

## PAYMENT OPTIONS



### **AUTOPAY:** AUTOMATIC PAYMENTS

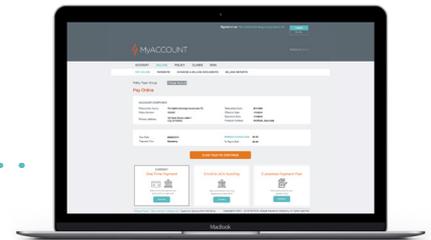
Visit [norcal-group.com/pay](https://norcal-group.com/pay) to enroll in automatic payments via bank draft (ACH) or credit card



### **QUICKPAY:** ONE-TIME PAYMENT

Visit [norcal-group.com/pay](https://norcal-group.com/pay) or call **844.466.7225** (Option 2) to make a one-time payment via bank draft (ACH) or credit card

NORCAL Group 24/7 automated payments are powered by InvoiceCloud®. Contact Customer Service at 844.466.7225 from 8 a.m. to 5 p.m. for additional payment options.



## MyACCOUNT ONLINE ACCOUNT MANAGEMENT

### Policyholders

- ◆ **Payment Plan Frequency:** Adjust automatic payments to monthly, quarterly or annually
- ◆ **Payment History:** View your full invoice 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
- ◆ **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 to improve patient safety and decrease your risk of a claim. 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



Contact Customer Service at 844.466.7225 (Option 6) to get your **Activation Code/Client ID**, which will also be sent in an accompanying letter for record-keeping.



Visit [norcal-group.com](https://norcal-group.com), click the **MyACCOUNT** button at the top right and follow the Sign-Up prompt.

## ACCESS TO RISK SOLUTIONS .....

You can utilize our industry-leading personalized risk management through educational support, robust resources and consultation by experts in clinical patient care, hospital risk management and administrative healthcare. **Earn CME credits and enjoy these features below and many more at no additional cost:**



### CLAIMS Rx: MONTHLY DIGITAL PUBLICATION

Articles offering clinical and risk management perspectives, strategies and recommendations *(AMA PRA Category 1 Credit™)*

### CME LIVE EVENTS, WEBINARS

Featuring a variety of timely topical risk management and patient safety subjects



### MyNORCAL® APP FOR iOS & ANDROID

Fast, simple and convenient access to CME articles and credit

### ADDITIONAL RESOURCES

Digital library of risk resources, personalized Onsite/Remote risk presentations, 24/7 Remote on-call consultation

Our Risk Management team is here to help — email [riskolutions@norcal-group.com](mailto:riskolutions@norcal-group.com) or call **844.466.7225** (Option 7) with any questions. View the current schedule of CME activities and learn more at: [norcal-group.com/risk](http://norcal-group.com/risk).

## REPORT A CLAIM .....

The protection of your practice and reputation is our top priority. If an adverse situation arises, our streamlined claims handling process ensures you work directly with the ideal claims specialists and defense counsel.

**TO REPORT A CLAIM SECURELY ONLINE:**

Visit [norcal-group.com/report-claim](http://norcal-group.com/report-claim)

If you are unable to report an incident online, please call Customer Service at **844.466.7225** (Option 5) and have your policy number ready. A claims specialist will contact you promptly to discuss the incident.

*NORCAL Group, now part of ProAssurance, offers a full spectrum of medical professional liability insurance solutions to physicians and other healthcare providers. NORCAL Group includes NORCAL Insurance Company and its affiliated insurance companies. Please visit [norcal-group.com/companies](http://norcal-group.com/companies) for more information.*

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