

**REPORTING A CLAIM
PROBABLE CLAIM EVENT OR BOARD ACTION**

REPORTING A CLAIM/LAWSUIT:

Upon your receipt of a claim or service of a summons, complaint, or subpoena, it is important that you notify AMS RRG **immediately** in writing.

What Should You Report to AMS RRG?

- Written demand for money.
- Written threat of legal action.
- Letter stating a claim is being asserted or brought against you or claiming you were negligent in your care of a patient.
- Formal paper naming you as a defendant or witness in a professional liability case.
- Notice of Intent or Notice of Claim
- Request for arbitration.
- Request for deposition or interview.
- Subpoena, summons, complaint, petition, notice of a lawsuit, or small claims court notice.

How to Report a Claim to AMS RRG

- You should report all claims to our claims department either by fax (817) 704-4291 or email claims@amsrrg.com
- Provide all claim documents (claim letter, demand, notice of intent to sue, summons, complaint, subpoena, or other document you receive that initiates the claim).
- Provide the insured's contact information, including email, cell phone number, and the name and contact information of the practice manager, if applicable.
- Provide any medical records in your possession. If the records are too voluminous, please contact us and we will provide you with an encrypted ShareFile link to enable you to upload the medical records. **Please do not send original medical records.**
- **Please note:** A request for medical records is not a claim under the AMS RRG policy. Please do not forward medical records requests to AMS.

REPORTING A PROBABLE CLAIM EVENT (“PCE”):

Your policy may allow reporting of Probable Claim Events (PCE). If you are unsure whether your policy allows you to report PCEs, you should consult your broker or the AMS Underwriting Department.

Probable Claim Event is defined by the AMS policy as a **medical incident** that is reasonably likely to give rise to a **claim**.

The Notice of Probable Claim Event form [link – we need to use one attached to this email that has the fraud language.] must be completed and sent when you report PCEs to AMS RRG.

How to Report a PCE to AMS RRG:

- Notices of PCE's should be sent to the AMS Claims Department either by fax (817) 704-4291 or email claims@amsrrg.com
- Provide the insured's contact information, including email, cell phone number, and the name and contact information of the practice manager, if applicable.
- Provide a completed PCE Reporting Form.
- Provide the patient's medical records that are in your possession. If the records are too voluminous, please contact us and we will provide you with an encrypted ShareFile link to enable you to upload the medical records. **Please do not send original medical records.**

Please note:

- PCEs must be reported promptly to the Claims Department after the incident occurs in accordance with the policy.
- Medical records requests do not, in and of themselves, constitute a sufficient basis to submit a PCE.

REPORTING A STATE BOARD COMPLAINT OR OTHER AGENCY REQUEST:

Please check your policy to determine whether state board complaints or investigations are covered under your policy. If you are unsure whether your policy allows you to report PCEs, you should consult your broker or the AMS Underwriting Department.

How to Report a Complaint by the State Medical Board or Other Agency Request

- Notices of board actions, investigations, or other agency requests should be sent to the AMS Claims Department either by fax (817) 704-4291 or email claims@amsrrg.com
- Provide the insured's contact information, including email, cell phone number, and the name and contact information of the practice manager, if applicable.
- Provide all correspondence received from the state medical board or agency.
- Provide a copy of the patient medical records in your possession. If the records are too voluminous, please contact us and we will provide you with an encrypted ShareFile link to enable you to upload the medical records. **Please do not send original medical records.**

Please note: Reports of board actions must be sent to AMS RRG immediately upon the insured's receipt as most state board complaints have a very limited time to respond.