



COPIC's Commitment and Support to Address COVID-19



In the wake of COVID-19, we would like to recognize a source of inspiration that has guided our efforts—the dedication of the medical providers and professionals we work with. During this crisis, they have shown a steadfast commitment to their patients and each other. We believe it is our responsibility to help those on the frontlines of this pandemic as well as the broader health care community. Below are highlights of recent activity and resources that we have made available:

Working with those we insure to manage financial challenges caused by COVID-19

COPIC is committed to our insureds and will provide reasonable accommodations during this unprecedented time:

- Option to defer premium payments until September 1, 2020
- No late payment or finance charges
- Defer any non-renewal underwriting action for non-payment
- Defer cancellations for non-payment of premiums

The option to defer payment is available for new and existing policyholders. Please contact us to request premium deferment on your account. You can either email us at copicdefer@copic.com or call (720) 858-6211.

Sharing our expertise to guide medical providers through the challenges of COVID-19

COPIC's team of physicians, attorneys, and other experts have worked tirelessly to review federal/state laws and regulations, and provide clear, trusted guidance. These efforts have focused on helping insureds navigate complex

COVID-19 situations affecting telehealth, scope of practice, and liability. In addition, COPIC has offered insight in other areas:

- Guidance on resuming elective procedures
- A library of "state summaries" that highlight executive orders and regulations
- Access to HR expertise for support with employment issues
- Communication resources that include an outline of "best practices," guidance in working with the media, messaging templates, and more.

All of this information is available on our website at www.callcopic.com/covid-19-information-and-resources

Pledged \$250,000 through the COPIC Medical Foundation for the procurement of personal protective equipment (PPE) for Colorado medical providers

Working in partnership with Governor Polis' Innovation Response Team Task Force, the Foundation's support allowed for the purchase of 85,000 masks that were distributed through the Colorado Department of Public Health to local health departments and then out to hospitals, facilities, and clinics across the state.

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COPIC'S COMMITMENT AND SUPPORT TO ADDRESS COVID-19 (FROM PAGE 1)

"We are thrilled that the COPIC Medical Foundation has stepped up to offer support during these unprecedented times. This pledge will help us have enough gloves and masks to protect our frontline health care workers and slow the spread of COVID-19. Coloradans are united in our shared effort to confront the challenges we face," said Governor Jared Polis.

Highlighting resources that support physician/provider wellness

COPIC recognizes that there are numerous challenges during this time that bring additional stress. The COVID-19 section on our website features links to open-access resources for physicians and health care providers that focus on their well-being. COPIC has also contracted with various organizations to provide our insureds with no-cost access to psychologists, psychiatrists, and licensed clinical social workers who can provide added support.

Please visit www.callcopic.com/covid-19-information-and-resources/coronavirus-physician-and-provider-wellness for more information. Please contact our Patient Safety and Risk Management department at (720) 858-6396 if you have questions about these services. For urgent, after-hours matters, please call our 24/7 Risk Management Hotline at (866) 274-7511.

Offering a policy designed for adding temporary providers to help manage COVID-19

To help ease the strain on medical practices and facilities, COPIC established a COVID-19 Physician Program. This program provides temporary liability coverage for physicians who do not have other available insurance coverage, and who will be providing professional services to a COPIC-insured practice or facility to address COVID-19. Please contact your underwriter or email us at underwriting@copic.com for more information.

Collaborating with key partners in health care

COPIC continues to work closely with colleagues, other organizations, and state medical associations to share information, resources, and insight. This has included participating in several video conferences to disseminate our knowledge and answer questions from health care professionals who are working together to move forward.

COPIC will continue to monitor the impact of COVID-19 and identify ways that we can provide support and guidance. Stay safe and healthy.

NEW COPIC MATERIALS



2019 Annual Report

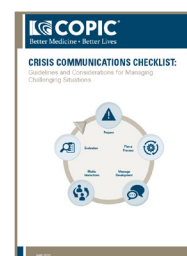
Our annual report provides an opportunity to share accomplishments, highlight key stories from the past year, and demonstrate how COPIC's mission is being put into action. This year's report includes a look back on a decade of milestones, market expansion details, key legislative advocacy efforts, and more. An electronic version of the report is now available for download at www.callcopic.com/about-copic/newsroom. To request a hardcopy, please email ssigman@copic.com.



2020 COPIC Education Catalog

This updated catalog provides an overview of the topics where COPIC offers professional education. In addition to the main seminars that focus on risk management and patient safety, we also offer seminars in the areas of legal issues, crisis management, human resources, and patient advocacy. Download a copy of the 2020 COPIC Education Catalog at www.callcopic.com/professional-education

- Please note, with changes due to COVID-19, we are offering many of the seminars listed in this catalog in a video conference format. If you are interested in scheduling a seminar, contact Carmenlita Byrd at cbyrd@copic.com or (720) 858-6131.
- To view a current listing of upcoming seminars and courses, please go to www.callcopic.com/education.



Crisis Communications Checklist

Health care often involves dealing with circumstances that can cause negative attention—patient complaints, medical liability allegations, criminal investigations, or crisis situations such as COVID-19. These can be frustrating, particularly when it involves traditional and/or social media where information may be misconstrued, one-sided, or inaccurate.

To provide support, COPIC developed a Crisis Communication Checklist that offers best-practice communication strategies to minimize the negative impact. From an anonymous post on a review website to a coordinated trial lawyers-funded attack in the newspapers, there are steps to take to help mitigate the issue and prevent it from spiraling into a crisis. Download a copy in our Practice Management Resources at www.callcopic.com/resource-center/guidelines-tools/practice-management-resources

COPIC HUMANITARIAN AWARD NOMINATIONS

Nominate a physician who has gone above and beyond their scope of practice and made a difference in their community

The COPIC Humanitarian Award is presented annually to honor a physician for volunteer medical services and contributions to their community. We specifically look to recognize those individuals who unassumingly volunteer outside the spectrum of their day-to-day lives. The recipient of the award designates a \$10,000 donation from COPIC to be provided to a health care-related 501(c)(3) organization within their respective state. If you know a worthy candidate, please nominate him or her for this award.

The award was established in 2001 in memory of Harold E. "Hal" Williamson. Hal was one of the first non-physician board members of COPIC. His inspiration and his dedication to going above and beyond led to the establishment of the COPIC Medical Foundation.

The following nominations are open and a nomination form can be downloaded at www.callcopic.com/about-copic/copic-humanitarian-award

Colorado

Nominations accepted from May 1—August 31

North Dakota

Nominations accepted from May 1—August 15

WELCOME NEW MEMBERS OF COPIC'S TEAM



John Domeika General Counsel

We are pleased to announce that John Domeika has joined the company as our General Counsel. He brings more than 30 years of experience as a health care attorney and executive in domestic and international markets to this role. Mr. Domeika has worked with and supported a variety of health care providers, including physicians, multi-specialty clinics, and hospitals, member-owned professional liability insurers, and provider-owned health plans. Prior to joining COPIC, he served as the Senior Vice President, General Counsel and Corporate Secretary for Physicians Insurance. He has also held leadership positions as Senior Vice President, General Counsel for Premera Blue Cross, Head of International and CEO of Greater China for WellPoint (now known as Anthem), and Head of Business Development and Chief Revenue Officer for two start-up, digital health engagement companies.



Dr. Susan Sgambati Medical Director

Dr. Sgambati has been a member of our risk management consulting team for three years. We are delighted that she is now onboard full-time. She is a native of northern New Jersey, attained her undergraduate degree from Brown University, and is a graduate of New York Medical College. Dr. Sgambati completed her general surgery training at the University of Connecticut. During residency, she performed three years of cell biology research at Yale University and then went on to complete fellowship training at the Mayo Clinic. Dr. Sgambati has been practicing at Rose Medical Center since 1999 and she has been the Chair of its Department of Surgery since 2007.



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Did you miss a previous edition of COPIC newsletters?
Don't worry. A full archive of past newsletters
can be accessed on callcopic.com.

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CONTACT US:

COPIC Insurance Company

Switchboard
720/858-6000 or 800/421-1834

Fax
877/263-6665

24/7 Risk Mgmt. Hotline
(for urgent, after hours inquiries)
866/274-7511

To Make an Incident Report
720/858-6395

Legal Helpline
720/858-6030

Claims Department
720/858-6157

**Patient Safety & Risk
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720/858-6396
720/858-6003 (fax)

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720/858-6186

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720/858-6160

**Policyholder Maintenance
Line**
720/858-6176

COPIC Financial Service Group, Ltd.

720/858-6280

Fax
720/858-6281

Website
www.copicfsg.com

COPIC Medical Foundation

720/858-6000

Fax
720/858-6005

Website
www.copicfoundation.org

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