

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 Ekery**
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 Reynolds**
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 [Sample Forms, Checklists, and Letters](#). 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.



CLAIMS DEPARTMENT

877-778-2524

ReportClaim@ProAssurance.com



RISK MANAGEMENT DEPARTMENT

844-223-9648

RiskAdvisor@ProAssurance.com



BILLING DEPARTMENT

800-282-6242

Billing@ProAssurance.com