



**NEW JERSEY PUBLIC HOUSING AUTHORITY
JOINT INSURANCE FUND
EMERGENCY CLAIM REPORTING PROCEDURES**

**QUAL-LYNX
100 Decadon Drive
Egg Harbor Township, NJ 08234
TELEPHONE: 609-653-8400**

We have adapted our Client Services reports request email to accept new claim reports as a backup to new claim reporting via regular mail, telephonically or via our claims system. New claims can be sent via email, to the following email address with NEW CLAIM REPORT in the subject line:

qual-lynxclientservices@qual-lynx.com

**IN AN EMERGENCY CONTACT QUAL-LYNX IMMEDIATELY
PROCEDURE FOR EMERGENCIES WHICH OCCUR AFTER NORMAL
BUSINESS HOURS:
FOR LIABILITY CLAIMS**

CALL QUAL-LYNX: 609-653-8400 OR 800-367-0138

OUR SERVICE WILL CONTACT THE DESIGNATED QUAL-LYNX MANAGEMENT PERSONNEL TO RESPOND TO ALL EMERGENCY CALLS. HAVE CONTACT NAME AND TELEPHONE NUMBER AVAILABLE FOR RETURN CALL.

**EMERGENCY PROPERTY CLAIMS REPORTING:
Cell 609-402-5218**

**QUAL-LYNX
WORKERS' COMPENSATION CLAIMS REPORTING
AND EMERGENCY REPORTING PROCEDURE:**

Report ALL worker's compensation claims requiring medical treatment as soon as possible by calling your **QUAL-LYNX HOTLINE:**

1-800-425-3222

Do not delay in reporting the claim, even if you do not have all necessary information. After the First Report of Injury is taken, the First Report representative will ask the caller if they need to speak to the nurse on call. If so, the First Report representative will ask the caller for a number where they can be reached and will page the nurse. The nurse will call the First Report representative and obtain all pertinent information and call you back to review the process for assigning a nurse case manager and how we will obtain follow up for the injured worker. The nurse will also answer any questions you may have.

For **EMERGENCIES**, ask for the 24-hour nurse on call. As part of the **After Hours** services, there is a nurse on call 24 hours a day, 7 days a week. The nurse is available to speak to the caller in the event of a catastrophic injury. The nurse will be paged and you will receive a return telephone call. Have a contact name and telephone number available.

Additional Qual-Lynx Emergency Numbers:
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Claudia Acosta, Account Manager
Phone: 732-507-6729
Email: cacosta@qual-lynx.com
Cell Phone: 609-380-5297

Joseph Lisciandri, Property Supervisor
Phone: 609-601-3191
Email: jlisciandri@qual-lynx.com
Cell Phone: 609-402-5218

Chris Roselli, Account Manager
Phone: 609-833-2176
Email: crocelli@qual-lynx.com
Cell Phone: 609-287-8569

Lisa Gallo, Client Services Manager
Phone: 732-465-6364
Email: lgallo@qual-lynx.com
Cell Phone: 609-380-5288

Kathleen Kissane, Assistant Vice President, Account Management
Phone: 609-833-2178
Email: kkissane@qual-lynx.com
Cell Phone: 609-457-3752

Stephen McNamara, Assistant Vice President, Client Services
Phone: 609-833-9256
Email: smcnamara@qual-lynx.com
Cell Phone: 609-626-4230

Shelly Long, Director, Claim Operations
Phone: 609-833-9267
Email: shellyl@qual-lynx.com
Cell Phone: 215-460-7799