



**BURLINGTON COUNTY MUNICIPAL 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 for **Worker's Compensation** claims, to the following email address with NEW CLAIM REPORT in the subject line: [QC\\_WCQUALLYNXFROI@qual-lynx.com](mailto:QC_WCQUALLYNXFROI@qual-lynx.com)  
New claims for **Liability** and **Property** can be emailed to the following email address with NEW CLAIM REPORT in the subject line: [qual-lynxclientservices@qual-lynx.com](mailto: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 NUMBER:**  
**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 dedicated **QUAL-LYNX HOTLINE: 1-888-342-3839**  
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:**

Chris Roselli, Account Manager

Phone: 609-833-2176

Email: [croselli@qual-lynx.com](mailto:croselli@qual-lynx.com)

Cell Phone: 609-287-8569

Joseph Lisciandri, Property Supervisor

Phone: 609-601-3191

Email: [jlisciandri@qual-lynx.com](mailto:jlisciandri@qual-lynx.com)

Cell Phone: 609-402-5218

Karen Beatty, Client Services Manager

Phone: 609-365-4999

Email: [kbeatty@qual-lynx.com](mailto:kbeatty@qual-lynx.com)

Cell Phone: 609-626-1023

Kathleen Kissane, Assistant Vice President, Account Management

Phone: 609-833-2178

Email: [kkissane@qual-lynx.com](mailto: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](mailto:smcnamara@qual-lynx.com)

Cell Phone: 609-626-4230

Shelly Long, Director, Claim Operations

Phone: 609-833-9267

Email: [shellyl@qual-lynx.com](mailto:shellyl@qual-lynx.com)

Cell Phone: 215-460-7799