

Legal Malpractice Online Claims Reporting User Guide

Missouri Department of Commerce and Insurance

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Summary

To further assist our patrons, Legal Malpractice Claim Forms can now be opened, updated and closed online through DCI Statistics Claim Reporting Portal. This tutorial guides users through the online system for 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 open, update or close claims. New users must create an account and receive approval prior to opening, 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 Contact Name
- Provide Contact Phone Number
- Provide Contact Address Information
- Provide NAIC number(s) associated with type of filing(s)

Registration Process

New users must register with DCI to gain access to the application. See instruction for new user sign up: <https://apps.dci.mo.gov/ProfLiab/MedMal/Login.aspx>.

Contact Information Updates

It is important to keep your contact information up-to-date, log 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 sent to your on-file email address by selecting the “Can’t access your account?” link.

The screenshot shows the login interface for the Missouri Department of Commerce and Insurance's Statistics Claims Reporting Registration system. The page has a blue header with the Missouri state seal on the left and the text "STATISTICS CLAIMS REPORTING REGISTRATION" in white. Below the header is a white box with a blue border titled "SIGN IN". Inside this box, the text "Account Information" is centered. Below that, it says "Please enter your username and password." There are two input fields: "Username:" and "Password:". Below the fields is a "Sign in" button. Underneath the button are four links: "User Guide", "Can't access your account?", "Not Registered? Sign up", and "Contact Us".

Once you log in, the page redirects to the portal homepage. From the portal homepage, select your NAIC Code and form type.

Reporting

Once you have selected the NAIC Code for your company and form selection, you will be directed to the reporting form. Verify the Name of the Company, NAIC Group and Company Codes are correct. NOTE: Companies who have nothing to report are not required to file.

The Legal Malpractice Claim Reporting form, for OPEN claims will appear as follows:

The top section is pre-populated by the Account Information that was entered when the User Account was created.

The “For Year Ending” field is populated as the current year minus one year.

Status of this Claim: This will be either OPEN or CLOSED. If OPEN is selected, the form can be saved. It can then be re-opened and CLOSED at a later date. If CLOSED is selected, additional entry boxes will appear. All required information will then need to be entered and the form will not be able to be re-opened once SUBMIT has been selected.

Check the SAME AS ABOVE checkbox to fill the following preparer information with the information from the User Account. If other Preparer information is desired, it may be entered in the boxes.

Once SAVED and ACCEPTED by our office, you will receive a confirmation number. Please print and keep for your records.

The screenshot shows the Missouri Department of Commerce and Insurance website. The header includes the department name and the page title "Legal Malpractice Claim Form". On the right, there are links for "Welcome Logan!", "Log Off", and "Account Settings". A "Guides" dropdown menu is visible on the left. The main content area displays the following information:

Confirmation Number :	LM02685465
Claim File Number :	430990FDJJK
For Year Ending :	2019
NAIC :	19429
Status :	Form Saved

Below the information are three buttons: "Home", "Add Another", and "Download PDF". At the bottom of the page, there is a footer with links for "Privacy Policy", "Accessibility", "Contact Us", "Data Policy", "Alerts", and "Follow us on Google+".

Once a form has been SAVED and the user is returned to the Legal Malpractice Claim Form home screen, their saved OPEN forms will be displayed (see below). Clicking on the CLAIM FILE NUMBER (in blue) will re-open the saved form.

The screenshot shows the 'Legal Malpractice Claim Form' interface. At the top, there is a blue header with the text 'Missouri Department of Commerce And Insurance' and 'Legal Malpractice Claim Form'. On the right side of the header, there are links for 'Welcome Logan!', 'Log Off', and 'Account Settings'. Below the header, there is a 'Guides' dropdown menu. The main content area is titled 'Legal Malpractice Claim Form' and contains several input fields: 'Name of Company:', 'NAIC Company Code:', 'NAIC Group Code:', 'Year Ending:' (with '2019' entered), 'Name of Submitter:', 'Title:', 'Telephone Number:', and 'EMAIL:'. Below these fields is a section titled 'Legal Malpractice Open Forms:' which contains a table with two columns: 'Claim File Number' and 'Date Added'. The table has one row with the values '430990FDJJK' and '3/2/2020 1:45:59 PM'. Below the table is a button labeled 'Add New Legal Malpractice Form'. At the bottom of the main content area is a 'Home' button. The footer of the page contains links for 'Privacy Policy', 'Accessibility', 'Contact Us', 'Data Policy', 'Alerts', and 'Follow us on Google+'.

Once CLOSED is selected, in the Status of this Claim dropdown box, more drop-down and text boxes will be displayed. All of which will need an entry (see screen shot below of a claim that needs to be closed).

Screen shot appears in full on next page.

State Where Claim Was Made:

Select

Population Code:

Select

How many Lawyers were Insured on the Policy:

Select

How many years had the insured been admitted to practice at the time of the alleged error?:

Select

What is the insured's type of law office?:

Select

What is the insured's relationship to the claimant?:

Select

Did the claim arise after the insured made an attempt to collect a fee?:

Select

Did this claim arise from an area of law?:

Select

Date of Occurrence:

Year

Month

Date first reported to Insurer:

Year

Month

Section B

Date this claim closed or disposed:

Month Year

Claim Disposition:

Select

Amount paid to claimant (including deductible):

\$

Amount paid for loss expenses (including deductible):

\$

Amount of reserve established for loss payment:

\$

Amount of reserve for loss expense:

\$

Amount of insured's deductible:

\$

Section C

Area of Law:

Select

Major Activity Code:

Select

Alleged Error or Omission:

Select

Same as Above

First name of report Preparer:

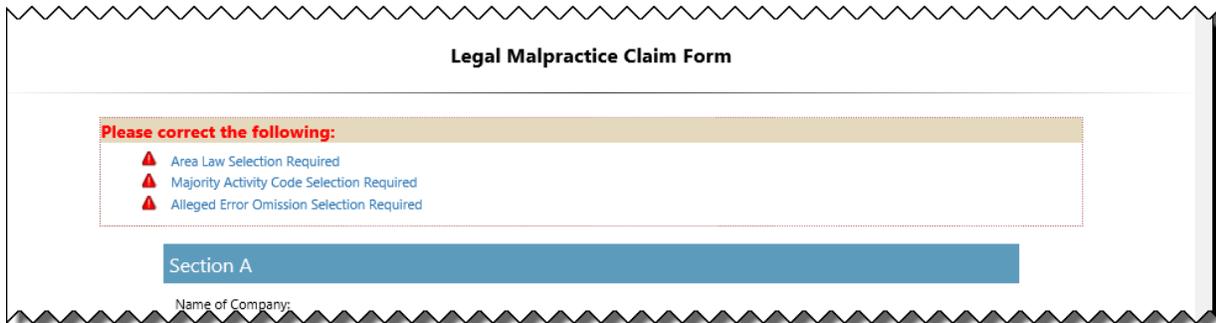
Last name of report Preparer:

Telephone :

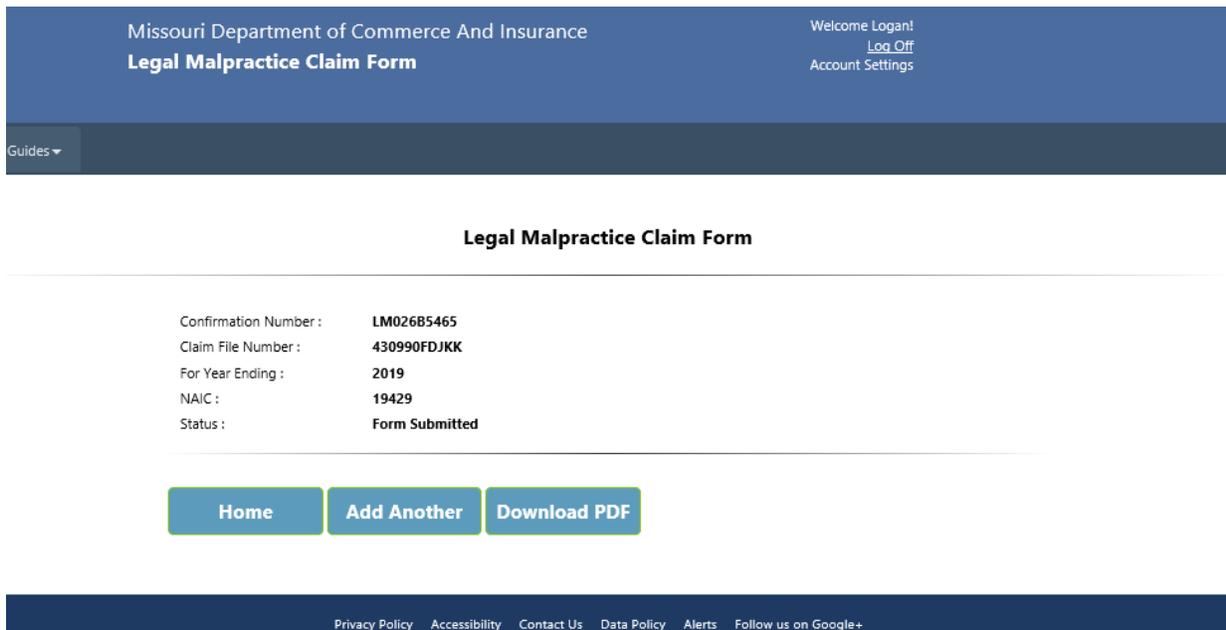
EMAIL :

Submit Print Home Cancel

The SUBMIT button checks to verify fields have been completed properly. If not, a Notice Box will appear at the top of the screen and will give direction to what and where the error is. (See example below).



Once SUBMITTED and ACCEPTED by our office, you will receive a confirmation number. (See example below). Please print and keep for your records.



HOME: Returns to the HOME screen for form selection OR to enter/submit data for another company you are reporting for.

ADD ANOTHER: Takes user directly to a new, blank form to fill out.

DOWNLOAD PDF: Opens the completed form in a new window which can be saved to the local computer.

Contact Us

Contact the Department of Commerce and Insurance, Statistics Section, for help with completing this online claims system by emailing: Statistics@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/Legal Malpractice User Guide v2.pdf](http://insurance.mo.gov/industry/filings/stats/Legal_Malpractice_User_Guide_v2.pdf)

Logout

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