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## How to Submit a Claim Online

### Submit a Claim Online

Follow the steps below to submit Form 5020 online using the member portal at [www.crmbc.com](http://www.crmbc.com).



You must have an Internet connection to submit a claim online.



To save the information on each tab, click "Next" before leaving the New Claim process.

1. Open your internet browser and type [www.crmbc.com](http://www.crmbc.com) in the address window.
2. Click "Member Login."
3. Type your username and password in the fields provided.
4. Click the "Login" button.
5. Go to the Claims tab and select Incidents.
6. Click on the "New Claim" button on the right side of the screen.
7. Verify your company information and complete the required fields with the appropriate information.
8. When the claim is complete, click "Submit" on the Finish tab to submit the claim to the TPA online. All claims submitted online are available for viewing and printing after submission.

**\*Note:** All claims, including first aid claims, should be submitted to ACM for processing. If you choose to pay for first aid claims, your first aid claim submission will not negatively affect your company's claim history. For more information on first aid claims, please contact ACM.

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## TPA Contact Information

**To Report a Claim:** American Claims Management (ACM)  
Member Portal: [www.crmbc.com](http://www.crmbc.com)  
24 Hour Call Center: 1-866-671-5042 (option #2)  
Fax: 1-619-744-5030 (fax completed Form 5020)  
Email: [reportclaim@acmclaims.com](mailto:reportclaim@acmclaims.com) (email completed Form 5020)

### ACM General

**Contact Information:** American Claims Management  
P.O. Box 85251  
San Diego, CA 92186-5251  
Toll Free Phone: 1-866-671-5042  
Fax: 1-619-744-5030  
Email: [wcinfo@acmclaims.com](mailto:wcinfo@acmclaims.com)  
Hours of Operation: Monday–Friday 8:00 a.m.–5:00 p.m. PST