



# notes

FROM THE CHAIR OF THE BOARD

PROFESSIONALS ADVOCATE® Insurance Company

December 2020

## In This Issue

### Rates Announced

Professionals Advocate announces rates unchanged for 2021.

### Practice Manager Toolbox Launched

Comprehensive online resource area created to support Practice Managers.

### Mutual Advantage Plan 2021 Allocation

Participants will receive a 10% allocation to their MAP accounts upon 2021 renewal.

### eNewsletter Offers Timely and Helpful Resources

Recent issue gave guidance on medical records requests, free signs and much more!

## Dear ProAd Insured,

*Essential, now and always.*

At Professionals Advocate we have always known the indispensable role of our insured Doctors. This year, in the face of the COVID-19 health crisis, our Virginia Physicians once again demonstrated selfless dedication as you continued providing quality medicine to your patients during the pandemic. You quickly adapted to keeping up with new and changing government regulations, monitoring PPE supplies, navigating telehealth, and in some cases, even temporarily limiting your practice, when that was the prudent path.

Your heroic efforts did not go unnoticed. The citizens of Virginia are proud of your service. As an insurer created by a Doctor-owned company, we recognize that our job was to help support your efforts.

- Most notably, we quickly recognized the financial pressures our Insureds were facing with the pandemic. Large numbers of Doctors were forced to temporarily limit their practice, due to legal and business realities brought on by the pandemic. ProAd responded by recognizing the reduced patient encounters and providing immediate financial assistance to you and your practice. We applied a 25% "Pandemic Credit" for the period of April 1, 2020 through December 31, 2020 to every medical professional liability policy issued by the Company.
- From the outset, ProAd created a special section of our web site devoted to keeping Doctors informed about emerging government rules and regulations and providing resources on telemedicine and reopening offices.
- With the physical distancing restrictions brought on by COVID-19, we immediately suspended the underwriting rule that initial patient interactions be face-to-face before employing telemedicine. This allowed Doctors to practice telemedicine confident that it would have no impact on their professional liability coverage.
- We promptly converted our in-person risk management education programs to online webinars, allowing Doctors to avoid the risks of large group gatherings.

In addition to the positive steps ProAd has taken in 2020 to support you and your practice, exciting benefits for the upcoming year include no rate increase for 2021, an additional 10% *Mutual Advantage Plan* allocation, and our new "Practice Manager Toolbox" online resource area.

Our Insureds step up to take on new challenges every day, but this year they truly showed what it means to be an essential health care hero.

Sincerely,

A handwritten signature in black ink that reads "George S. Malouf, Jr." in a cursive script.

George S. Malouf, Jr., M.D., FACS  
Chair of the Board

## ProAd Announces Unchanged Rates for 2021

Professionals Advocate has announced that rates will be unchanged for 2021. This decision is due to a continuing stability in claims frequency. If you have questions concerning your policy, please contact your Insurance Producer or call the ProAd Customer Service Department at 410-785-0050 or 800-492-0195.

## Additional Mutual Advantage Plan Allocation Announced for 2021

The Professionals Advocate Board of Directors is pleased to announce an additional *Mutual Advantage Plan* allocation for 2021 of 10% of each eligible Participant's base premium (including part-time, suspension and government credits) per the underwriting characteristics upon 2021 renewal. Participants must complete their 2021 renewal in order to receive this allocation.



This allocation is in continued recognition of the commitment of our Policyholders to the long-term success and stability of the Company and to the practice of quality medicine.

The *Mutual Advantage Plan*, one of Professional Advocate's most popular Policyholder benefits, was introduced in 2016. Since that time, Participants have received a 70% initial allocation and 10% allocations for 2018, 2019, 2020, and now, 2021. Additional funding declarations, if any, are made by the Board on a yearly basis.

To date, millions of dollars have been distributed to hundreds of Doctors who have experienced a qualifying event (qualified retirement, disability or death).

For additional information on the *Mutual Advantage Plan*, visit [proad.com/map](https://proad.com/map)



## Free Resources and Guidance Provided in "Resources for Your Practice" eNewsletter

Professionals Advocate's "Resources for Your Practice" eNewsletter makes it more convenient than ever to access timely and relevant information and tools for your practice. Every quarter, the eNewsletter is sent directly to your email inbox with a wide variety of helpful resources and news. Our most recent issue included guidance on how to respond to medical records requests, downloadable professionally designed signs for your office, and more. If you are not receiving this informative eNewsletter, contact the ProAd Customer Service Department at 410-785-0050 or 800-492-0195 to make sure the email address on file for you is accurate.

## Looking Forward to 2021 Risk Management Programs

While it is hard to believe the new year is right around the corner, it is exciting to look ahead to the upcoming all-new 2021 risk management programs. Experts will be presenting education programs to ProAd Insureds on a variety of important industry-relevant topics. It is easy to register online. Insureds who complete a program will be eligible to receive CME credits and a 5% discount on a 2022 renewal policy. Remember to register promptly to ensure you get the program you want. Visit [proad.com](https://proad.com) regularly for updated information about next year's risk management education programs.

## Practice Manager Toolbox: New Resource Available for Practice Managers

As an insurer created by a Doctor-owned company, Professionals Advocate has a special appreciation for the many different challenges routinely faced by Practice Managers. Whether it's keeping up with the constant introduction of new laws and regulations, changing health care standards, patient-related service issues, or even the challenges of a global pandemic, Practice Managers are expected to be knowledgeable and decisive. That's why our Practice Manager Toolbox is here to support you and your practice with a variety of resources on various timely and important topics.



## WHAT IS THE PRACTICE MANAGER TOOLBOX AND WHAT'S INCLUDED?

The Practice Manager Toolbox is a convenient online resource specifically designed to provide relevant and timely guidance to Practice Managers on the wide variety of day-to-day scenarios faced at a busy medical practice. The resources provided through the Practice Manager Toolbox include important topics as practice operations, patient engagement, compliance, billing and insurance, cyber security, EHR optimization, and more. Some example resources include a sample employee handbook, hiring forms, sample confidentiality agreement, risk management webinar videos, informative articles, and much, much more! Practice Managers must register to get access to the Practice Manager Toolbox section of our web site.

## PRACTICE MANAGER TOOLBOX

A curated library  
of resources!



**Practice Managers:  
REGISTER & RECEIVE  
a choice of a free gift!**

## HOW DO I REGISTER?

Registering is fast, easy and free! Visit [professionalsadvocate.com/practice-manager-toolbox/register](https://professionalsadvocate.com/practice-manager-toolbox/register) to register today and start exploring what's in your Toolbox.

## ONCE I'M REGISTERED, HOW DO I SEE NEW INFORMATION?

If you are already registered, simply log in to your dashboard at [professionalsadvocate.com/practice-manager-toolbox](https://professionalsadvocate.com/practice-manager-toolbox) to access the tools and resources of the Practice Manager Toolbox.

## WHAT ARE THE PERKS?

In addition to having access to an exclusive, members-only area of our web site specifically designed for Practice Managers, upon registration, Practice Managers also can choose a free gift!

# Professionals Advocate Celebrates 30 Years Defending Virginia Doctors

Over the past three decades, Professionals Advocate has offered gold-standard claims defense, unwavering advocacy and unmatched service to Virginia Insureds. Our Doctors have peace of mind knowing that their insurance company will provide an aggressive and relentless defense of good medicine. As we celebrate our 30th anniversary serving Virginia Doctors, we thank you for your strong commitment to your patients and to quality health care. Moreover, we sincerely thank you for your trust in and loyalty to Professionals Advocate, your professional liability insurance provider. We hope our constant efforts to better serve and protect you demonstrate our unshakeable commitment to our Policyholders. We look forward to remaining the first choice of Virginia Doctors for many years to come.



**THE PROAD ADVANTAGE**

**Defending Virginia Doctors Since 1990**



# notes

**FROM THE CHAIR OF THE BOARD**

**PROFESSIONALS ADVOCATE® Insurance Company**

December 2020

- **2021 Rates Announced**
- **Online Practice Manager Toolbox Now Available**
- ***Mutual Advantage Plan* Allocation Declared**
- **Quarterly eNewsletter Provides Helpful Resources**

FIRST CLASS  
U.S. POSTAGE  
PAID  
PERMIT NO. 5415  
BALTIMORE, MD

PROFESSIONALS ADVOCATE® Insurance Company  
P.O. Box 8016, 225 International Circle  
Hunt Valley, MD 21030

