



**NEW MEXICO MUTUAL**

# Large Account Program



Large businesses and their agents need extra attention and service from their workers' compensation carrier. With **New Mexico Mutual**, that's what they get.

## **PROGRAM SERVICES**

### **Data Analytics**

- Detailed loss runs
- Claims trend analysis report
- Claims detailed report (OSHA resource)

### **Risk & Safety Management**

- Customized safety program
- Dedicated risk & safety consultant
- Onsite risk & safety assessments, including support with Workers' Compensation Administration (WCA) compliance inspections
- Onsite educational/training services (First Aid/CPR, Defensive Driving, OSHA 10)
- Access to our online safety streaming video library
- SAMBA Safety—discounted driver record monitoring
- StriveSafe by Geoforce—discounted real-time vehicle monitoring
- Risk & safety visits with annual review of progress towards goals
- Quarterly risk & safety check-in activities tailored to the policyholder

### **Claims Management**

- Service plan that includes identification of resources to help manage workers' compensation claims
- Online claims reporting
- Provider Service Network—discounts for injured workers' medical treatment
- Training on reporting and system usage

### **Premium Audit**

- Dedicated premium auditor
- Support with premium reporting and final premium audits

### **Billing**

- Courtesy call to policyholder before mailing Notice of Cancellation (NOC)
- Proactive contact with policyholder and a dedicated customer and billing account specialist



### **Customer-focused**

The program takes a more proactive approach with large accounts. Policyholders and their agents get extra tools they can use to keep a closer watch over losses.



### **Dedicated account management team**

Large accounts get a team of experts from underwriting, claims, risk and safety, premium audit, and customer engagement to help manage their programs. These experts provide an added degree of attention and accountability to ensure that policyholders receive consistent service geared to their business.



### **Extensive data analytics**

Automated reporting will help data-driven businesses and their agents quickly analyze the facts on the ground. Loss drivers are reported from both "point-in-time" and trending perspectives, allowing policyholders to control workplace risks promptly when issues arise.



### **On-demand risk & safety services**

Our risk & safety specialists make more frequent visits to large accounts. They're also available to provide customized worksite trainings on specific issues. Plus, policyholders get annual risk & safety checkups to assess previous outcomes and put new, customized plans in place to mitigate risk going forward.

Our large account program gives large businesses the tools they need to better manage their workers' compensation coverage and risks. The program complements your existing risk management program at no additional cost.



**Your Safety. Your Security. Our Passion.**



**Large Account Program**

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