacted at: 1-800-987-3373.