

# **The PMA Insurance Group Workers' Compensation Medical Care Plan**

## **The Town of West Hartford**

**EFFECTIVE DATE OF PLAN IS:**

**REVISED DATE IS:**

**8/12/2025**

**12/1/2024**

**Prepared for:**

PMA Management Corp. of New England  
180 Glastonbury Blvd.  
Glastonbury, CT 06033

**To All Employees:**

The Town of West Hartford and West Hartford Board of Education (collectively referred to as Town of West Hartford in this notice) have elected to become a participating employer in an Employers Medical Care Plan filed with the Connecticut Workers' Compensation Commission. The Employer Medical Care Plan allows the Town of West Hartford to direct employees to a list of medical providers for treatment of work-related injuries and illnesses. Employees are obliged to obtain treatment from providers in the approved plan; failure to do so may suspend an employees' right to receive workers' compensation benefits, subject to the order of a Worker's Compensation Commissioner.

The Town of West Hartford, Employer Medical Care Plan is part of The PMA Insurance Group Medical Care Plan and of PMA Management Corp. of New England, the employer's risk management firm. **The effective date of the Employers Medical Care Plan is 12/1/24. This plan applies to all dates of injuries on or after 12/1/24.**

The Town of West Hartford Workers' Compensation Medical Care Plan is applicable for injuries occurring on or after the plan's effective date. If you have an established and approved Workers' Compensation claim and are currently being treated for that injury, there are no changes. You can continue your treatment with your established treating provider until treatment for your injury is completed.

As an employee of the Town of West Hartford you must report a work-related injury or illness to your supervisor, who will complete a First Report of Injury Form before the end of the shift. If you require medical intervention or evaluation for your injury, you will be directed to a Concentra occupational health center to receive treatment. If you require further medical treatment, contact Risk Management at 860-561-7485 for assistance. If you have a medical emergency, go to the nearest emergency department or call 9-1-1.

You may obtain follow-up medical care from providers listed on The PMA Insurance Group Medical Care Plan directory, which is available through PMA or the Town's Risk Management Office. Should your injury require specialty treatment not available in The PMA Insurance Group Medical Care Plan, a physician from an approved list established by the Workers' Compensation Commission may be chosen for your treatment. For guidance or assistance, please contact your PMA Claims Representative, or the Town's Risk Management Office.

If you are out of work as a result of your work-related injury, you will be contacted regularly by your PMA Claims Representative to determine that your medical needs are being met and to answer any questions. As a reminder, you are responsible for providing ongoing updates regarding your work status to your Supervisor.

Each of you is an important member of The Town of West Hartford and the purpose of this program is to ensure you receive appropriate and timely medical treatment to facilitate recovery. If you have any questions during this process, please contact PMA at 1-888-476-2669 or the Town's Risk Management office at 860-561-7485.

The personnel at the Town of West Hartford and PMA Management Corp. of New England are available to assist you from the time of your injury throughout your recovery and safe return to work

## **QUESTIONS ABOUT WORKERS COMPENSATION**

### **You May Ask About Workers' Compensation Protection**

1. **What is Workers' Compensation?**

The purpose of Workers' Compensation is to provide injured workers and those who depend upon them with a means of support when they are unable to work because of a work-related disability. Its purpose also is to bring about a prompt recovery. Workers' compensation is basically a no-fault system with benefits paid, no matter who is responsible.

2. **What is a "Work-Related Injury or Illness?"**

The term "Work-Related Injury or Illness" is used to describe any injury or disease which results from work or conditions at work that arise out of and in the scope of the performance of your job duties for the Town of West Hartford.

3. **Who administers a Workers' Compensation claim?**

PMA Management Corp. of New England is the claims administrator for the Town of West Hartford. They administer all compensation benefits an injured worker is entitled to receive. They will administer all workers' compensation benefits to which you may be entitled. For questions or inquiries, contact the PMA Management Corp. of New England at 1-888-476- 2669.

4. **How do you qualify benefits?**

Immediately report the injury or illness to your Department Supervisor. You, the employee, must specify what, where, when and how the incident occurred and provide factual detailed information to your Supervisor who, in turn, will complete the **First Report of Injury** form for timely submission to PMA. Prompt reporting is key. Benefits are provided for accepted work-related injuries or illnesses.

5. **What if you need prescription drugs?**

PMA has selected Cadence Rx to manage your workers' compensation pharmacy needs for your work-related injury. The Cadence Rx network includes major retail chains, including CVS, Rite Aid, Target, Walmart and Walgreens. For the initial fill of your prescription, a temporary pharmacy card is available from the Town's Risk Management Office, or the PMA website [www.pmacompanies.com](http://www.pmacompanies.com) – click on the **Clients** tab then select **Injured Workers**.

Thereafter, if it is determined that your injury is compensable, you are entitled to receive pharmacy benefits related to that injury and at no cost to you. After the initial fill of your prescription, you will receive a Prescription Drug ID card in the mail. This card is effective for as long as you remain entitled to benefits for your work-related injury.

For assistance, contact the Cadence RX Customer Service Center 1-888-813-0023.

6. **What is the compensation for total disability?**

It is important for you to familiarize yourself with your Collective Bargaining Agreement supplemental salary continuation benefits. Statutory compensation for Total Disability is money that you receive if the Medical Provider certifies that your illness or injury causes you to lose more than three (3) days of work and you are outside of any negotiated Collective Bargaining Agreement benefits. Total Disability compensation amounts are determined by Connecticut Statutes, subject to a maximum and minimum. Town of West Hartford and PMA Management Corp. work closely with the Medical Provider. When the

Medical Provider releases you to return to full duty, the temporary disability wage support discontinues.

For questions regarding your supplemental benefits while out on Total Disability, please contact the Town's Risk Management office at 860-561-7486.

**7. What if the doctor releases you to modified/light duty work?**

As soon as possible, provide your Supervisor with a copy of your treating physician's completed Work Status Report.

The Town of West Hartford will make every effort to temporarily accommodate you in a modified/light duty position that conforms with the physical restrictions or limitations as specified by your treating physician.

Please contact your Supervisor, the Risk Management office, or your PMA Claims Representative with any questions that you may have about the modified/light duty program and how the process works.

**8. Where do you obtain medical treatment?**

Prompt medical care is a key element to a fast recovery from an injury or illness. Emergency medical care and medical follow-up treatment can often mean the difference between complete recovery from an injury or lasting physical disability.

If you become injured at work, **immediately report your injury to your Supervisor** and proceed to one of the Plan's Primary Care / Occupational Health Centers listed on page 1 of the Provider Directory. If you become injured when the centers are closed, go to the nearest hospital emergency department.

**9. What if you need continuing medical treatment?**

In the event an employee's injury or illness requires medical care beyond the Primary Care / Occupational Health Center, or the hospital emergency department, a referral to a treating physician within the medical network directory must be selected and subject to approval by your assigned PMA Claims Representative.

Should your injury require specialty treatment that is not available in the PMA Insurance Group Medical Care Plan, a physician from an approved list established by the Workers' Compensation Commission may be chosen for your treatment. Contact your PMA Claims Representative 1-888-476-2669 for any assistance you may need.

**Employees are required to obtain treatment from providers in the approved plan. Failure to do so may suspend an employee's right to receive Workers' Compensation benefits, subject to the order of a Workers' Compensation Commissioner.**

**10. What if you are currently being treated for a workers' compensation injury or illness?**

The Town of West Hartford Workers' Compensation Medical Care Plan is for injuries occurring on or after the plan's effective date. If you have an established and approved Workers' Compensation claim and are currently being treatment for that injury, there are no changes. You can continue your treatment with your established treating provider.

**Employees are required to obtain treatment from providers in the approved plan. Failure to do so may suspend an employee's right to receive workers' compensation benefits, subject to the order of a Workers' Compensation Commissioner.**

11. **What if you have further questions?**

If you have further questions regarding your workers' compensation benefits, contact the Risk Management office at 860-561-7486 or PMA Management Corp. of New England at 1-888-476-2669 for assistance.

**Town of West Hartford**  
**Workers' Compensation Medical Care Plan Provider Specialty Index**  
**Effective Date – 8/12/2025**

**Approved Specialties**

- ✓ Represents the core specialties covered within the Town of West Hartford customized Medical Care Plan
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| <ul style="list-style-type: none"> <li>Allergy/Immunology</li> <li>Audiology</li> <li>Cardio Vascular Surgery</li> <li>Cardiology</li> <li>Cardiothoracic</li> <li>✓ Chiropractic Medicine</li> <li>Dentistry</li> <li>Dermatology</li> <li>✓ Emergency Care</li> <li>Endocrinology</li> <li>Family/General Practice</li> <li>Gastroenterology</li> <li>General Hospital Services</li> <li>✓ General Surgery</li> <li>✓ Hand Surgery</li> <li>Hand Therapy</li> <li>Head &amp; Neck Surgery</li> <li>Hematology</li> <li>Infectious Diseases</li> <li>Rheumatology Internal Medicine</li> <li>Nephrology</li> <li>✓ Neurological Surgery</li> <li>Neurology</li> <li>OBGYN</li> </ul> | <ul style="list-style-type: none"> <li>Occupational Medicine</li> <li>Occupational Therapy</li> <li>Oncology</li> <li>Ophthalmology</li> <li>Optometry</li> <li>Oral and Maxillofacial</li> <li>✓ Orthopedic Surgery</li> <li>Osteopathy</li> <li>Otolaryngology</li> <li>✓ Pain Management</li> <li>Physical Medicine &amp; Rehabilitation</li> <li>✓ Physical Therapy</li> <li>Plastic Surgery</li> <li>Podiatry</li> <li>Psychiatry</li> <li>Psychology</li> <li>Pulmonary Medicine</li> <li>Radiology</li> <li>Social Work</li> <li>Surgical Centers</li> <li>Thoracic Surgery</li> <li>Urology</li> <li>Vascular Surgery</li> </ul> |
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Should an injury require specialty treatment not covered in the Town of West Hartford Medical Care Plan, a provider from the approved provider list established by the Worker's Compensation Commission may be chosen for treatment. Please contact PMA for guidance.

**The Town of West Hartford**  
**Network for Workers' Compensation**

*Emergency care may be obtained at the nearest emergency department or center. For your convenience, the closest emergency department to your primary place of employment is:*

Emergency Care		
<p><b>Hartford Hospital</b>            80 Seymour Street            Hartford, CT 06115            (860) 545 5000</p>	<p><b>Saint Francis Hospital and Medical Center – Main Campus</b>            114 Woodland Street            Hartford, CT 06105            (860) 714-4000</p>	
Occupational Health / Walk in Medical Center/ Primary Care Center		
<p><b>Concentra Urgent Care – East Hartford</b>            701 Main Street            East Hartford, CT 06108            (860) 289-5561</p>	<p><b>Concentra Urgent Care – New Britain</b>            972A West Main Street            New Britain, CT 06053            (860) 827-0745</p>	
Chiropractic		
<p><b>Clark Chiropractic</b>            154 West Street            Cromwell, CT 06416            (860) 623-1668  <b>William F. Clark, DC</b></p>	<p><b>Mackenzie Chiropractic LLC</b>            1224 Farmington Ave            West Hartford, CT 06107            (860) 760-0342  <b>Jessica Mackenzie, DC</b></p>	<p><b>Plainville Chiropractic</b>            43 East Street            Plainville, CT 06062            (860) 793-6824  <b>Oullette, Timothy M, DC</b></p> <p><b>Spine &amp; Sports Chiropractic Care of CT</b>            220 Farmington Ave,            Farmington, CT 06032            (860) 269-3225  <b>Eric H. Vincent, DC</b></p>

### General Surgery

<p><b>Hartford HealthCare Medical Group</b> 65 Memorial Rd West Hartford, CT 06107 (860) 545 1888 <b>Paul Vignati, MD</b> <b>William Sardella, MD</b> <b>Chike Chyukwumah, MD</b></p> <p><b>Hartford HealthCare Medical Group</b> 462 Queen St Southington, CT 06489 (860) 522-4158 <b>Paul Vignati, MD</b> <b>William Sardella, MD</b> <b>Chike Chyukwumah, MD</b></p>	<p><b>Hartford HealthCare Medical Group- General Surgery</b> 85 Seymour St Hartford, CT 06106 (860) 246-2071 <b>Paul Vignati, MD</b> <b>William Sardella, MD</b> <b>Chike Chyukwumah, MD</b></p> <p><b>Hartford HealthCare Medical Group</b> 462 Queen St Southington, CT 06489 (203) 223-0800 <b>Goundrey, Timothy, MD</b></p>	<p><b>Hartford HealthCare Medical Group</b> 100 Retreat Ave Hartford, CT 06106 (860) 249-9189 <b>Thomas C Banever, MD</b></p> <p><b>Trinity Health of New England</b> 1000 Asylum Ave Hartford, CT 06105 (860) 246-4000 <b>Kurt Roberts, MD</b></p>
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### Hand Surgery

<p><b>The Hand Center</b> 31 Seymour St Ste 203 Hartford, CT 06106 (860) 527-7161 <b>Ashmead, Duffield MD</b> <b>Daniell Mastella, MD</b> <b>Christopher McCarthy, MD</b></p> <p><b>The Hand Center</b> 195 Eastern Boulevard Suite 200 Glastonbury, CT 06033 (860) 527-7161 <b>Ashmead, Duffield MD</b> <b>Daniell Mastella, MD</b> <b>Christopher McCarthy, MD</b></p>	<p><b>Orthopedic Associates of Hartford PC</b> 499 Farmington Avenue, Suite 300 Farmington, CT 06032 (860) 549-3210 <b>Nicholas Bontempo, MD</b> <b>Kevin Burton, MD</b> <b>Andrew Caputo, MD</b> <b>Christopher Judson, MD</b> <b>Andrew Gabow, MD</b></p> <p><b>Orthopedic Associates of Hartford PC</b> 85 Seymour St Suite 607 Hartford, CT 06106 (860) 549-3210 <b>Nicholas Bontempo, MD</b> <b>Kevin Burton, MD</b> <b>Andrew Caputo, MD</b> <b>Christopher Judson, MD</b> <b>Andrew Gabow, MD</b></p>
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**Neurosurgery**

**Hartford HealthCare Medical Group**

1781 Highland Avenue  
Suite 106  
Cheshire, CT 06410  
(203) 271-2120

**Bauman, Joel MD**

**Neurosurgical Associates**

1000 Asylum Ave  
Suite 3208  
Hartford, CT 06105  
(860) 522-7121

**Howard Lantner, MD**

**Neurosurgical Associates**

34 Dale Rd  
Suite 208  
Avon, CT 06001  
(860) 677-2377

**Howard Lantner, MD**

**Neurosurgical Associates**

704 Hebron Ave  
Suite 103  
Glastonbury, CT 06033  
(860) 552-7121

**Howard Lantner, MD**

**Trinity Health of New England**

1000 Asylum Ave  
Ste 2107A  
Hartford, CT  
(860) 714-9840

**Bruce Chozick, MD**

**Inam Kureshi, MD**

**David Kwam, MD**

## Orthopedic Surgery

<p><b>Advanced Orthopedics of New England</b> 35 Jolly Drive Suite 301 Bloomfield, CT 06002 (860) 728-6740 <b>Scott Bissell, MD</b> <b>Amanda Fantry, MD</b> <b>Brett Wauslerlauff, MD</b></p> <p><b>Advanced Orthopedics of New England</b> 506 Cromwell Ave #102 Ricky Hill, CT 06067 (860) 242-3000 <b>Scott Bissell, MD</b> <b>Amanda Fantry, MD</b> <b>Brett Wauslerlauff, MD</b></p> <p><b>Middlesex Orthopedic &amp; Spine Associates</b> 410 Saybrook Rd Ste 100 Middletown, CT 06457 (860) 685-8940 <b>Alfred K. Hicks, DO</b> <b>David J. Hergan, MD</b></p> <p><b>Middlesex Orthopedic &amp; Spine Associates</b> 505 Willard Ave, Newington, CT 06111 (860) 347-7636 <b>Alfred K. Hicks, DO</b> <b>David J. Hergan, MD</b></p> <p><b>Orthopedic Associates of Hartford</b> 499 Farmington Avenue, Suite 300 Farmington, CT 06032 (860) 549-3210 <b>Ross Benthien, MD</b> <b>Nicholas Bontempo, MD</b> <b>Jeffery Burns, MD</b> <b>Kevin Burton, MD</b> <b>Robert Carangelo, MD</b> <b>Stephen Davis, MD</b> <b>John Grady-Benson, MD</b> <b>Lena Christopher, MD</b> <b>Makanji Heeren, MD</b> <b>James Mazzara, MD</b> <b>Durgesh Nagarkatti, MD</b> <b>Clifford Rios, MD</b> <b>Mark Shjekhman, MD</b> <b>Raymond Sullivan, MD</b> <b>Kristopher Ware, MD</b> <b>Robert Waskowitz, MD</b> <b>Daniel Witmer, MD</b></p>	<p><b>Orthopedic Associates of Hartford</b> 31 Seymour St, Suite 100 Hartford, CT 06106 (860) 549-3210 <b>Ross Benthien, MD</b> <b>Nicholas Bontempo, MD</b> <b>Jeffery Burns, MD</b> <b>Kevin Burton, MD</b> <b>Robert Carangelo, MD</b> <b>Stephen Davis, MD</b> <b>John Grady-Benson, MD</b> <b>Lena Christopher, MD</b> <b>Makanji Heeren, MD</b> <b>James Mazzara, MD</b> <b>Durgesh Nagarkatti, MD</b> <b>Clifford Rios, MD</b> <b>Mark Shjekhman, MD</b> <b>Raymond Sullivan, MD</b> <b>Kristopher Ware, MD</b> <b>Robert Waskowitz, MD</b> <b>Daniel Witmer, MD</b></p> <p><b>Orthopedic Associates of Hartford</b> 345 Western Blvd Glastonbury, Ct 06033 (860) 549 8483 <b>Ross Benthien, MD</b> <b>Nicholas Bontempo, MD</b> <b>Jeffery Burns, MD</b> <b>Kevin Burton, MD</b> <b>Robert Carangelo, MD</b> <b>Stephen Davis, MD</b> <b>John Grady-Benson, MD</b> <b>Lena Christopher, MD</b> <b>Makanji Heeren, MD</b> <b>James Mazzara, MD</b> <b>Durgesh Nagarkatti, MD</b> <b>Clifford Rios, MD</b> <b>Mark Shjekhman, MD</b> <b>Raymond Sullivan, MD</b> <b>Kristopher Ware, MD</b> <b>Robert Waskowitz, MD</b> <b>Daniel Witmer, MD</b></p>	<p><b>Orthopedic Associates of Hartford</b> 201 N Mountain Rd, Ste 201 Plainville, CT 06062 (860) 224-5711 <b>Ross Benthien, MD</b> <b>Nicholas Bontempo, MD</b> <b>Jeffery Burns, MD</b> <b>Kevin Burton, MD</b> <b>Robert Carangelo, MD</b> <b>Stephen Davis, MD</b> <b>John Grady-Benson, MD</b> <b>Lena Christopher, MD</b> <b>Makanji Heeren, MD</b> <b>James Mazzara, MD</b> <b>Durgesh Nagarkatti, MD</b> <b>Clifford Rios, MD</b> <b>Mark Shjekhman, MD</b> <b>Raymond Sullivan, MD</b> <b>Kristopher Ware, MD</b> <b>Robert Waskowitz, MD</b> <b>Daniel Witmer, MD</b></p> <p><b>Orthopedic Surgical Partners (OSP)</b> 1111 Cromwell Ave, building 4 Suite 404 Rocky Hill, CT 06067 (860) 406-7573 <b>Randal Risinger, MD</b> <b>Aris Yannopolous, MD</b> <b>Chad Daniel, MD</b> <b>Michael Boniello, MD</b></p> <p><b>Orthopedic Surgical Partners (OSP)</b> 277 Middle Turnpike W Manchester, CT 06040 (860) 934-0309 <b>Randal Risinger, MD</b> <b>Aris Yannopolous, MD</b></p> <p><b>Orthopedic Surgical Partners (OSP)</b> 31 Ensign Dr, Avon, CT 06001 (860) 499-3506 <b>Randal Risinger, MD</b> <b>Aris Yannopolous, MD</b></p>
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**Pain Management/ Physical Medicine &  
Rehabilitation**

**Comprehensive Pain Management of Central CT**

440 New Britain Ave  
Plainville, CT 06062  
(860) 793-0500  
**Grahling, Eric, MD**

**Hartford Health Care**

65 Memorial RD #435  
West Hartford, CT 06107  
(860) 696-2840  
**Johnathan Kost, MD**

**Interventional Spine & Sports Medicine**

10 Birdseye Road,  
Suite 300  
Farmington, CT 06032  
(203) 598-7246  
**Bhavesh R Patel, MD**

**Middlesex Orthopedics & Spine Associates**

512 Saybrook Rd  
Middletown, CT 06457  
(860) 347-7636  
**Fejos Arpad, MD**

**Orthopedic Associates of Hartford**

**31 Seymour ST #100**  
Hartford, CT 06106  
(860) 549-8237  
**Vincent Codispoti, MD**  
**Pietro Memmo, MD**

**Physical Therapy Services**

**Concentra - Rehabilitation Therapy Center**

701 Main St  
East Hartford, CT 06108  
(860) 289-5561

**Concentra – Rehabilitation Therapy Center**

972A W Main St  
New Britain, CT 06053  
(866) 944-6046

**Concentra – Rehabilitation Therapy Center**

1080 Day Hill Rd  
Windsor, CT 06095  
(860) 298-8442

**Concentra – Rehabilitation Therapy Center**

900 Northrop Rd  
Wallingford, CT 06492  
(203) 949-1534

**Concentra – Rehabilitation Therapy Center**

333 Kennedy Dr Ste 202  
Torrington, CT 06790  
(860) 482-4552

**Gaylord Physical Therapy**

50 Berlin Rd  
Cromwell, CT 06416  
(203) 284-3020

**Integrated Rehabilitation Services**

586 E Middle Tpke  
Manchester, Ct 06040  
Hartford County  
(860) 645-3810

**Integrated Rehabilitation Services**

435 Hartford Tpke  
Vernon, Ct 06066  
Tolland County  
(860) 870-8272

**Integrated Rehabilitation Services**

520 Hartford Tpke  
Vernon, CT 06066  
Tolland County  
(860) 870-8272

**Integrated Rehabilitation Services**

230 Mountain Rd  
Suffield, CT 06078  
Hartford County  
(860) 668-9589

**Integrated Rehabilitation Services**

140 W Rd  
Ellington, CT 06029  
Tolland County  
(860) 872-7500

**Integrated Rehabilitation Services**

9-B Fieldstone Commons  
Tolland, Ct 06084  
Tolland County  
(860) 870-9800

Should your injury require specialty treatment not available in The PMA Insurance Group Medical Care Plan, a consultant from an approved list established by the Workers' Compensation Commission may be chosen for your treatment. Please see The Town of West Hartford Risk Manager for guidance. The Town of West Hartford will comply with the Administrative Law Judge's decision regarding second opinion requests