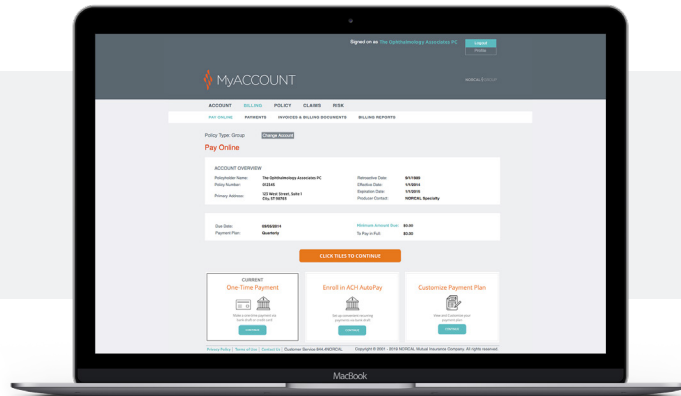


MyACCOUNT ONLINE

24/7 ACCESS TO POLICY DOCUMENTS, BILLING, CME & RISK RESOURCES



ACCESS OPTIONS

Policyholders

- ◆ **Online BillPay:** Sign up for AutoPay, view and customize your payment plan, or make a one-time payment via credit card or bank draft
- ◆ **Payment History:** View your invoices and access payment history
- ◆ **Policy Portfolio:** View your policy documents and access your register of rostered insureds
- ◆ **Document Requests:** Generate credentialing letters and request account loss runs

As the policyholder, you can assign authorized staff to access your account on your behalf.

Policyholders & Insureds on a Group Policy

- ◆ **COI Generator:** On-demand certificate of insurance (COI) or proof of coverage (*instructions on reverse*)
- ◆ **Risk Resources:** Access a robust library of exclusive risk management educational material including sample forms and policies/procedures for the medical office practice
- ◆ **CME Media Center:** Claims-based learning activities featuring *Claims Rx* monthly articles and on-demand webcasts offering risk management advice on both clinical and administrative topics. Typically each activity provides an opportunity for *AMA PRA Category 1 Credit™*
- ◆ **Litigation Support:** Browse our informative digital guides on every step of the claims litigation process

MyACCOUNT ACTIVATION



Visit norcal-group.com, click the **MyACCOUNT** button at the top right and follow the prompts.



Your **Activation Code/Client ID** is sent in an accompanying letter, separate from your policy documents.
(Or call 844.4NORCAL to get your Client ID immediately)

COI GENERATOR: ON-DEMAND CERTIFICATE OF INSURANCE

You can print, email or fax a copy of a COI directly to a certificate holder right from MyACCOUNT under the Policy section.

To create a COI for an existing COI holder:

- ◆ Select the checkbox to the left of the corresponding insureds and COI holders.
- ◆ Press “Generate COI” and follow the prompts.
- ◆ To modify the contact information for the COI holder, press “Modify” and complete the form that will appear and follow the prompts to save and then press “Generate COI.”
- ◆ Select a method of delivery.

To create a COI for a new COI holder:

- ◆ Press “Add COI Holder” and follow the prompts on the next screen.
- ◆ You will be prompted to select the insureds, enter information for the COI holder.
- ◆ Select the method of delivery.

RISK MANAGEMENT & CME SOLUTIONS

A vast library of risk management material is available to support your practice along with sample forms, policies and procedures. Read *Claims Rx* — our award-winning digital monthly CME publication focused on reducing medical liability risks and increasing patient safety. Watch on-demand webcasts and earn CME credit.



NORCAL Mutual Insurance Company is accredited by the ACCME to provide continuing medical education to physicians.

CLAIMS & LITIGATION RESOURCES

- ◆ Exclusive NORCAL Group guidebook series all about the litigation process
- ◆ Access the Physician Litigation Stress Resource Center
- ◆ Research lists of administrative defense attorneys



MyNORCAL® CME APP

Earn CME credits anytime, anywhere. The free and easy-to-use app for iOS and Android has all the on-demand webcasts and award-winning *Claims Rx* articles available in MyACCOUNT, automatically syncing your CME activity with your other devices.

Download the MyNORCAL app today and use your MyACCOUNT login.

