

PCoRP Claims Reporting Guide

1. Claims are reported only through the online portal found on the [CCAP Insurance homepage](#).
 - a. Enter the username and password provided by the Insurance Application Specialist
 - b. Sign in and follow the prompts to report a PCoRP claim
2. Choose the type of incident
 - a. Auto Accident
 - i. This incident is chosen when the Member owned or leased vehicle is damaged OR the Member owned or leased vehicle causes damage to another vehicle or property
 - b. Auto Glass
 - i. This incident is chosen when the Member owned or leased vehicle has a chip or crack in one of the windows
 - c. Crime / Theft
 - i. This incident is chosen when there has been a theft of currency
 1. Intercepted check was fraudulently cashed, employee direct deposit changed without their knowledge, employee embezzling county funds, etc.
 - d. Cyber
 - i. This incident is chosen when confidential and protected information potentially has been accessed by an unauthorized user
 1. Ransomware, phishing, malware, or accidental data exposure (whether electronic or paper), etc.
 - e. General Liability
 - i. This incident is chosen when there is the potential for a claimant to hold the Member liable for an injury
 1. A claimant is injured on Member owned or leased property, incident only prison claims involving inmates, Children and Youth claims
 - ii. When in doubt, choose General Liability
 - f. Lawsuit
 - i. This incident is chosen whenever there is a lawsuit filed against a covered party including Tort Claim Notices or Letters of Representation, Complaints, Writ of Summons, EEOC and PHRC Charge of Discrimination
 - g. Property Damage

- i. This incident is chosen whenever there is damage caused to Member owned or leased property, real and personal
- 3. Attach all relevant documentation, including incident reports, witness reports, police reports, photos/videos, Complaints, Writs, Letters, etc.