Medical Professional Liability Claims Application – Instruction Manual
Definitions

- **Illinois Department of Insurance – IDOI**
- **Medical Professional Liability - MPL**
- **User Role -** The User Role allows you to add any new claims for a company and amend any claims that have been assigned to you by the manager.
- **Manager Role** - The Manager Role allows you to see all claims for a company, the ability to assign claims to a user and all the functions of the user as well.
- **User vs. Manager Role**
  - Roles can be assigned based on companies' need for privacy. If a company has multiple reporters and wants to limit the information these reporters see, they can establish User Roles. Managers see all claims for the company and their assigned users. The User Role only sees claims that they have entered or claims that have been assigned by a manager. If a company only has one reporter of claims, that reporter will be assigned a Manager role. If privacy isn't an issue, or if all reporters need to see all claims for a company, these Users will be assigned Manager Roles.

- **Draft vs. Submit Mode**
  - In Draft Mode, you are able to enter just the Claim ID and come back at a later time to complete the claim. Whenever you click the 'New' button to start a claim, it will automatically take you into Draft Mode. You will know you are in draft mode when the 'Status' says Draft as seen below

  - If a claim is not in Draft Mode, the 'Status' portion should say Open, Closed or Reopened as seen below.

- **Editing a closed claim vs. Reopening a claim**
  - Once a claim is closed, the claim goes into a read only mode and in order to edit the claim you need to click the 'Edit' button at the bottom of the page. Do not reopen a claim unless the claim truly has reopened. If you need to just edit information on a closed claim, when you click the 'Edit' button you are allowed to amend information that you previously entered.

Instructions to login

1. If you are reporting MPL claims for the first time, email DOI.MedMal@illinois.gov for instructions. Once you receive instructions, start at Step 3. If you are an existing user, go to step 2.
2. If you are an existing user and want to add another company, email DOI.MedMal@illinois.gov with your request. If you don't have another company to add and just want to enter new claims, skip to Step 12.
3. Click on 'New DOI User'

4. The 'New DOI User' button should lead to the screen seen below

Medical Malpractice Reporting

Registration Code:	
DOI User Id:	
Confirm DOI User Id:	
Email Id:	
Confirm Email Id:	
Password:	
Confirm Password:	
Security Question:	What is your Dog's name? ▾
Security Answer:	

Create New DOI User   Cancel

5. Type in the registration code that was emailed to you and all other necessary information. If multiple registration codes were mailed to you, login with one registration code for one of the companies for which you report. Refer to Step 10 for further information on how to register for additional companies.

6. You are able to create your own User ID and Password. Password must be at least 8 characters in length and contain 2 non alphanumeric characters. Click 'Create New DOI User' once you have completed all fields.

Medical Malpractice Reporting

Registration Code:	eedf7924-16f1-4359-a5c5-838287c15a6d
DOI User Id:	DOIMedMal
Confirm DOI User Id:	DOIMedMal
Email Id:	DOI.MedMal@illinois.gov
Confirm Email Id:	DOI.MedMal@illinois.gov
Password:	•••••••
Confirm Password:	•••••••
Security Question:	What is your Dog's name? ▾
Security Answer:	■■■■

Create New DOI User   Cancel

7. You will see the page below and click on 'Return'.

Medical Malpractice Reporting

You have successfully registered. Click the Return button to go back to the Login Page

Return

8. Once on the main page, type in the User ID and Password that was previously selected and click 'Login'

Medical Malpractice Reporting

DOI User Id: DOIMedMal
Password: ••••••••

Login Forgot Password Change Password Change Email Change Question New DOI User

9. Login to see a screen similar to this. For instruction on entering claims for this company, skip to Step 12.

| Home | File Transfer | Saved Person | Claim Reports | Register | | | Logout |

Select Company

Company Name	FEIN	Role
Company ABC	11-1111111	User

10. To add another company, email IDOI at DOI.MedMal@illinois.gov. For instance, if you were to report for Company DEF with a FEIN Number of 22-2222222 as a manager, you would be emailed a Registration code similar to this: **8e908403-19e5-412c-b311-750cbb951748.** Login and click on 'Register' as circled above and you should see the screen below.

| Home | File Transfer | Saved Person | Claim Reports | Register | Logout |

Registration Code: [   ]   Register

11. Copy the Registration Code into the box and click 'Register' like you see below.

| Home | File Transfer | Saved Person | Claim Reports | Register | Logout |

Registration Code: 8e908403-19e5-412c-b311-750cbb951748   Register

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12. Click on 'Home' and you should see the screen below with the additional company. To start entering claims for a company, click the company name and then click 'Claim Reports' as seen below.
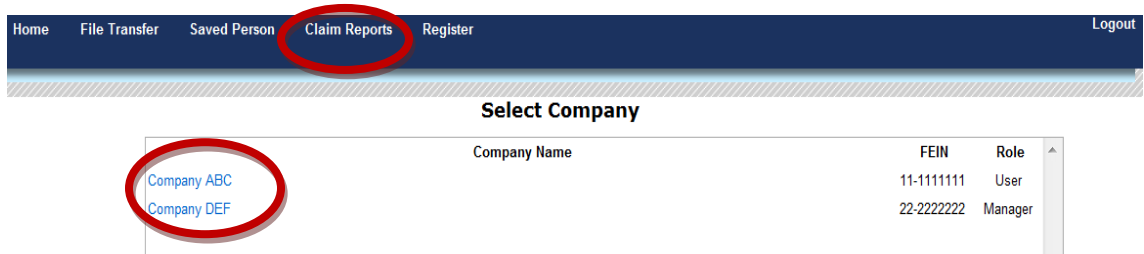
13. Once you click 'Claim Reports', you should be able to see the screen below. Click on 'New' to start a new claim. **A claim saved in 'Draft' mode is not considered a filed claim. It must ultimately be submitted to be considered filed.**

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14. Click on 'New' and you should see the page below. Details and definitions of the fields to be filled out are outlined in this link given below.
http://www.ilga.gov/commission/jcar/admincode/050/05000928sections.html

15. All required claim information should be entered before hitting "Submit". However, if you click 'Submit' prior to completing all the required fields, a list of errors will be displayed at the bottom of the screen indicating all the fields that need to filled out before the claims is accepted by the system. If you log out at this point, the claim will not be saved. Below is a sample list of errors.

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Other Features

- **Saved Person**
  - This option is available if you want to save contact information. Click on the company you want to enter contacts for and then click on 'Saved Persons'.

  - When you click on 'Saved Person', you should see the screen below. Then, click on 'New' to enter information for each saved person you want to save.

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o Once you click 'New' you should see this page and be able to enter information for the saved person. Once you are done entering the information, click 'Save'.

Saved Persons for Company ABC - 11-1111111

You currently have no Saved Persons with this Company

First/Middle/Last Name: Julie   M   DOe
Title: Claims Supervisor
Telephone Number: (111) 111-1111 x11111
Email: Julie.Doe@companyabc.com

Save   Delete   Cancel

o Click 'Save' you should be able to see your first contact in the list as seen below.

Saved Persons for Company ABC - 11-1111111

Name	Title	Phone	Email
Julie M. DOe	Claims Supervisor	(111) 111-1111 x1111	Julie.Doe@companyabc.com

New

- **Assigning Claims to a User – Available for Manager Role only**
  o The screen below shows you how a manager can assign a claim to a user. Click on the drop down box circled in red and the list of users will be displayed. Then, choose the user and click the 'Update Owner Only' button.

- **Claim History**
  - o 'Claim History' tab on each claim shows an entry for every time you have clicked 'Save'.

  - o You are able to click on the highlighted 'Last Updated Date' to go back to your previously saved versions of the claim. You are able to do this in both draft mode and submitted mode.

- **Deleting a claim** – if a claim has been entered and submitted into the system by error, please contact us at DOI.MedMal@illinois.gov and request the claim to be deleted.

- **File Transfer**
  - o This option is available for those companies that do not want to manually type in a claim but want to import a file with the MPL data. This option requires the company to generate a file in the format that the IDOI has prescribed. Please contact us at DOI.MedMal@illinois.gov if your company would like to use this method of submitting claims.

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