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.