



**FIRST Benefits**  
INSURANCE MUTUAL  
WORKERS COMPENSATION

## **SELECTING A PREFERRED MEDICAL PROVIDER**

Under North Carolina state law, it is the employer's right and obligation to direct medical treatment when an employee reports a work related injury/condition and First Benefits Insurance Mutual, Inc. can help you with this process. We have networks of preferred providers and can help identify a provider near you if you do not already have one.

As a policyholder, you now have access to two major PPO networks –Coventry and Prime Health Services. These lists are extensive and you should be able to easily find a provider located near you. In order to receive the most current listing of providers available, we encourage you to use either of the websites listed below or call our Claims office at 800-360-7867.

### **Coventry**

[www.coventrywcs.com](http://www.coventrywcs.com)

Select "Locate a Provider" at the top right corner

Click on "Address Search"

Type in your address and search criteria

Select a "Provider Type or Specialty"

Click on "Find a Provider"

Select your doctor from the list

### **Prime Health Services**

[www.primehealthservices.com](http://www.primehealthservices.com)

Click on "Find a Provider"

1<sup>st</sup> time users must create an account

Once activated, click "Find a Provider"

Under "Choose a Product" select "Workers' Comp"

Click on "Physician"

Choose Type

Go to the right under "Provider Information"

Type in your zip code and radius

Click on "Search"

Select your doctor from the list

**After selecting a preferred provider, post the name and contact information for all employees to see.**

**Early intervention utilizing a Preferred Medical Provider results in a less costly resolution for all.**

**PHONE : 800-360-7867**

**E-MAIL : CLAIMS@FIRSTBENEFITS.ORG**

**FAX : 919-977-5844**