

**APPLICATION FOR MANAGED CARE
ERRORS AND OMISSIONS LIABILITY POLICY**

NOTICE: THE POLICY FOR WHICH THIS APPLICATION IS MADE APPLIES, SUBJECT TO ITS TERMS, ONLY TO "CLAIMS" THAT ARE FIRST MADE AGAINST THE "INSURED" DURING THE "POLICY PERIOD" AND ARE REPORTED TO THE UNDERWRITER IN WRITING DURING THE "POLICY PERIOD" OR WITHIN THE TIME PERIOD SET FORTH IN THE POLICY, OR TO "CLAIMS" THAT ARE FIRST MADE AGAINST THE "INSURED" DURING THE EXTENDED REPORTING PERIOD, IF APPLICABLE, AND REPORTED TO THE UNDERWRITER IN WRITING DURING THE EXTENDED REPORTING PERIOD OR WITHIN THE TIME PERIOD SET FORTH IN THE POLICY. THE LIMIT OF LIABILITY AVAILABLE TO PAY DAMAGES, SETTLEMENTS, OR JUDGMENTS SHALL BE REDUCED AND MAY BE EXHAUSTED BY "DEFENSE EXPENSES," AND "DEFENSE EXPENSES" SHALL BE APPLIED AGAINST THE RETENTION. READ THE ENTIRE APPLICATION BEFORE SIGNING.

ALL APPLICANTS MUST COMPLETE PART I OF THIS APPLICATION.

PART I. GENERAL INFORMATION, OPERATIONS, AND STRUCTURE

1. a) Name of **Applicant**:
(Note: Wherever used, "**Applicant**" means this entity and any other entities listed in response to Question 3.)

- b) Address:
 City: _____ State: _____ ZIP: _____
 Website: _____ Telephone Number _____

- c) Contact person and title:
 Email address: _____ Telephone Number _____

- d) Name of risk manager (if different than contact person):
 Email address: _____

2. a) **Applicant** is: For-Profit Corp. Not-for-Profit Tax-Exempt Corp.
 Not-for-Profit Taxable Corp. Limited Liability Company
 Partnership Joint Venture
 Other (describe): _____

- b) Date of incorporation: _____ Date operations began: _____

- c) State(s) where **Applicant** operates: _____

3. If coverage is desired for any other entities (e.g., subsidiaries, joint ventures, or partnerships), please list each such entity below. If required, list additional entities on a separate attachment. (Attach additional information, if necessary.) Please note that coverage for such entities is not automatically available; the terms and conditions of the policy, if issued, will determine actual coverage.

Name and Address	Relationship to Applicant	Description of Operations	Tax Status	Percent Owned

4. a) **Applicant is:**
- | | | | |
|--|---|---|--|
| HMO (If so, please indicate:
PPO PHO
Third Party Administrator
Other (describe): | Staff Model
IPA
Utilization Review Organization | Network or IPA Model
MSO
Organization | Combined [both]
Medical Group or Clinic
Peer Review Organization |
|--|---|---|--|

b) Does the **Applicant** have any exclusive agreements with providers? Yes No

5. a) Is the **Applicant** licensed by federal, state, or local government? Yes No
If "Yes," identify the licensing government:

b) Is the **Applicant** accredited or certified by any organization such as the National Committee for Quality Assurance (NCQA), URAC or any state or federal agency? Yes No
If "Yes," identify the accrediting or certifying organization(s):

c) Has the **Applicant's** license, certification, or accreditation ever been investigated, denied, suspended, revoked, or granted subject to any contingencies or recommendations? Yes No
If "Yes," please explain:

6. REVENUES: Last 12 Months Next 12 Months (est.)

a) Total Gross Revenues:
If this revenue number does not match that in the attached audited financials, please explain why.

b) Percent of Gross Revenues from "at risk" agreements:
(Note: Wherever used, "at risk" means capitation, withhold or bonus.)

7. ENROLLMENT:

Total number of enrollees:
(Note: Wherever used, "enrollees" means covered lives not just covered employees and not member months.)
If enrollees are in more than one state, provide breakdown by state on a separate attachment.

a) Number of enrollees in managed care plan(s):

b) Number of enrollees in non-managed care plan(s):

8. HEALTH CARE PROVIDER:

a) Total number of physicians under contract:

(1) Number of employed physicians:

(2) Number of independent contractor physicians:

b) Total number of non-physician health care professionals under contract:

c) Total number of hospitals under contract:

d) Total number of other facilities under contract (e.g., clinics, nursing homes, laboratories, pharmacies):

- | | | |
|---|-----|----|
| (1) Merger, acquisition, or consolidation with another entity? | Yes | No |
| (2) Sale, distribution, or divestiture of any assets or stock, other than in the ordinary course of business? | Yes | No |
| (3) Any registration for a public offering or private placement of securities? | Yes | No |
| (4) Any joint ventures? | Yes | No |
| (5) Any new business activities or services? | Yes | No |
| (6) Any new Medicare or Medicaid contracts? | Yes | No |

If "Yes" to any of the above, please explain:

11. List the primary professional groups or associations to which the **Applicant** belongs:

12. ANTITRUST MARKET POSITION:

- | | | |
|---|-----|----|
| a) Does the Applicant contract with more than 25% of the physicians in any given field of practice (including without limitation primary care, family practice, or any specialty) within its geographical service area?
If "Yes," please explain: | Yes | No |
| b) Do the Applicant's members control more than 25% of the hospital beds or specialty services within its geographic service area?
If "Yes," please explain: | Yes | No |
| c) Does Applicant have exclusive contracts with any hospitals? | Yes | No |
| d) Has the Applicant obtained advice from antitrust legal counsel (particularly related to mergers, acquisitions and network development)?
If "Yes," please specify firm name | Yes | No |
| e) Has the Applicant received an opinion from the Federal Trade Commission (FTC) confirming that their activities (such as developing joint ventures or new plans) will not violate antitrust laws? | Yes | No |
| f) Does the Applicant have any provider agreements that contain "Most Favored" pricing clauses? | Yes | No |
| g) Does the Applicant have any provider agreements that contain non-compete clauses? | Yes | No |

13. ACTIVITIES OR SERVICES:

Please indicate those managed care activities or services which the **Applicant** performs or subcontracts now or intends to begin performing or subcontracting within the next 12 months (Note: not all checked services may be covered):

<u>Activity or Service</u>	<u>Yes</u>	<u>No</u>	<u>Yes, For Others For Fee</u>
a) Credentialing or peer review of health care providers	(Complete Part II)		(Complete Part II)
b) Utilization review	(Complete Part III)		(Complete Part III)

<u>Activity or Service (cont.)</u>	<u>Yes</u>	<u>No</u>	<u>Yes, For Others For Fee</u>
c) Drafting practice guidelines/ critical pathways			
d) Case management			
e) Disease management			
f) Handling and adjusting of enrollees' health care benefit claims	(Complete Part IV)		(Complete Part IV)
g) Application or enrollment processing for enrollees of health care plans			
h) Billing/other processing of enrollees' claims under health careplans			
i) Advertising, marketing, or selling health care plans/products	(Complete Part V)		(Complete Part V)
j) Establishing health care provider networks to provide managed care			
k) Actuarial services for health care plans			
l) Assisting customers in securing reinsurance			
m) Services for automobile liability or disability plans (please describe):			
n) Third party administration (TPA) services for health care plans (please describe):			
o) Employee Assistance Program (EAP) services (please describe):			
p) Nurse call line (please describe):			
q) Any other services (please describe):			

14. RISK MANAGEMENT:

- | | | |
|---|-----|----|
| a) Does the Applicant have a formal risk management program (i.e., a formal overall approach to avoiding situations that might give rise to a claim)?
If "Yes," please explain: | Yes | No |
| b) Does the Applicant have someone designated as a "legislative or executive" inquiry ombudsman (i.e., someone who investigates all problems or complaints once they rise to a certain level)? | Yes | No |

- b) If credentialing is subcontracted:
- (1) Does the **Applicant** review or audit the process? Yes No
- (2) Is subcontractor required to maintain errors and omissions insurance? Yes No
- (3) What minimum limits are required?
- (4) Does the **Applicant** indemnify the subcontractor? Yes No
- (5) Does the subcontractor indemnify the **Applicant**? Yes No
17. Does the **Applicant** have written policies and procedures in place for provider selection, credentialing, re-credentialing, and making decisions which adversely affect a provider's credentials? Yes No
- a) Do the written credentialing procedures follow JCAHO or NCQA standards and comply with all applicable laws? Yes No
- b) Are the procedures given to health care providers? Yes No
- c) Is legal counsel consulted before any recommendation or decision which adversely affects a provider's privileges or credentials becomes final? Yes No
- d) Are all providers offered a hearing or appeal prior to termination?
If "No," please explain: Yes No
- e) What group has the final authority for credentialing or provider selection?
Board of Directors or Trustees: Yes No
Committee: Yes No
Other: Yes No
18. Does the **Applicant** query the National Practitioner Data Bank, Healthcare Integrity and Protection Data Bank or the Federal or State Medical Boards as part of the credentialing process? Yes No
19. How often does the **Applicant** re-credential contracted health care providers?
20. Does the **Applicant** perform on-site visits of contracted health care providers?
If "Yes," how often? Yes No
21. Does the **Applicant** restrict the practice of any health care provider who has a mental or physical disorder which may impair his/her ability to practice?
If "Yes," please explain: Yes No
22. Have any providers been removed or disqualified from the **Applicant's** panel in the last 12 months? Yes No
If "Yes,"
- a) How many for credentialing or professional conduct reasons?
- b) How many for reasons other than professional competence?
- c) Is complete documentation maintained on all terminations? Yes No

PART III. UTILIZATION REVIEW

23. a) Please specify number or percentage (%) of enrollees by type of payor. If utilization review services are performed for others for a fee, indicate amount or percentage (%) of revenue generated by type of payor.

Type of Payor	No./% Enrollees Last 12 Months	No./% Enrollees Next 12 Months	Amt./% Revenue Last 12 Months	Amt./% Revenue Next 12 Months
Private (non-government) employer plans or trusts				
Government employer plans				
Union plans				
Medicare or Medicaid plans				
Other				

b) Total revenue for utilization review services performed for others for a fee:
 (1) Last 12 months: (2) Next 12 months:

24. a) Who does utilization review? **Applicant:** Yes No
Subcontractor: Yes No
Other: Yes No
- b) Percentage of benefits denied/avoided in the utilization review process (e.g. denial rate): %
- c) Number of full-time equivalent (FTE) reviewers:
 Number of part-time equivalent (PTE) reviewers:
- d) If utilization review is subcontracted:
- (1) Does the **Applicant** review or audit the process? Yes No
- (2) Is the subcontractor required to maintain errors and omissions insurance? Yes No
- (3) What minimum limits are required?
- (4) Does the **Applicant** indemnify the subcontractor? Yes No
- (5) Does the subcontractor indemnify the **Applicant**? Yes No
- e) Does the **Applicant** have written policies and procedures for utilization review, including for denials and appeals? Yes No
- If "Yes," do such policies and procedures follow NCQA or URAC standards and comply with all applicable laws? Yes No
- f) Are claim denial and appeal procedures explained in writing to enrollees, including the identity of the person who makes decisions regarding appeals? Yes No
- g) Does a physician review all proposed denials of benefits prior to issuance of the denial? Yes No
- h) Are external reviewers involved in the final level of review before appeal? Yes No
- i) Does the **Applicant** have a "fast track" appeal system regarding denial of benefits or postponement of benefit procedures for organ transplants or any other procedure which may severely impair the quality of life for an enrollee if not performed? Yes No

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|--|------------|----------|
| j) Does the Applicant use practice guidelines as part of its utilization review procedures?
If "Yes," do guidelines state in writing that physician's judgment may override a guideline? | Yes
Yes | No
No |
| k) Does the Applicant utilize profit sharing, risk sharing or other financial incentives in its compensation arrangements with utilization reviewers? | Yes | No |
| l) Does the Applicant utilize the same specialty reviews for benefit/coverage denials? | Yes | No |
| m) Does the Applicant adhere to government mandated external review requirements in the states where it operates? | Yes | No |
| n) Does the Applicant have an external review process in those states where external review is not mandated? | Yes | No |
| o) What percentage of decisions which go through the external review process are ultimately decided in favor of the enrollee? | | % |

25. Attach a sample copy of a utilization review denial letter (with the identity of the enrollee removed).

PART IV. HANDLING AND ADJUSTING OF ENROLLEES' HEALTH CARE BENEFIT CLAIMS

- | | <u>Last 12 months</u> | <u>Next 12 months</u> |
|---|-----------------------|-----------------------|
| 26. Total revenue for claims handling and adjusting services performed for others for a fee: | | |
| 27. a) Number of claims processed: | | |
| b) Number of FTE claim adjusters: | | |
| c) Number or percentage of PTE claim adjusters: | | |
| d) Percentage of claims denied: | | % |
| e) Who does the handling and adjusting of claims for health care benefits? | | |
| | Applicant: | Yes No |
| | Subcontractor: | Yes No |
| | Other: | Yes No |
| f) If claim handling and adjusting are subcontracted: | | |
| (1) Does the Applicant review or audit the process? | | Yes No |
| (2) Is the subcontractor required to maintain errors and omissions insurance? | | Yes No |
| (3) What minimum limits are required? | | |
| (4) Does the Applicant indemnify the subcontractor? | | Yes No |
| (5) Does the subcontractor indemnify the Applicant ? | | Yes No |
| g) Does the Applicant utilize profit sharing, risk sharing, or other financial incentives in its compensation arrangements with claim handlers or adjusters? | | Yes No |

PART V. ADVERTISING/MARKETING/SALES

- | | | |
|---|-----|----|
| 28. a) Do all contracts, sales literature, and brochures expressly identify covered and non-covered procedures? | Yes | No |
|---|-----|----|

- | | | |
|--|-----|----|
| b) Do any contracts, sales literature, or brochures use the term(s) "investigative" or "experimental" procedures?
If "Yes": | Yes | No |
| (1) Do all such materials define what is considered "investigative" or "experimental"? | Yes | No |
| (2) Do all such materials clearly state that the Applicant has discretionary authority in the interpretation and administration of the plan's provisions? | Yes | No |
| c) Do contracts, sales literature, and brochures expressly refer to all contracted health care providers as independent contractors? | Yes | No |
| d) Do any contracts, sales literature, or brochures make statements or warranties as to the quality of health care, breadth of plan, providing all the needed care or being the "best" plan, etc.? | Yes | No |
| e) Does the Applicant's legal counsel review and approve all contracts, sales literature, brochures, advertisements, and other marketing materials prior to their use? | Yes | No |
| f) Are enrollee satisfaction surveys conducted?
If "Yes," how often? | Yes | No |
| g) Please attach or describe the results from the most recent enrollee survey: | | |

PART VI. CLAIMS INFORMATION

29. During the past five (5) years, no claims such as would fall within the scope of the proposed insurance have been made against the **Applicant** or any individual or entity proposed for coverage, except as follows (include loss payments and defense costs). If answer is none, so state:

NOTE: WITHOUT PREJUDICE TO ANY OTHER RIGHTS AND REMEDIES OF THE UNDERWRITER, IT IS AGREED THAT ANY CLAIM REQUIRED TO BE DISCLOSED IN RESPONSE TO QUESTION 29 IS EXCLUDED FROM THE PROPOSED INSURANCE.

30. During the past five (5) years, neither the **Applicant** nor any individual or entity proposed for coverage, has submitted any claims or given notice of any fact, circumstance, situation, transaction, event, act, error, or omission which they had reason to believe might or could reasonably be foreseen to give rise to a claim that might fall within the scope of insurance with any insurer or self-insurance instrument, except as follows. If answer is none, so state:

NOTE: WITHOUT PREJUDICE TO ANY OTHER RIGHTS AND REMEDIES OF THE UNDERWRITER, IT IS AGREED THAT ANY CLAIM REQUIRED TO BE DISCLOSED IN RESPONSE TO QUESTION 30 IS EXCLUDED FROM THE PROPOSED INSURANCE, AND THAT ANY CLAIM ARISING FROM ANY FACT, CIRCUMSTANCE, SITUATION, TRANSACTION, EVENT, ACT, ERROR, OR OMISSION REQUIRED TO BE DISCLOSED IN RESPONSE TO QUESTION 30 IS EXCLUDED FROM THE PROPOSED INSURANCE.

31. Neither the **Applicant** nor any individual or entity proposed for coverage, is aware of any fact, circumstance, situation, transaction, event, act, error, or omission which they have reason to believe may or could reasonably be foreseen to give rise to a claim that may fall within the scope of the proposed insurance, except as follows. If answer is none, so state:

NOTE: WITHOUT PREJUDICE TO ANY OTHER RIGHTS AND REMEDIES OF THE UNDERWRITER, IT IS AGREED THAT ANY CLAIM ARISING FROM ANY FACT, CIRCUMSTANCE, SITUATION, TRANSACTION, EVENT, ACT, ERROR OR OMISSION REQUIRED TO BE DISCLOSED IN RESPONSE TO QUESTION 31 IS EXCLUDED FROM THE PROPOSED INSURANCE.

PART VII. ATTACHMENTS

32. Please attach copies of the following documents to this Application. These documents shall be a part of this Application:

- a) **Applicant's** last 2 audited or accountant-prepared financial statements with notes;
- b) Most recent actuarial report, if applicable;
- c) If the **Applicant** is newly formed, Pro Forma financial statements;
- d) If the **Applicant** is newly formed, Business Plan;
- e) **Applicant's** by-laws;
- f) The names, occupations, and business affiliations of all of the **Applicant's** directors and officers;
- g) **Applicant's** organization chart;
- h) Written utilization review procedures, including procedures for denials of benefits and appeals;
- i) Written credentialing and peer review procedures;
- j) Sample contract(s) with health care providers (physicians, hospitals, and others);
- k) Sample contract(s) with enrollee(s) or membership handbook;
- l) Sample contracts with vendors;
- m) Sample TPA or ASO contract(s);
- n) Sample sales literature, brochures, advertisements, and other marketing materials (including enrollee packet);
- o) Privacy policies and procedures; and
- p) Sample consent forms.

PART VIII. SIGNATURES

The undersigned, as authorized agent of all individuals and entities proposed for this insurance, declares that, to the best of his/her knowledge and belief, after reasonable inquiry, the statements in this Application and any attachments or information submitted with this Application (together referred to as the "Application") are true and complete.

The information in this Application is material to the risk accepted by the Underwriter. If a policy is issued it will be in reliance by the Underwriter upon the Application, and the Application will be the basis of the contract.

The information contained in and submitted with this Application is on file with the Underwriter, and along with the Application will be considered physically attached to, part of, and incorporated into the policy, if issued.

The Underwriter is authorized to make any inquiry in connection with this Application. The Underwriter's acceptance of this Application or the making of any subsequent inquiry does not bind the **Applicant** or the Underwriter to complete the insurance or issue a policy.

If the information in this Application materially changes prior to the effective date of the policy, the **Applicant** will immediately notify the Underwriter, and the Underwriter may modify or withdraw any quotation or agreement to bind insurance.

The undersigned declares that all individuals and entities proposed for this insurance understand:

- a) the policy, if issued, shall apply only to "Claims" that are first made against the "Insured" during the "Policy Period" and are reported to the Underwriter in writing during the "Policy Period" or within the time period set forth in the policy or to "Claims" that are first made against the "Insured" during the Extended Reporting Period, if applicable and reported to the Underwriter in writing during the Extended Reporting Period or within the time period set forth in the policy; and
- b) the limit of liability available under the policy, if issued, to pay damages, settlements, or judgments shall be reduced, and may be exhausted, by payment of "Defense Expenses," and "Defense Expenses" also shall be applied against the retention.

NOTICE TO ARKANSAS, MINNESOTA, AND OHIO APPLICANTS: Any person who, with intent to defraud or knowing that he/she is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud, which is a crime.

NOTICE TO COLORADO APPLICANTS: It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance, and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policy holder or claimant for the purpose of defrauding or attempting to defraud the policy holder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado division of insurance within the department of regulatory agencies.

NOTICE TO DISTRICT OF COLUMBIA, MAINE, TENNESSEE AND VIRGINIA APPLICANTS: It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties may include imprisonment, fines, or a denial of insurance benefits.

NOTICE TO FLORIDA APPLICANTS: Any person who, knowingly and with intent to injure, defraud, or deceive any employer or employee, insurance company, or self-insured program, files a statement of claim or an application containing any false or misleading information is guilty of a felony of the third degree.

NOTICE TO KENTUCKY APPLICANTS: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance containing any false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime.

NOTICE TO LOUISIANA AND NEW MEXICO APPLICANTS: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to civil fines and criminal penalties.

NOTICE TO MARYLAND APPLICANTS: Any person who, with intent to defraud or knowing that he/she is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement may be guilty of insurance fraud.

NOTICE TO NEW JERSEY APPLICANTS: Any person who includes any false or misleading information on an application for an insurance policy is subject to criminal and civil penalties.

NOTICE TO NEW YORK APPLICANTS: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

NOTICE TO OKLAHOMA APPLICANTS: Any person who knowingly and with intent to injure, defraud or deceive any insurer, makes any claim for the proceeds of an insurance policy containing any false, incomplete or misleading information is guilty of a felony.

NOTICE TO OREGON AND TEXAS APPLICANTS: Any person who makes an intentional misstatement that is material to the risk may be found guilty of insurance fraud by a court of law.

NOTICE TO PENNSYLVANIA APPLICANTS: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

APPLICANT		
BY (<i>Chairman and/or President</i>)	TITLE	DATE

NOTE: This Application must be signed by the Chairman and/or President of the **Applicant** acting as the authorized agent of all individuals and entities proposed for this insurance.

PRODUCED BY (<i>Insurance Agent</i>)	INSURANCE AGENCY
INSURANCE AGENCY TAXPAYER ID OR SOCIAL SECURITY NO.	AGENT LICENSE NO.
ADDRESS (<i>No., Street, City, State, and ZIP Code</i>)	
EMAIL ADDRESS	

SUBMITTED BY (<i>Insurance Agency</i>)	INSURANCE AGENCY TAXPAYER ID OR SOCIAL SECURITY NO.	AGENT LICENSE NO.
ADDRESS (<i>No., Street, City, State, and ZIP Code</i>)		

Supplementary Page

Please reference the number of the question to which these responses apply.