



Workers' compensation claims services

Injury reporting methods and claims information

Information for insureds and injured workers



For a life-threatening injury or if emergency medical attention is required, call 911.

For non-life-threatening injuries, the preferred method is to call the 24/7 Nurse Triage Hotline at 1-855-777-7090.

You will need the name of the injured employee, the location and your employer point of contact information for the claim.

The registered nurses will:

- Report the claim to Nationwide® on your behalf
- Provide medical guidance
- Determine an effective course of action
- Assist in coordinating treatment with the appropriate authorized providers

Nurse Triage Hotline
1-855-777-7090
Call 24/7



Scan to save as a contact

For serious and/or life-threatening injuries,
call 911 immediately.

If you do not contact the Nurse Triage Hotline, you will need to report the claim directly to Nationwide by one of the following methods:

- Via the Nationwide portal: [Nationwide.com/WorkersCompPortal](https://www.nationwide.com/workerscompportal) (If you have not registered, your **Client Number** is the 6-digit portion of your policy number; select all **Access Groups**, then **Submit**)
- Email: enewloss@nationwide.com
- Phone: 1-800-421-3535
- Fax: 1-800-554-2899

Additional claims information:

- Jurisdictional compliance, information, forms, etc.: <http://claimskit.nationwide.com>
- Medical provider network: <https://www-lv.talispoint.com/genex/nationwide/>
- Medical **bills only** — Mail to: Mitchell/Genex, P.O. Box 4113, Clinton, IA 52733-4113 or email: claimsimaging@nationwide.com
- All Other Correspondence — Mail to: P.O. Box 182079, Columbus, OH 43218-2079

