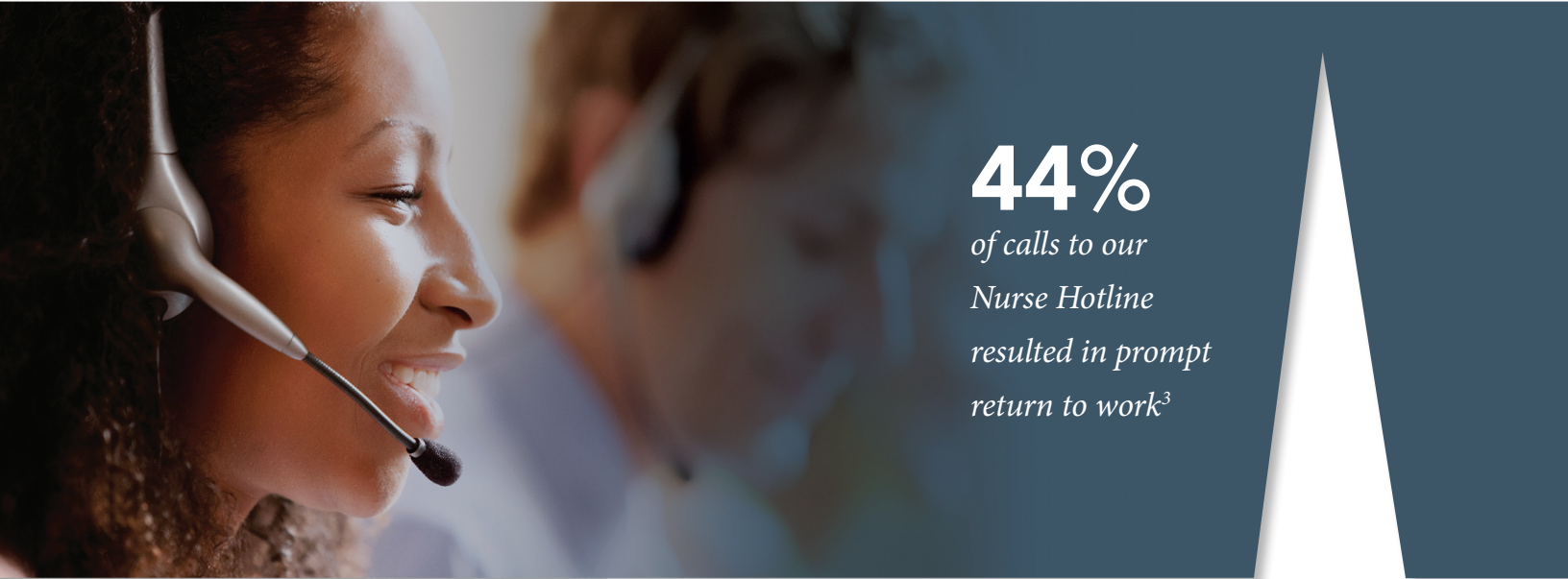


## How Catholic Mutual Members can manage workplace injuries with one call.

REDUCE COSTS. IMPROVE EMPLOYEE OUTCOMES.



**44%**  
*of calls to our  
Nurse Hotline  
resulted in prompt  
return to work<sup>3</sup>*

Catholic Mutual Group and Church Mutual® share a joint mission: provide superior insurance coverage to those they serve. As the preferred workers' compensation underwriter for Catholic Mutual customers, Church Mutual Insurance Company, S.I. (a stock insurer)<sup>1</sup> works hard to provide unparalleled coverage, service and risk management at a fair price. As the nation's leading insurer of houses of worship, our purpose has remained clear – support our customers, keep them safe and help them continue to serve others. We are committed to serving you, so that together, we can continue Protecting the Greater Good®.

### POWERED BY MEDCOR

Medcor is an important partner of Church Mutual and one of America's leading providers of injury triage services that can help reduce your loss experience modification and future workers' compensation costs. Medcor's registered nurses are specially trained to respond to workplace injuries and are supervised by a medical director physician who is board certified in emergency medicine. Medcor is accredited by URAC, the preeminent, independent nonprofit health care standards organization.

## How Church Mutual's Nurse Hotline works

- STEP 1:** Call the 24/7 Nurse Hotline at (844) 322-4662 when a non-life threatening injury occurs.
- STEP 2:** Nurse makes a recommendation for treatment.
- STEP 3:** Management receives an update. Employee receives a follow up.
- STEP 4:** Incident is documented. The claim process is automatically started.

**87%** *provider network penetration when Medcor was engaged<sup>2</sup>*

**27%** *reduction in emergency room visits<sup>2</sup>*

FOR QUESTIONS, PLEASE CONTACT YOUR CATHOLIC MUTUAL GROUP CLAIMS ADVOCATE.  
LEARN MORE AT [churchmutual.com/nursehotline](http://churchmutual.com/nursehotline)

<sup>1</sup> Church Mutual is a stock insurer whose policyholders are members of the parent mutual holding company formed on 01/01/2020. S.I. = a stock insurer.

# Nurse Hotline – Benefiting you and your employees

## FREE SERVICE

Our Nurse Hotline is a free service for Church Mutual customers. This added benefit provides customers with more control over their employee injury incidents and the workers' compensation process.

## EASY TO USE

When a non-life threatening injury occurs, the employee should call our 24/7 Nurse Hotline immediately.



A specially trained RN will assess the injury and determine the best treatment — quickly, efficiently and compassionately. A summary will be provided to the employer prior to ending the call.

## PROFESSIONAL SERVICE

Church Mutual's Nurse Hotline is staffed by RNs specially trained in workplace injury evaluation and treatment. All operations are supervised by a full-time physician who is board certified in emergency and internal medicine.

## QUICK RESPONSE

The faster injuries are assessed and treated, the better the outcomes for the employee and the organization. Our Nurse Hotline gives the employee and employer guidance within minutes.



## ACCELERATED CLAIMS REPORTING

A call to the Nurse Hotline starts the claims reporting process. All information is sent directly to Church Mutual, helping employers save time and control workers' compensation costs. There is no increase in premium for using the Nurse Hotline.

## WIN-WIN FOR EVERYBODY

Employers benefit by reducing unnecessary claim costs, shortening reporting lag time, reducing litigation and improving productivity.



Employees benefit from immediate medical attention and better medical outcomes.

**15**  
minutes

*is the average time spent on the phone with a Medcor RN. It's faster than a trip to the emergency room or doctor — and it's free.*



**Commitment. Expertise. Stability.**

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<sup>2</sup> January 2021 Church Mutual Insurance Company, S.I. claims review

<sup>3</sup> February 2021 Medcor Triage Call Outcome and Performance Report for Church Mutual Insurance Company, S.I.

The information contained in these materials is intended solely to provide general guidance on topics that may be of interest to you. While we have made reasonable efforts to present accurate and reliable information, Church Mutual Insurance Company, S.I. and its affiliates disclaim all liability for any errors or omission or for any actions you take or fail to take based on these materials. The information provided may not apply to your particular facts or circumstances; therefore, you should seek professional advice prior to relying on any information that may be found in these materials.