

From: Michelle Pineda michpineda@gmail.com
Subject: Fwd: When and How to Contact OMIC
Date: January 12, 2022 at 1:33 PM
To:



From: OMIC <info@venuenotifications.com>
Date: January 11, 2022 at 2:05:18 PM PST
Subject: When and How to Contact OMIC
To: Michelle Pineda <mpineda@omic.com>

CAUTION: [External Email]



Key insights to help your practice manage risk, promote patient safety, and reduce the potential for claims.

January 11, 2022

Dear OMIC Insureds:

Happy New Year!

We hope that 2022 will be uneventful, but when issues related to patient care or your coverage do arise, please know that OMIC is ready to help. Below is a list of our primary customer service groups, along with a brief description of when to contact them and how to do so.

Risk Management

Risk Management's goal is to help you identify professional liability risk and to recommend strategies to mitigate it. Contact the Risk Management group if you have the following situations:

- You have a specific patient issue that you feel may develop into a liability risk
- You have questions regarding your practice policies.
- If you have questions regarding risk management courses or upcoming seminars.

For confidential risk management advice, either email us at riskmanagement@omic.com or call us at 1-800-562-6642, and enter 4 for Risk Management.

Claims

The goal of the Claims group is to defend you against allegations of negligent care. The Claims group should be contacted directly if the following occurs:

- You have received a notice of a claim alleging negligent care from an attorney, the courts, or directly from a patient.
- Cyber liability incidents (Computer security breaches, phishing, hacking and ransom demands).
- You have received a medical board complaint.
- You have a question of about a claim already reported to OMIC.
- Contact [OMIC Claims](#)

Underwriting

The Underwriting group manages your policy and the premium charged.

There is a specific underwriter managing your policy. Contact that individual directly if:

- You have questions regarding coverage provided by your OMIC policy.
- There are changes to your practice location(s), scope of practice, or work status, such as part-time hours, maternity or medical leave or sabbatical.
- You have questions about your premium.
- Contact [OMIC Underwriting](#)

Sales

Our Sales team can help any ophthalmic practice that may be interested in adding additional ophthalmologists, optometrists or even acquiring another practice. They can also assist in providing additional information for a higher limit for Cyber (e-MD) and Regulatory protection, e.g. HIPPA, Billing Audits, etc., beyond what is included in our malpractice insurance policy. Contact the Regional Sales Manager for additional information: [OMIC Sales](#).

Sincerely,

A handwritten signature in black ink that reads "Hans K Bruhn". The signature is written in a cursive, flowing style.

Hans K. Bruhn, MHS, OMIC Risk Manager

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