



Paratransit/NEMT Program



Athens Claim Reporting Procedures

All claims regardless of severity or location should be reported. The Athens Administrators Claims Intake Center is ready to accept new losses and provides multiple ways for you to submit new loss reports:

- **E-mail:** draconemt@athensadmin.com
- **FAX:** 916.384.0965
- **Telephone:** 888.462.9627
- **Mail:** Athens Insurance Services, Inc.
P. O. Box 4111
Concord, CA 94524

Notices that do not require action (“incident reports”) should be clearly marked **“REPORT ONLY”**.

The Athens Claims Intake Center will review all claims notices upon receipt and assign to the handling claims office. A claim acknowledgement will then be transmitted to the designated individual advising of the Athens claim number and adjuster assigned to the claim.

*If after hours-emergency claims service is required, please advise the call center agent who will advise Athens to dispatch an on-site adjuster.