

Rounds

NEWS FROM MEDICAL MUTUAL



Issue #6

WINTER 2025

AM Best upgrades Medical Mutual's Credit Issuer Rating

Medical Mutual received excellent news from independent rating agency A.M. Best in August. Based on the independent agency's review of Medical Mutual's financial strength and operating performance, they upgraded the Company's Issuer Credit Rating to "a+" (Excellent) from "a" (Excellent) and affirmed its overall Financial Strength Rating of "A" (Excellent). After notifying the Company, A.M. Best announced the upgrade in a news release on its website on August 14, 2024.

The release further stated, "These ratings actions are the result of the Company's disciplined underwriting strategy, which has resulted in profitable underwriting income in recent years despite challenging market conditions."

Shawn Anderson, MSB, Medical Mutual's President and CEO, announced the upgrade to employees August 15 saying, "What an outstanding accomplishment for our Company! With this A.M. Best upgrade, we continue to build on the strength and agility for which we are known."

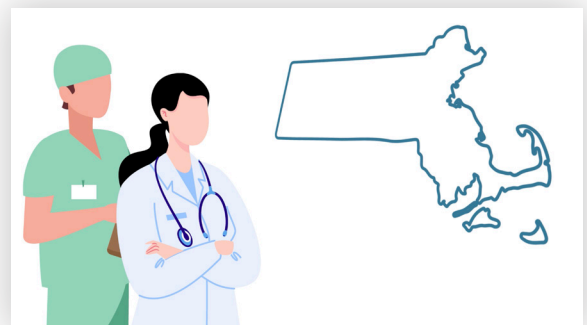


*Independent Rating Agency
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Company's Issuer Credit
Rating to "a+" (Excellent)
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(Excellent) in August.*

Medical Mutual introduces new occurrence policy form in Massachusetts

When Medical Mutual first began writing medmal insurance in Massachusetts in 2012, it was to serve existing clients from Northern New England that had satellite operations in the Bay State. In an effort to grow its physician and independent practice business in Massachusetts, the Company recently introduced a new occurrence policy form to meet the specific needs of the physicians and practices there.

In launching its new occurrence policy form for Massachusetts, the Company launched a digital marketing campaign targeting, independent physicians, practices and insurance agents in the Bay State.



“Most providers in Massachusetts are covered by occurrence, as opposed to claims-made policies. So this new policy form makes it easy for providers to make a switch. And since other carriers have enacted significant rate increases in the last year, we believe this new offering, coupled with our history of rate stability and our excellent, New England-based customer service, makes for an attractive new option in the Massachusetts medmal market, said Shawn Anderson, MSB, President & CEO of Medical Mutual. “It’s the right product at the right time,” he said.

The Company launched a new digital marketing campaign targeting independent physicians, practices and insurance agents in late September to support the product launch.

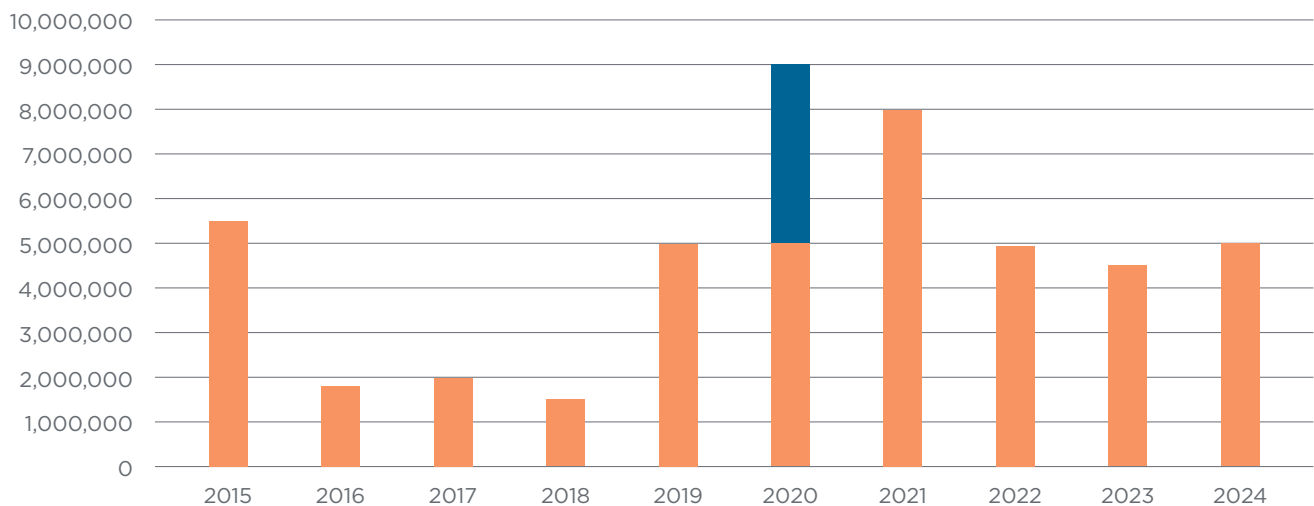
Company continues unprecedented dividend string

The Medical Mutual Board of Directors met on December 19, 2024 to review the Company’s financial performance for the year and for the 18th time in the last 19 years saw fit to declare a dividend. The \$5 million dividend for 2025 represents approximately 14.1 percent of eligible primary premiums and, as usual, will be distributed as premium credits to eligible policyholders.

In an industry known for its cyclical nature, the strong financial results that enabled the dividend continue an unprecedented run of high performance that began in 2007. Medical Mutual President and CEO Shawn Anderson, MSB, gave credit to the Company’s policyholders for the exceptional care they provide their patients, as well as their adherence to robust risk management practices as primary factors that made the dividend possible. He also cited a strategic rebalancing of the Company’s conservative investment portfolio to maintain its target equity allocation as a second contributing factor. And finally, he noted a considerable year-end reduction in claims reserves that further enhanced the Company’s financial position.

The dividend will be paid to all policyholders of record on December 31, 2023 and who maintain their insurance with the Company through April 1 of this year. Anderson said policyholders will receive a letter in late February detailing the exact credit they can expect to receive.

POLICYHOLDER DIVIDENDS - TEN YEAR HISTORY



Medical Mutual declared a dividend of \$5 million in 2024, the Company’s 18th dividend in 19 years, not including a special mid-year cash dividend of \$4 million in 2020.

Chaperone policies protect patients, practices, providers, and institutions

The prevalence of sexual abuse claims in health care settings is widespread and alarming. A 2021 study by the National Institute of Health reported that 5% of women and 2% of men have experienced some manner of sexual abuse or misconduct at the hands of medical professionals in a care setting.

The issue arises with sensitive exams that require patients to be undressed or involve physical contact, such as breast, pelvic, genital, and rectal examinations. Complaints often occur when these exams are conducted with only the provider and the patient present. Implementing chaperone policies/protocols in care settings is crucial for patients, practices, and institutions. These policies should establish protocols for offering patients the option to have a chaperone present during any exam.

The chaperone's role is to provide comfort and reassurance to the patient. Additionally, a chaperone may be provided by the provider to ensure the comfort and safety of both the patient and the provider. While the primary purpose of these protocols is to protect patients, the presence of a chaperone also helps protect the provider and the institution from unfounded allegations of sexual misconduct or abuse.

A good chaperone policy should cover the availability of chaperones, a description of their role, protocols for informing the patient and maintaining their confidentiality, as well as documentation and training requirements. You can learn more about designing and implementing an effective chaperone policy by reading the practice tip on our website.



What every member needs to know about claims at Medical Mutual: The six key steps

The Medical Mutual Claims Department encourages all insureds to report not only claims made by patients, their family members, or their attorneys, but also significant events or adverse outcomes that may result in such claims. An insured is welcome to call a Claims Representative if there is any uncertainty about making a report and for guidance in providing the information needed.

Two-page document available for download

For thorough guidance, the Claims Department has published a 2-page document that details six key steps to take when handling a new claim or potential claim. You can download it by scanning the QR code at right, or by visiting our website at

medicalmutual.com/physicians/claims.





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Check your mail for your Medical Mutual proxy voting card.

As a member-policyholder of Medical Mutual, you are eligible—and in fact encouraged—to vote for your Company Board of Directors in advance of the upcoming Annual Meeting.

Use the ID from your mailed card and vote online

You must have the unique, personalized ID on your mailed card to vote. So you can just fill out and mail the card, which must be received by April 26, or go online with the ID in hand to cast your vote.

With your ID, go to medicalmutual.com/proxy, or scan the QR code at right. There are four candidates up for three-year terms and you may vote for all, none or any number of the four candidates:

- Wendy J. Merchant, Blue Hill, ME
- Carl E. J. Flynn, M.D., Caribou, ME
- Albert G. Swallow III CPA, Portland, ME
- Robert L. Trowbridge M.D., Portland, ME



Voting closes April 26, 2025, so go online and cast your vote today!