

Carrier Differentiators

- Member Advocacy
- 2024 Patient Safety and Risk Management Initiatives
- Government Relations



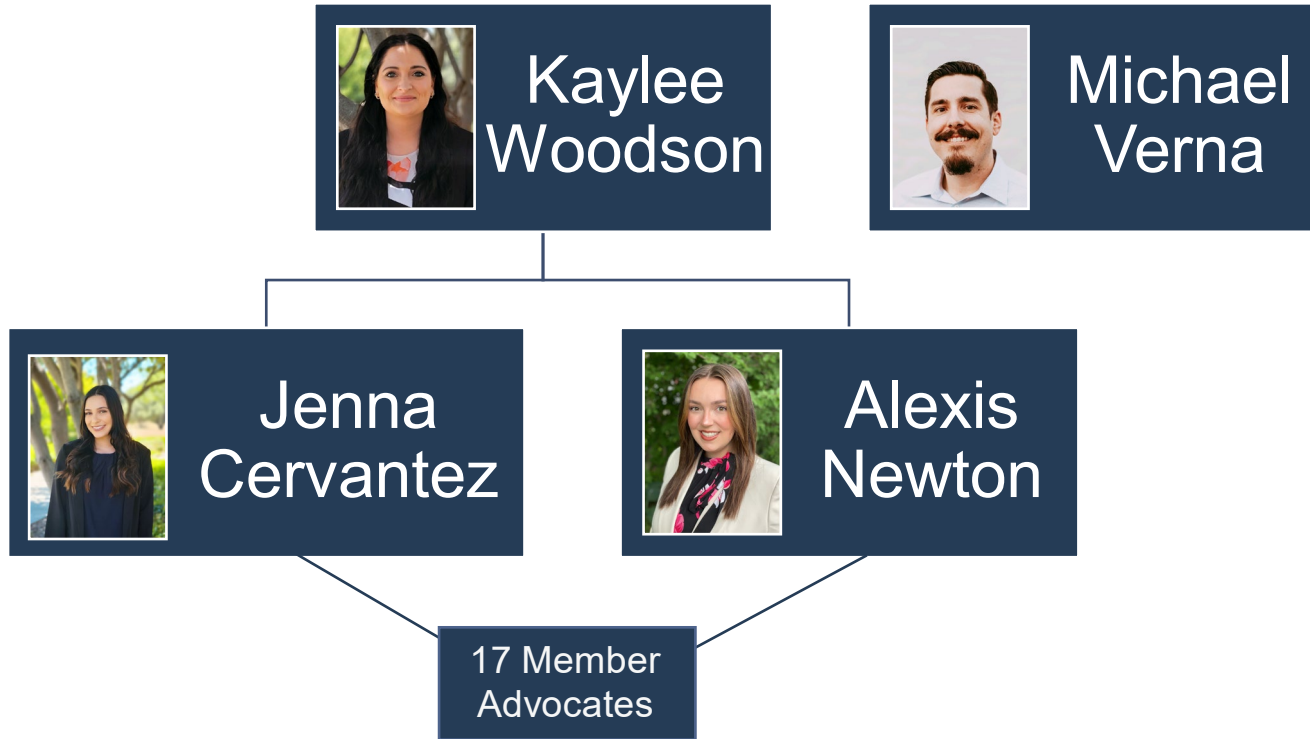
Member Services

National Underwriting

Kaylee Woodson
Director, Member Services



Who We Are



What We Do – For our Members

Billing

- Making Payment
- Changing Payment Plan
- Status of Payment
- Resending Invoices
- Installment Breakdowns
- Reinstatements
- Refunds
- Address Changes

Credentialing

- Certificates of Insurance
- Claims History Reports
- Loss Runs
- Credentialing Letters
- Certificate Holders
- Medical Board
Credentialing Requests
- Custom Credentialing

Tribute Award

- Inquiries
- Retirement Questions
- Processing and Distribution
- Statements
- Status of Payment

Member Portal

- Enrollment
- Inquiries
- Password Resets
- Errors
- Group Admin

When to Contact Us – As an Agent

Agent Credentialing FAQs

X Share in Share f Share

These are some of the common questions that agents ask during the credentialing process. We strive to make the process as easy and efficient as possible. Please review the questions and answers below. If you still have a question, email memberservices@thedoctors.com or call (800) 421-2368, select Option 1 for Member Services and Option 2 for Certificates.

I need assistance setting up my Agent/Broker Portal account to have access to my client's credentialing documents. Who can assist me? ▾

I am having trouble navigating my portal account. Where do I go to access my client's credentialing documents? ▾

Where do I submit a request for a Loss Run or Claims History report? ▾

Billing

- Revised Statements
- Updating Payment Plan
- Confirming Cancellations
- Refund Inquiries and Updates
 - Allocation vs Direct Refund
- Billing on Custom Policies

Credentialing

- Loss Runs
- Custom Policies
- Cancelled Policies
- Certificate Holder Requests

*Anything not accessible on the Agent/Broker Portal

For more information, please visit:
thedoctors.com/credentialing

Policy Changes, Premium and Coverage Questions will be processed by the policy's assigned Underwriter.

How to Contact MST

MST
MEMBER SERVICES TEAM



(800) 421-2368, Option 1



memberservices@thedoctors.com



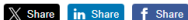
8am - 8pm EST

MST Call Tree Options

- 1 – Billing
- 2 – Credentialing
- 3 – Underwriting
- 4 – Tribute
- 5 – Portal/Other

Additional Resources

Guide to Online Services for Members



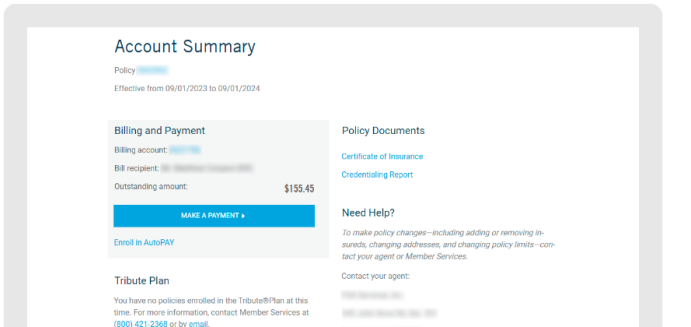
As a member of The Doctors Company, you can create an online account to view your transactions, pay bills, and manage your policy—quickly, easily, and securely.

If you're not registered yet, you can [set up an account](#) in just a few minutes.

Account Summary

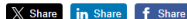
The Account Summary gives an overview of your account and access to account management tools:

- Download and share Certificates of Insurance and credentialing reports.
- Make a payment or view any outstanding balance.
- Check your Tribute® Plan balance and view plan details.
- Find contact information for your agent and Member Services.
- Sign up to go paperless to receive policy and billing documents online only.



<https://www.thedoctors.com/memberonlineservices>

Credentialing Request Process



We strive to make the credentialing process as easy and efficient as possible. Here are answers to frequently asked questions about the process:

- [Member FAQ](#)
- [Agent FAQ](#)
- [Third Party \(Credentialing Facilities\) FAQ](#)
- [Group Administrator FAQ](#)

If you still have a question, email memberservices@thedoctors.com or call [\(800\) 421-2368](tel:(800)421-2368), select Option 1 for Member Services and Option 2 for Certificates.

www.thedoctors.com/credentialing

Consent to Release Form

This form provides consent for The Doctors Company to release information related to the credentialing process.

[DOWNLOAD FORM ▶](#)

The Tribute Plan Rewards Members for Practicing Good Medicine



12,000+
Tribute award recipients

5,000+
Members with balances over \$25,000

\$264,808

Unlike commercial insurance companies, which look for ways to reward shareholders, The Doctors Company is dedicated to rewarding our members. Fifteen years ago, we created the Tribute® Plan, an unrivaled financial benefit that rewards you and your peers for your loyalty and dedication to superior patient care.

As an organization committed to providing the best imaginable service, we are profoundly honored to have now attained an industry-leading achievement—the distribution of more than \$150 million in Tribute Plan awards. While other insurers have attempted to follow our lead, The Doctors Company is by far the only medical liability insurer that celebrates the careers of medical professionals with rewards of this magnitude.

The Tribute Plan at a Glance

- The Tribute Plan has paid over \$150 million to more than 12,000 members. And the largest payment to date is \$264,808.
- The Tribute Plan is an innovative benefit for you and your fellow members of The Doctors Company that will not affect your current or future premiums in any way—it's a financial reward that you would not receive if you were with any other national medical liability insurer.
- This unique award comes from a well-respected, established carrier with a long track record of strong financial management. The Doctors Company is rated A by AM Best and Fitch Ratings.
- This benefit will not affect The Doctors Company's ongoing dividend

www.thedoctors.com/tribute



During COVID-19, Doctor Donates Tribute Award to Medical School Alma Mater

Dr. Bond used his Tribute award to help medical students. "Medicine has been very good to me. I look at it as a chance to give back."

[READ THE STORY ▶](#)

**Providing the Best Imaginable Service
with every interaction.**

Thank you.

Patient Safety Risk Management

Julie Ritzman, MBA, CPHRM

Vice President PSRM

April 18, 2024



The Doctors Company
TDCGROUP

PSRM Activities:

- Assessments
- Consultations
- CME
- Articles
- Closed Claim Studies

...But what makes The Doctors Company different?

TDC Differentiator: Assessments

Based upon our claims data

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graph TD; A[Based upon our claims data] --> B[On-Site]; B --> C[Virtual];
```

On-Site

Virtual

Guided Risk Self-Assessment



Module 1:

Clinical Lab and
Diagnostic Test
Tracking
Consultation Tracking



Module 2:

Appointment
Management
Patient Information
Management



Module 3:

Telephone
Communication
Medication
Management



Module 4:

Medical Records
Informed Consent



Module 5:

Patient/Provider
Communication

Members Only Link: <https://www.thedoctors.com/guidedriskselfassessment>

TDC Differentiator: Consultants

Assigned
PSRM

24/7/365

Experience

TDC Differentiator: CME



Over 200 Live
Programs



Over 90 On
Demand Courses



Risk Management
Fundamentals

Member Only Link: thedoctors.com/practicemanager

WELCOME TO THE DOCTORS COMPANY CONTINUING PROFESSIONAL EDUCATION PORTAL

The Doctors Company is proud to be the professional liability insurance industry leader in providing unparalleled, accredited education for physicians, dentists, advanced practice clinicians, and practice managers.

LIVE COURSES

ON-DEMAND COURSES

EDUCATION REQUEST
APPLICATION



The Doctors Company is among the 12 percent of institutions that have been rewarded Accreditation with Commendation in the past two years. ACCME's Accreditation with Commendation recognizes the achievements of CME providers that advance interprofessional collaborative practice, address public health priorities, create behavioral change, show leadership, leverage educational technology, and demonstrate the impact of education on healthcare professionals and patients.

ADA CERP[®] | Continuing Education
Recognition Program

The Doctors Company is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.



The Doctors Company is accredited by the American Nurses Credentialing Center (ANCC).

New Users

Create an account to access education courses and claim credit.

[CREATE ACCOUNT](#)

Returning Users

Sign in to review your courses and claim credit.

[SIGN IN](#)

Featured Courses

[ANE 221123.0 Diversity, Equity, and Inclusion in Healthcare for Advanced Practice Clinicians](#)
Online
End Date: **June 30, 2025**

[TDE 231209.0 Prevention of Medical Errors \(2023–2025 National Edition\)](#)
Online
End Date: **January 17, 2025**

[TDE 221162.0 Anesthesia Care: Preventing Dental Injury](#)
Online
End Date: **January 30, 2026**

[TDE 231426.0 Safe Anesthesia](#)

TDC Differentiator: Articles/Resources



Articles



Quick Check Tools



Guides

TDC Differentiator: Closed Claims Studies

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TDC

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Candello

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MPLA

Government Relations

Elizabeth Y. Healy, Vice President
Government and Community Relations



TDCG Government Relations - Your Advocates



Our VISION is to be an enduring national platform for service and advocacy on behalf of all healthcare practitioners.

Our MISSION is to advance, protect, and defend outstanding healthcare by advocating for our members at all levels of government.

Mission Oriented Advocacy at All Levels of Government

Legislative, Judicial, Regulatory - Nationwide

- Dedicated in-house government relations team, TDCG lobbyists & consultants at state and Federal levels.
- Partnerships in every state including tort-reform and issue-oriented coalitions, trade associations, and professional societies.
- TDC Member grassroots activation/outreach.
- Political Action program (DOCPAC)



Representative Sparkles Beara, MD

Legislative and Public Policy Focus: Advocacy vs. Tracking

Advocacy: Sharp Focus on Medical Liability

- Litigation Environment
- Medical Liability Tort Reform
- Civil and Criminal Liability

Tracking:

- Healthcare practice laws/regulations
 - TDCG has longstanding policy not to get involved in scope of practice as we have members in all specialties including all specialties of physicians and APPs/APCs.
 - Our expertise is in liability/medical professional liability insurance. Healthcare professional trade associations for APCs, medical and specialty societies, etc... are in best position to lead on scope issues on behalf of their members.

Public Policy Environment

Influences on Lawmakers' Perceptions of Issues:

- Patients/Healthcare System Failures
- Media/Social Media/Legislation by Headline
- Political Polarization
- Effects of Social Inflation & Economic Inflation
- Post-Pandemic Effect – “Heroes to Zeros”
- Trust in Physicians/Healthcare System/Science



Government Relations Website Resources for Members

www.TheDoctors.com/Advocacy

- Government Relations Advocacy Update Newsletter/Report
- Real-time Legislative Activity Tracking
- Issue Alerts/Information
 - Grassroots Advocacy Action Alerts
- Reproductive Healthcare/Pregnancy Termination Law Chart
- The Doctors Advocate Government Relations Articles – Trending Issues
- Additional Resources on Request from advocacy@thedoctors.com.

Thank you.

