How to Report a Claim

Report of a Medical Malpractice, Potential Medical Malpractice, or **General Liability Claim**

If the insured is asking a hypothetical question or seeking guidance on an unspecified medical practice issue, direct them to call the Risk Management Helpline at 844-223-9648 or email their question to RiskAdvisor@ProAssurance.com.

To report an adverse event, threat of suit, or receipt of any court filings, forward the information below to ReportClaim@ProAssurance.com or call 877-778-2524.

- Full name of claim reporter
- · Phone number for callback purposes
- · Practice name
- Reason for report, allegations, and date of occurrence
- Insured full name

- Insured policy number
- Insured practice state
- Patient/claimant name and date of birth
- · Whether matter has been previously reported
- Legal document or letters

If immediate assistance is needed outside of business hours, please direct your call to our regional Claims leadership team:

- Tara Bostick Vice President, Regional Claims, SE 205-337-2351
- Laura Ekerv Regional Claims Executive, SW **512-314-4360**, **512-751-4603** (Mobile)
- Gina Harris Regional Claims Executive, W 702-697-6424, 954-464-4462 (Mobile)
- Mark Lightfoot Regional Claims Executive, NE 202-969-3102
- Mike Revnolds Vice President, Regional Claims, MW 517-974-6876

Report of a Cyber Claim

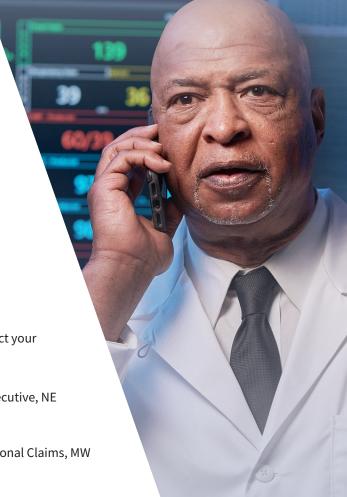
Cyber liability protection with CyberAssurance® Plus is included in certain medical professional liability policies, and expanded cyber coverage is offered through ProSecure. Both are underwritten by Tokio Marine HCC. To report a claim:

- Collect the information above and email it to ReportClaim@ProAssurance.com
- Call 818-382-2030 (8:00 a.m.-5:00 p.m. PT)
- Call 888-627-8995 after regular business hours, on weekends, or on holidays

What Happens Next

Once a claim is reported, ProAssurance will assign a Claims Specialist to work closely with the insured and assign defense counsel, if needed. They will maintain ongoing communications and help ensure the best defense of the claim.





Dos & Don'ts

DO report a claim or incident to our **Claims department** immediately by calling **877-778-2524** or emailing **ReportClaim@ProAssurance.com**.

If the insured is in receipt of a complaint for damages, proposed complaint, small claims notice, notice of deposition, notice of an investigation by a state licensing board, subpoena, or any other type of legal documentation/proceeding, contact our **Claims department** *immediately!*

- **DO** tell the caller to maintain the original medical records in a safe place for future reference.
- **DO** tell the insured to cooperate completely with the Claims Specialist, defense counsel, and other individual(s) assigned by ProAssurance to the case.

If the insured has questions as to discharging a patient from their practice, addressing a dissatisfied patient, or handling an unexpected outcome, please refer them to our **Risk Management department**. Their Helpline number is **844-223-9648**, or you can email them at **RiskAdvisor@ProAssurance.com**. The links listed below address frequently asked questions:

- Risk Management Guidelines
- Sample Forms, Checklists, and Letters

For questions about payments, please refer the insured to our **Billing department**: **Billing@ProAssurance.com** or **800-282-6242** (Option 1).

For questions about renewals, please refer them to their assigned underwriter.

If the insured is asking for guidance on releasing a copy of a patient's
medical records, tell them to provide a copy of the records only if they are
properly requested in writing. This request must be made by the patient or
their legal representative through a signed HIPAA-compliant authorization.
If the signed authorization is not received, DON'T release the records.

Sample releases are available at <u>Sample Forms</u>, <u>Checklists</u>, <u>and Letters</u>. If there are any questions concerning the authentication of the release, contact our **Claims department** at **877-778-2524**.



Remind the Insured:

- DON'T alter the medical records. Doing so can negatively impact your defense and may void your insurance coverage.
 - DON'T file a copy of the written claim report/legal documents within the patient's medical record. Keep all claim information in a separate, confidential file.
 - **DON'T** chart any discussions you have with your Claims Specialist or defense attorney in the patient's medical record.
 - DON'T make any personal comments about a patient or state any opinions regarding the care rendered or standard of care in your patient's chart. Only document the objective facts of the case.
 - DON'T discuss the case with, or provide correspondence to, anyone other than a representative from ProAssurance or your attorney.



877-778-2524

ReportClaim@ProAssurance.com

RISK MANAGEMENT DEPARTMENT 844-223-9648
RiskAdvisor@ProAssurance.com

\$ BILLING DEPARTMENT 800-282-6242 Billing@ProAssurance.com