Summary
To further assist our patrons, Medical Professional Liability Insurance Claim reports can now be created, updated, and closed online through DCI 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.dci.mo.gov/ProfLiab/MedMal/Login.aspx
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 DCI:

- 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 DCI to gain access to the application. See instructions for new user sign up

[https://apps.dci.mo.gov/ProfLiab/MedMal/Login.aspx](https://apps.dci.mo.gov/ProfLiab/MedMal/Login.aspx)

Contact Information Updates
It is important to keep your contact information up-to-date, login 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 login, provide your username and password.

- If you forget your account login information, you may request your information 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 Claim
Create a Claim
To create a claim, select the **Open Claim** from the menu bar. When you select the **Open 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 missing fields that are mandatory 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**

To update a claim, you will need to provide your *web filing number*, or *claim file identification*. Then click the *Update Claim* button.

After the user selects the *Update* 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.

---

*Screen shot appears in full on next page.*
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

To close a claim, you will need to provide your web filing number, or claim file identification. Then click the Close Claim button.

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.
You should notice from the above picture, that several fields are required before you can fully close the claim. The system will flag fields requiring additional attention with a red ‘x’ (☆).
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 Payment/Closure Year, for example, 2010. 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.

**Claim Status**

For Closed Claims older than five years, please contact: medprof@insurance.mo.gov.

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 Commerce and Insurance, Statistics Section, for help with claims by mail at 301 West High Street at Jefferson City, MO 65101 or by email at medprof@insurance.mo.gov.

**User Guide**

This User Guide can be obtained from the User Guide menu as well as from the DCI web site at http://insurance.mo.gov/industry/filings/stats/MedicalProfLiability_User_Guide_v2.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.