

How to Report a Claim

Report a medical malpractice, potential medical malpractice, or general liability claim

Whether you're seeking help with a hypothetical question or guidance on a medical practice issue, you can call the **Risk Management Helpline** at **844-223-9648** or email your question to **RiskAdvisor@ProAssurance.com**.

To report an adverse event or receipt of any court filings, email **ReportClaim@ProAssurance.com** or call **877-778-2525**.

Include the following information:

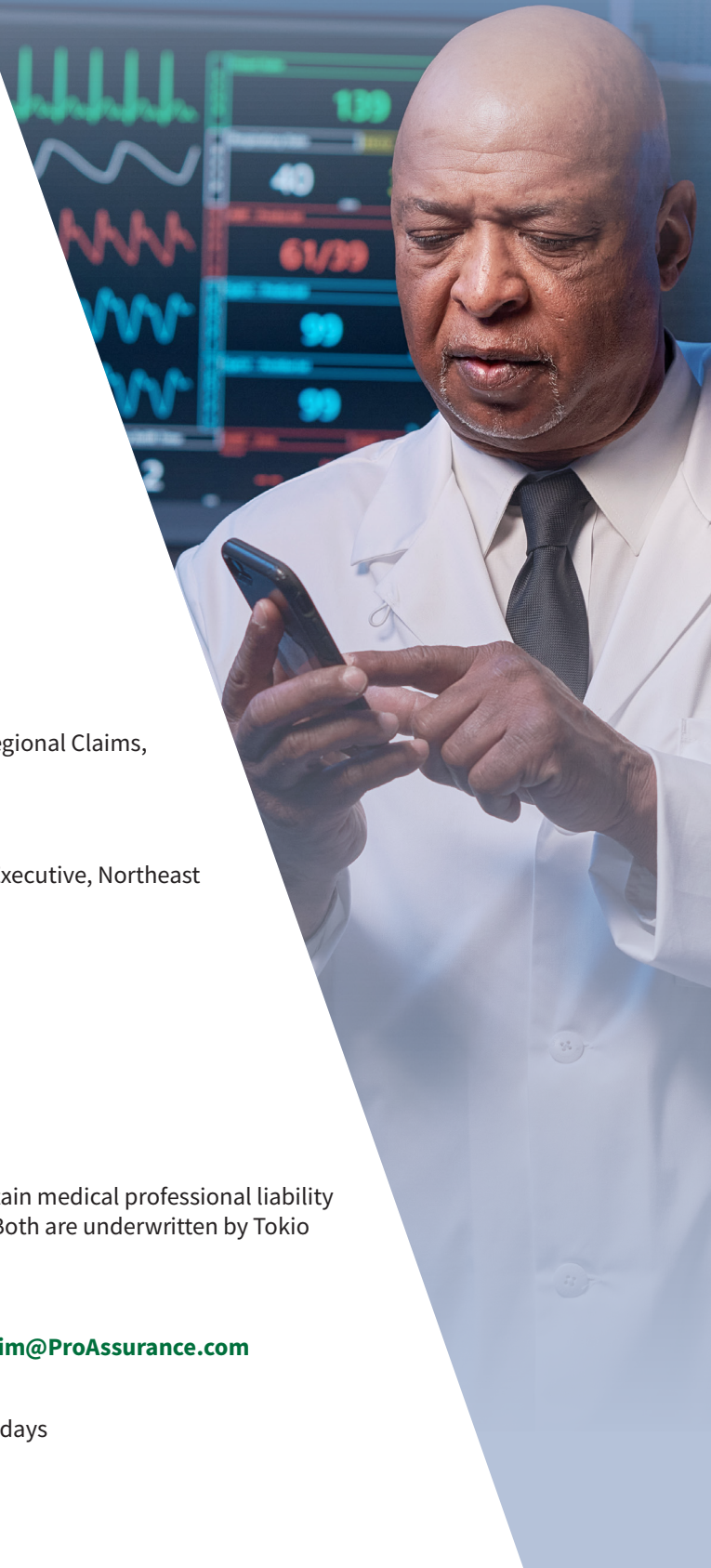
- Full name of claim reporter
 - Phone number for callback purposes
 - Practice name
 - Reason for report, allegations, and date of occurrence
 - Full name
 - Policy number
 - Practice state
 - Patient/claimant name and date of birth
 - Whether matter has been reported previously
 - Legal documents or letters
-
- **Gina Harris**
Regional Claims Executive, West
702-697-6424
 - **Laura Ekery**
Regional Claims Executive, Southwest
512-314-4360, 205-802-4751 (Office)
 - **Mike Reynolds**
Vice President, Regional Claims, Midwest
517-347-6290
 - **Tara Bostick**
Vice President, Regional Claims, Southeast
205-337-2351
 - **Mark Lightfoot**
Regional Claims Executive, Northeast
202-969-3102

If you need immediate assistance outside of business hours, please call our regional Claims leadership team.

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 bulleted 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, weekends, or holidays



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 you are 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 team** *immediately!*

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

If you have any questions about discharging a patient from the practice, addressing a dissatisfied patient, or handling an unexpected outcome, please contact the **Risk Management department**. Call the Helpline at **844-223-9648**, or you can email **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 to our **Billing department**: **Billing@ProAssurance.com** or **800-282-6242** (Option 1).

For questions about renewals, please contact your assigned underwriter.

- Regarding releasing a copy of a patient's medical records, provide a copy of the records. 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**.



Remember

- **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