



**RISK MANAGEMENT  
AND SAFETY**

## **Instructions for Reporting On-the-Job Injury (OJI) Claims**

Administration of Auburn University's On-the-Job Injury (OJI) Program is provided through PMA Companies (PMA). The goal of the OJI Program is to protect employees from financial hardship, caused from on-the-job injuries or illness. Eligibility depends on whether the injury or illness arises out of the course and scope of the employee's employment. Benefits are payable only after all other available insurance has been exhausted.

Any work related incident, on or off campus, that results in an injury should be reported in accordance with the procedures below.

Employees are encouraged to report new claims through the incident entry portal as soon as possible after the accident/incident occurs and to cooperate with PMA, as well as AU Risk Management & Safety

**SUBMIT AN INCIDENT OR CLAIM ONLINE**  
<https://cws.auburn.edu/rms/pm/claims>

Existing Claim Inquiry: All Inquiries/Correspondence, Including Questions Related To Existing Claims, Or Bill Payment, Etc., Should Be directed to:

**PMA Servicing: 1-888-476-2669**

### **Procedure after an Incident Occurs:**

- Make certain the injured employee receives immediate and appropriate medical attention.
- Gather as much information about the incident:
  - **What happened**
  - **How it happened**
  - **Where it happened**
  - **Conditions**
  - **Any other relevant information**
- Any witnesses should be identified, along with their contact information.
- Equipment involved in the incident, may need to be tagged or otherwise identified, saved or set aside for further examination and/or testing if potentially defective.
- All University personnel are encouraged to cooperate with PMA, as well as AU Risk Management & Safety, in the investigation, mitigation, and settlement of any claim.
- Please contact Risk Management & Safety at **334-844-4533**, if you have any questions.