



TO: MRM Trust Members

FROM: Claims Adjusters

RE: Reli (formerly WorkWell)

As of March 20, 2020, we have been offering our members WorkWell's services. They have since changed their name to "Reli". They are a third-party company that coordinates medical care for injured employees. WorkWell has a network of several thousand medical providers located across Pennsylvania including occupational medicine physicians, specialty physicians, physical therapy, and diagnostics. They also can create a panel of medical providers, if one is desired, or update your current panel if necessary. Please note, the panel will only be created or updated if it is authorized by you, the member.

After an injury occurs, Reli will assist with scheduling all appointments for the injured employee and to communicate all relevant medical information to the adjuster following each appointment. This provides you, the member, with much more current work status without having to contact the provider or adjuster. For the adjusters, it provides updates within 24-48 hours after the appointment and relieves them of contacting providers to obtain the next appointment or work status information. This also makes it much easier to communicate the correct billing information to all treating providers and facilities, so the injured employee does not get billed directly. There is no cost to the member or the Trust for these services.

If you would like to learn more about Reli, feel free to visit their website: <https://www.workwell.com/>. There is no obligation to use Reli, however based on our experience so far, they have shown to be a value-added service. If you are interested, please contact our office.

PLEASE NOTE, YOU WILL CONTINUE TO SUBMIT ANY AND ALL NEW CLAIMS DIRECTLY TO THE MRM CLAIMS DEPARTMENT. Please call 724-934-9797, Option 1 or email WC-Claims@mrmtrust.com.