

AmTrust Workers' Compensation FAQs



**Thank you for placing your Workers' Compensation Coverage with AmTrust.
Please see the instructions and FAQs below for more information.**

Where can I find my claims kit and posting notice?

For your convenience, we offer electronic versions of our claims kits for all states which includes the posting notice. They are available to download and contain all necessary WC information. For CO, CT, FL & MD, per State requirements, we mail the posting notice to the address on the policy.

I have an injured worker, how do I find a doctor?

We provide completed Physician Panels for the 4 states that require a panel to be posted (CO, GA, PA & TN).

We offer our online physician search for all other states. There are 3 ways to access this information:

1. Visit the Talispoint link for all states other than CA at www.talispoint.com/amtrust/external/
2. California MPN: www.talispoint.com/amtrust/campn/
3. Visit the AmTrust Claims site www.amtrustfinancial.com/claims and click National Provider Directory or California Provider Directory under "Find a Medical Provider"

I have a question about my claims kit, posting notice, panel or accessing the website's physician searches, who do I contact?

You may send an email to clientservices@amtrustgroup.com. Please make sure to include your policy number along with your request.

How do injured workers obtain prescription drugs related to their injury?

AmTrust has teamed up with Optum Tmesys as its Workers' Compensation pharmacy partner. A national provider, Optum's program includes 70,000 in-network pharmacies.

Following a workplace injury, Optum will mail the injured worker a prescription ID card, which they can use to obtain their prescriptions. If after a new workplace injury the injured worker requires a prescription before they receive their Optum ID card in the mail, the employer can provide the injured worker with the temporary Optum ID card, which is available in our online claims kits at www.talispoint.com/amtrust/external/. The temporary ID card contains the Optum AmTrust BIN # (004261), which will be needed to process the prescription.

How is a claim number obtained?

The applicable claim number is available immediately for claims reported by phone or online. Once a new claim has been established, you may also obtain the claim number by logging into our online portal at www.amtrustfinancial.com/login

I have a question about a claim or need to know who my adjuster is, who do I contact?

Customer Service can direct you to the appropriate person. Please contact them at 888-239-3909.

How do I register for access to the AmTrust portal, what can I see in the portal and who do I contact with portal issues?

To register for online access, insureds should visit our login page www.amtrustfinancial.com/login. Click on Register Here and follow the easy steps to create a user ID and password. Note: Agents should contact their AmTrust Underwriter to obtain their AmTrust Online ID.

AmTrust Online offers a wide variety of useful account information including: basic policy information, ability to report new claims and access to claims information/loss runs. If you experience issues with your access, contact our help desk at 866-427-6150.