

ProAssurance Next-Gen Portal

OVERVIEW

Our new, next-generation (“next-gen”) ProAssurance portal has been completely re-engineered with a smart technology foundation. It further empowers our policyholders, insureds, and agency partners through intelligent automation and self-service capabilities.

The portal provides our medical professional liability (MPL) insurance customers 24/7 online access to all the account management features and resources outlined below.

REGISTRATION & SIGN-IN

- Visit ProAssurance.com and sign in using the provided links.
- If already a registered user of the current ProAssurance portal:
 - › Enter your existing log-in details (username/email and password)
 - › If prompted, verify and set up our enhanced multifactor authentication (MFA)* to ensure account security
- If registering for the ProAssurance portal for the first time:
 - › Click “Register Your Account for Online Access”
 - › Provide the required information and follow the on-screen prompts

*About Multifactor Authentication

MFA is an increasingly critical security process that requires user verification using secondary factors to ensure their identity via channels only they can access.

- › Email Verification: An email with a unique 6-digit code will be sent to your email address (username) upon future logins to verify your identity.
- › Google Authenticator (most secure): A one-time app download (iOS/Android) providing quick QR code-based setup of a rotating 6-digit code you’ll reference on future logins to verify your identity. Links for downloading Google Authenticator are included in the MFA on-screen set-up instructions.

START PAGE

- Policyholders or Agents with Multiple Policies
 - › View an overview of all policies within your agency’s book of business. Search by name or policy number, or filter the list to locate the policy to manage. Clicking a policy opens the individual Policy View.
- Policyholders or Insureds with a Single Policy
 - › Your policy will be loaded in individual Policy View with the features and capabilities listed below.

FIND SUPPORT

Use one of two methods below to submit support requests to ProAssurance.

ONCE SIGNED IN

To report a portal issue related to a specific policy:

- Navigate to that policy, click the “Requests” tab, and fill out the appropriate “Support Requests” form.

For all other issues:

- Visit “Find Support” in the main menu to search support articles or follow article link to “Report Issues.”

PROBLEMS SIGNING IN?

Email Portal@ProAssurance.com



POLICY VIEW

• Billing & Payments tab

- › Billing/Account Overview including Term Details (*Policyholders, Agents*) and Online Invoice Payment (*Policyholders*)
- › Payment History (*Policyholders, Agents*)
- › Options for Billing Needs (*Insureds, Policyholders, Agents*)

• Policy & Documents tab

- › Policy Overview (*Insureds, Policyholders, Agents*) and First-Named Insured Coverage Overview (*Policyholders, Agents*)
- › Policy Documents (*Policyholders, Agents*) including renewal information, invoices, and endorsements, once saved as official
- › Schedule of Insureds (*Insureds, Policyholders, Agents*) displaying limits, limit types, retro dates, and more

• Credentialing tab

- › On-Demand Credentialing Letter generation including third-party organization details (*Insureds*, Policyholders, Agents*)
- › On-Demand COI generation by term including third-party organization details (*Insureds, Policyholders, Agents*)
- › Online Request for Loss Run (*Insureds, Policyholders, Agents*)

• Claims tab

- › Information per policy type for reporting a claim (*All Users*)

• Seminar History tab

- › Searchable list of seminar activity for user/insureds on the policy including participant name, seminar title, type, CE credits, and date (*Insureds*, Policyholders, Agents*)

• Requests tab

- › Support Requests for common customer needs or technical issues including case tracking (*Insureds, Policyholders, Agents*)
- › Policy Requests like endorsements and updates for agents to make on their client's behalf including case tracking (*Agents*)

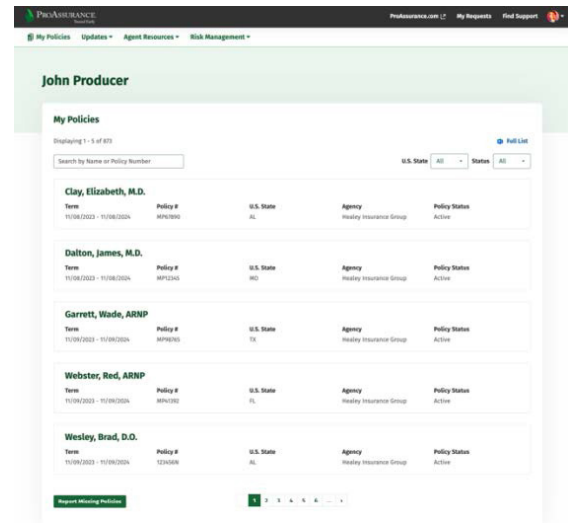
*Insureds can only view their own personal information on this tab.

MENU ITEMS

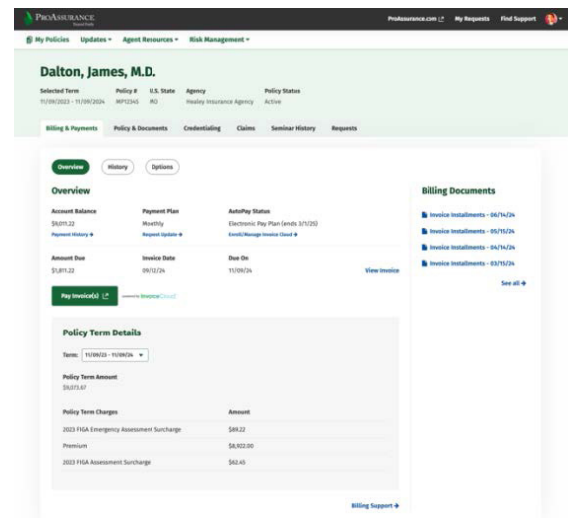
- **Updates:** Links to Portal Support and Company News (*Insureds, Policyholders, Agents*)
- **Agent Resources:** Access to Underwriting Manuals, Quotes, and ProAssurance Agency tools and information (*Agents*)
- **Risk Management:** Authenticated links for insureds to third-party online seminar tools (*Insureds, Policyholders, Agents*)

MY REQUESTS

Archived tracking of user-submitted Support Requests (*All Users*) and/or Policy Requests (*Agents*).



Policy Picker for Policyholders or Agents
with Multiple Policies



Policy View Page for Single Policies