Summary
To further assist our patrons, Medical Professional Liability Insurance Claim reports can now be created, updated, and closed online through DIFP Medical Professional Liability Insurance Claim Portal. This tutorial guides users through the online system for account creation, account management, and claim management. This guide does not provide information about claim requirements or regulations.

Site Address
https://apps.difp.mo.gov/proflia
Account Management

Users require an approved account to create, update or close claims. New users must create an account and received approval prior to creating, updating, or closing claims. Existing users will need to sign in to manage their account information.

Account Registration

*Required Information:* Users will need to create and/or provide the following information when registering for an account with DIFP:

- Create a User Name
- Provide a valid Email Address
- Create a Password
- Provide valid NAIC number(s)
- Provide Contact Name
- Provide Contact Phone Number
- Provide Contact Address Information

Registration Process

New users must register with DIFP to gain access to the application. See instructions for new user sign up: https://apps.difp.mo.gov/ProfLiab/Login.aspx

Contact Information Updates

It is important to keep your contact information up-to-date, log in into the account to manage account settings. You can change your password, email account, and contact information online through the account settings option. The system automatically approves updates immediately but account changes process nightly.

To log in, provide your username and password.

- If you forget your account login information, you may request your information be sent to your on-file email address by selecting the “Can’t access your account?” link.
Once you log in, the page redirects to the portal homepage. From the portal homepage select your NAIC Code and form type.

**Claims Management**

Claims management assists clients with a more convenient and easier method to report, update, and close Medical Professional Liability Insurance claims.

From the portal homepage, you can select one of the following options to manage claims:

- Open New Claim
Create a Claim
To create a claim, enter a CLAIM FILE IDENTIFICATION and then select the **Open New Claim** from the menu bar. When you select the **Open New Claim** option, the page redirects to the claim creation form.

When you open the form, a prompt will immediately notify you that you have three hours to complete the form before your session expires.

Complete all required fields before selecting the **Open Claim** button on the form. Any fields that need to be completed will be denoted by a and a summary of the missing data will be displayed, at the top of the screen.
At any time during form completion, you may print the form from the button located at the bottom of the page titled **Print**.

To remove data entered into the form, select the **Clear** button located at the bottom of the page.

After you submit your claim, the page will redirect to the claim submission page that will provide you with your claim filing number.

> Be sure to keep this number, it will be useful in the future when you modify or close your claim. Please note that it may take between 48 to 72 hours to complete claim processing.
Update a Claim

Update claims using the Update Claim menu. The system only updates claims from this menu. Users cannot create or close claims from this menu. To perform other tasks, please select the appropriate tab choice, Open Claim or Close Claim. To update a claim, select Update Claim from the menu bar.

On the claim update page, you will need to provide your web filing number, or claim file identification and your NAIC Number. Select the NAIC Number in which the account is associated with from the drop down menu.

After you entered/selected the required information, select the Update Claim button to retrieve your claim.

After the user selects the Update Claim button, the system will generate a message informing users of time limit constraints and data entry details.
The system will retrieve your record and display some previously entered data in blue lettering above the corresponding field (pictured below). Some information you may have previously entered for this record will not appear in the fields below. Items that are reasonably likely to identify any party to a malpractice action are confidential by statute, and for security reasons are not displayed. However, if you have previously entered information in these fields, you do not have to reenter such information, though you may do so. Reentering information will overwrite any previously entered data.

(Continue to next page)
## Update Claim Form

**When this symbol appears, an error has occurred in the associated field. Place cursor over symbol for error message**

1. **NADG Group & Company Code & Name Of Insurer**
2. **Claim File Identification**
   - 123456789
3. **Date Of Injury**
   - 10/1/2014
4. **Date Reported to Insurer**
   - 10/5/2014
5. **Date Reopened**
6. **Original Claim ID Number**
7. **License Number**
8. **Insurance Last Name/Hospital/Other**
9. **First Name**
10. **Middle Initial**
11. **Suffix (MD, DO, ETC)**
12. **Age**
13. **City**
14. **State**
15. **Zip**
16. **Profession Code of Insured**
   - Physicians and Surgeons
17. **Specialty Code**
   - ALLERGY / IMMUNOLOGISTS
18. **Type of Practice Code**
   - Institutional (including academic)
19. **Allegation Category**
   - Failure to Take Appropriate Action
20. **Specific Allegation Code**
   - Failure to Use Aseptic Technique
21. **Severity of Injury Code**
   - 1. Temporary Emotional Only
22. **Date of This Payment or Closure**
23. **Claim Disposition Code**
24. **Settlement Code**
25. **Court Code**
26. **Name of Court**
27. **Docket Number**
28. **Date Suit Was Filed**
29. **County FIPS Code**
30. **Indemnity paid by you on behalf of this defendant**
31. **Injured person’s incurred medical expense**
32. **Injured person’s incurred medical expense**
33. **Injured person’s incurred future medical expense**
34. **Injured person’s incurred wage loss**
35. **Injured person’s incurred future wage loss**
36. **Punitive Damages**
37. **Loss adjustment expense paid to defense counsel**
38. **Injured person’s other expenses**
39. **All other allocated loss adjustment expense paid by you**
40. **Total amount allocated for future periodic pay (for all defendants)**
41. **Contact Person**
42. **Telephone Number**
43. **Address**
44. **Person Responsible For Report**

**Update Claim**

**Print**

**Clear**
After you have made changes to the claim, click the *Update Claim* button. The system will display a confirmation page and notice that the process to update may require 48 - 72 hours to complete.

Close a Claim
Close a claim using the *Close Claim* menu. To close a claim, select *Close Claim* from the menu bar.

On the close a claim page, you will need to provide your *web filing number, or claim file identification* and your *NAIC Number*. Select the NAIC Number in which the account is associated with from the drop down menu.
After you entered/selected the required information, select the **Close** button to begin required data entry to close your claim.

After the user selects the **Close** button, the system will generate a message informing users of time limit constraints and data entry details.

The system will retrieve your record and display some previously entered data in blue lettering above the corresponding field (pictured below). Some information you may have previously entered for this record will not appear in the fields below. Items that are reasonably likely to identify any party to a malpractice action are confidential by statute, and for security reasons are not displayed. However, if you have previously entered information in these fields, you do not have to reenter such information, though you may do so. Reentering information will overwrite any previously entered data.
Close Claim

When this symbol appears, an error has occurred in the associated field. Please curser over symbol for error message.

1a. NAIC Group & Company Code & Name of Insurer
1b. Claim File Identification
1c. License Number
1d. License Type
1e. Date of Injury
1f. Date Reported to Insurer
1g. Date Reopened
1h. Original Claim ID Number
1i. Insured Last Name/Hospital/Other
1j. First Name
1k. Middle Initial
1l. Suffix (MD, DO, ETC)
1m. Age
1n. City
1o. State
1p. Zip
1q. Profession Code of Insured
1r. Specialty Code
1s. Type of Practice Code
1t. Allegation Category
1u. Specific Allegation Code
1v. Severity of Injury Code
2a. Date of This Payment or Closing
2b. Claim Disposition Code
2c. Settlement Code
2d. Court Code
2e. Name of Court
2f. Docket Number
2g. Date Suit Was Filed
2h. County FIPS Code
2i. Indemnity paid by you on behalf of this defendant
2j. Injured person’s incurred medical expense
2k. Economic losses
2l. Non-economic losses
2m. Punitive Damages
2n. Loss adjustment expense paid to defending counsel
2o. Injured person’s other expenses
2p. All other allocated loss adjustment expense paid by the defense
2q. Total amount allocated for future periodic payments (for all defendants)
2r. Contact Person
2s. Telephone Number
2t. Address
2u. Person Responsible for Report

Close Claim | Print | Clear
After you have made changes to the claim, click the **Close Claim** button. The system will display a confirmation page and notice that the process to update may require 48 - 72 hours to complete.

**Claim Status**

Check claim status using the Claim Status menu. The system only lists the status of claims from this menu. Users cannot create, update or close claims from this menu. To perform other tasks, please select the appropriate tab choice, Open Claim, Update Claim or Close Claim. To check the status of a claim, select **Claim Status** from the menu bar.

- Opened Claims
  - Displays open claims
- Closed Claims
  - Displays closed claims

From the Status drop-down selection field, choose Opened Claims. Select the **Show** button and the system will display one of the following screens based upon your selection(s) and the data returned based on those selections.
From the Status drop-down selection field, choose Closed Claims. Then select the **Show** button and the system will display one of the following screens based upon your selection(s) and the data returned based on those selections.

If there is no data based upon the selections made, the following will be displayed.

**Closed Claims older than five years**

Note that if the closed claim is older than five years it will not be included in the information displayed for Closed Claims. As indicated, for Closed Claims older than five years, please contact the Department of Insurance, Financial Institutions, and Professional Registration, Statistics Section, by email at medprof@insurance.mo.gov.

**Contact Us**

Contact the Department of Insurance, Financial Institutions, and Professional Registration, Statistics Section, for help with claims by mail at 301 West High Street at Jefferson City, MO 65101 or by email at Statistics@insurance.mo.gov.

**User Guide**

This User Guide can be obtained from the **User Guide** menu as well as from the DIFP web site at http://insurance.mo.gov/industry/filings/stats/MedicalProfLiability_UserGuide_External.pdf

**Logout**

Before closing the application, be sure to logout. To logout, select the Sign Out hyperlink at the top right corner of the page. Upon successful logout, the system redirects you to a confirmation page.