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2019

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**YEAR IN  
REVIEW**

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# YEAR IN REVIEW 2019

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**WHAT A YEAR 2019 WAS FOR PRMS** – in addition to providing best in class service to our 9,500+ clients nationwide, and continuing to support the mental healthcare community at large, the company also officially joined TransRe as part of the Allegheny Corporation family of brands and welcomed our new Business Leader, Tonya Davies, in October. The Allegheny companies includes both The Psychiatrists’ Program’s insurance carrier, Fair American Insurance and Reinsurance Company (FAIRCO), and the Program’s principal reinsurer, Transatlantic Reinsurance Company (TransRe), so the reunion feels like a true homecoming for PRMS.



**(SUPERIOR)**  
A.M. BEST RATING

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The Psychiatrists Program’s carrier, Fair American Insurance and Reinsurance Company (FAIRCO), is rated “A+ Superior.”

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In 50 states, we have introduced new and enhanced discounts for early career, resident/fellow, and military psychiatrists, and broadened our psychiatric association membership definition.

A strong defense for our clients is the very foundation of our company. Since 1986, all claims and lawsuits, whether they are fully defended through trial, mediated, or settled directly, have always been actively managed by PRMS claims staff in full collaboration with our insured psychiatrists. In 2019, we continued to see fewer claims and lawsuits – there were 101 claims and lawsuits filed in 2019 compared to 110 in 2018. Both the severity and costs of resolution and the filing of administrative actions remained relatively steady. The average indemnity payment was \$263,475 compared to \$264,520 in 2018.

- There were 168 administrative actions compared to 162 in 2018.
- In 2019, 69.2% of all claims and lawsuits resolved without indemnity payment compared to 78.1% in 2018.

101

**CLAIMS AND LAWSUITS FILED**

168

**ADMINISTRATIVE ACTIONS**



## Tonya Davies

In October 2019, PRMS formally joined the Transatlantic Reinsurance Company (TransRe) family – the long-time principal reinsurer for our insurance offering, The Psychiatrists’ Program – welcoming Tonya Davies as the new PRMS Business Leader. The reunion feels like family – under the Allegheny Corporation’s umbrella of brands, PRMS not only joins TransRe, but also Fair American Insurance Company (FAIRCO), the Program’s long-time insurance carrier.

Davies has spent the past 25 years underwriting medical professional liability for hospitals, physicians, long-term care, and other facilities. She has worked as an underwriter, facultative reinsurer and most recently, in treaty reinsurance.

After joining TransRe in 2000 as an underwriter in the Healthcare Professional Liability Facultative Department, she rose quickly with promotions to Senior Underwriter and then Assistant Vice President in this division. In 2004, Davies moved to a new role in the TransRe Healthcare Treaty Department and was promoted to Vice President in 2011. In this position, Davies underwrote, negotiated and serviced \$29 million in business across 15 cedants writing policies for physicians and hospitals throughout the United States. In addition to the title of PRMS Business Leader, Davies now also holds the title of Senior Vice President of TransRe.

As PRMS’ Business Leader, Davies oversees the PRMS staff of 35+ and supports servicing our clients, helps develop new business opportunities, establishes strategic initiatives, and sets and monitors financial and nonfinancial targets. She has spent her entire career in New York City, but in her new role splits time between New York and PRMS’ headquarters in Arlington, Virginia.

“My colleagues at PRMS are so passionate about the work they do,” Davies said. “Whether they have been here for 30 years or three, everyone takes great ownership, accountability, and pride in what we bring to psychiatrists and the medical professional liability arena in this very important specialty.”



“I’m looking forward to continuing to support the great work PRMS provides to our clients, meeting with psychiatrists and partners to learn more about the goals and initiatives of behavioral healthcare organizations and the communities they serve, and working alongside the PRMS team, the company’s greatest asset.” –Tonya Davies

PRMS was honored to receive a recognition award for our contributions to the American Society for Adolescent Psychiatry (ASAP) at the Annual Meeting in May. Pictured (left to right) are: Associate Director of Insurance Services, **Megan Jones**, MBA, ARM; Senior Account Manager, **Remy Palmer**, RPLU, ARM; and Senior Account Advisor, **Michelle Robinson**.



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“Appreciate years of cost effective liability coverage and wonderful CMEs.” –PRMS Client



The Fall PRMS Reception hosted in Washington, D.C. is always a fun night to mix, mingle, and network with doctors, district branch leadership, and partners. Pictured (left to right) are: Senior Account Manager, **Remy Palmer**, RPLU, ARM; Director of Programs at FAIRCO, **Kathleen Miller**; Senior Vice President of Client Relations, **Melanie Smith**; PRMS Business Leader, **Tonya Davies**; Client Relations Manager, **Julia Bajereanu**; Events & Promotions Senior Manager, **Jenna Quinn**, CMP; Associate Director of Insurance Services, **Megan Jones**, MBA, ARM; Director of Underwriting/ Insurance Services, **Jackie Palumbo**, CPC, ELI-MP; Marketing Associate, **Ashley Quattlander**; and Senior Account Manager, **Nikki Travis**.



“I wanted to send a note of thanks to all three of you... I can’t express enough how helpful talking with all of you was, and the sense of support you conveyed to me while the situation seemed unpredictable and worrying. I really appreciate all your help.” –PRMS Client

The PRMS Risk Management Consultation Service (RMCS) received more than 3,000 calls in 2019 from nearly 1,500 unique callers, bringing the total number of received calls since 1997 to 58,675.

There were 3,928 issues discussed, totaling 73,607 since 1997.

**The top five RMCS call topics in 2019 covered:**

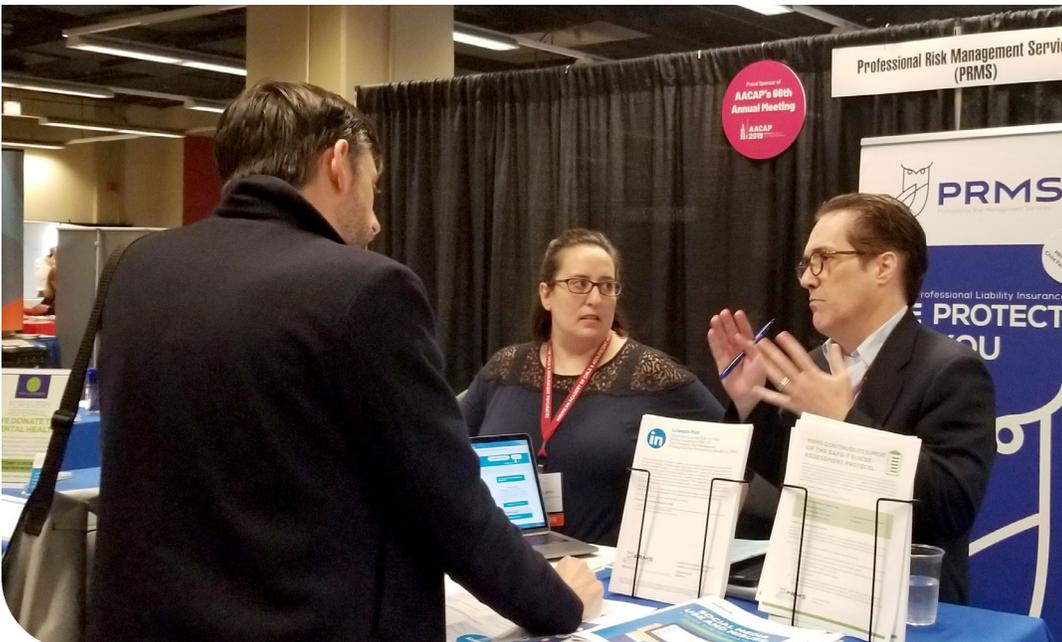
- » **21%** Information requests
- » **10%** Termination
- » **10%** Subpoena
- » **7%** Business
- » **7%** Treatment

TOTAL ISSUES SINCE 1997

73,607

RISK MANAGEMENT  
ISSUES DISCUSSED IN 2019

3,928



PRMS’ Senior Account Manager, **Remy Palmer**, RPLU, ARM, and Assistant Vice President of Risk Management, **David Cash**, JD, LLM, speak with a meeting attendee at the American Academy of Child and Adolescent Psychiatry Annual Meeting in Chicago, IL.

The PRMS Risk Management team also had nearly 20 articles published via LinkedIn, medical journals, and publications; shared timely risk management alerts, monthly “On Our Minds” programming, and quarterly newsletters; and reached more than 2,500 doctors through in-person seminars and online PRMS U educational sessions. PRMS shared our risk management expertise with both insured clients and non-insureds throughout the year to help all psychiatrists protect their practices and ensure patient safety. In 2019, we:

- » Presented 26 risk management sessions for residency training programs (PREP – PRMS Residents’ Education Program) and Grand Rounds
- » Reached more than 2,500 doctors via in-person educational presentations or online risk management sessions
- Presented 26 risk management sessions at other organizations’ meetings, including the APA, APA District Branches, AACAP Regional Organizations, AAPL, and more



#### ON OUR MINDS

Our podcast-format service, exclusively available to PRMS clients, discusses current risk management hot topics and trends, and was presented monthly to help clients stay current with recent events in psychiatry.

#### DOCTORS REACHED VIA LIVE & ON-DEMAND EDUCATIONAL SESSIONS

2,587

#### NUMBER OF ATTENDEES PREP PRESENTED TO

488

Assistant Vice President of Risk Management  
**David Cash, JD, LLM** presents a risk management educational session to residents and medical students at the California Psychiatric Association Premier Conference.



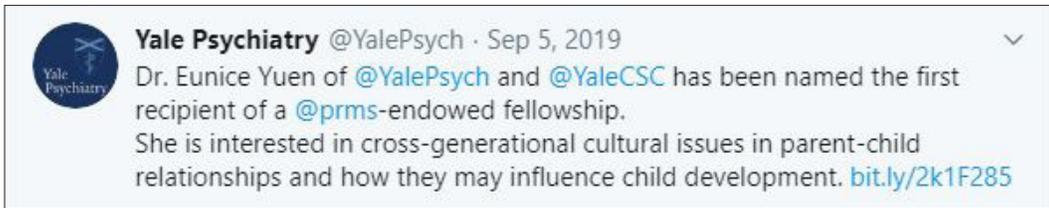


“So nice to have an updated COI immediately available and able to find when needed and not searching through past emails or having to message staff to receive.” –PRMS Client

- » Developed and presented a live, half-day CME course on the topic of “Practicing Outside of Your Comfort Zone: Meeting the Growing Need for Psychiatric Care,” throughout the country.
- » Wrote and published beneficial and timely material including:
  - Articles in a variety of publications including the peer-reviewed journal, Innovations in Clinical Neuroscience
  - Ten LinkedIn articles, many of which were shared with state psychiatric societies and regional psychiatric organizations. Some of the most requested topics included: data protection/HIPAA compliance, signs of suicide, and what to do when a patient makes the news
  - Risk management updates, including alerts on cybersecurity resources, updated state prescribing laws, and eskatamine, shared with clients
  - The New York Excess course, made available to both clients and non-clients
- » Were granted re-accreditation with commendation from the Accreditation Council for Continuing Medical Education



On February 1, 2019, PRMS employees wore red to work in honor of American Heart Association’s Wear Red Day. Pictured are (left to right): Senior Account Manager, **Nikki Travis**; Claims Assistant II, **Vanessa Mejia**; Associate Director of Underwriting, **Victoria Watkins**, RPLU; Senior Risk Manager, **Ann McNary**, JD; Litigation Specialist, **Justin Pruett**, JD; Insurance Services Representative, **Renee Lewis**; Events & Promotions Senior Manager, **Jenna Quinn**, CMP; Marketing Associate, **Ashley Quattlander**; and Associate Vice President of Information Systems, **Max Ahmadi**.



**PRMS IS SOCIAL! FOLLOW US TO STAY UP TO DATE ON THE LATEST NEWS AND ANNOUNCEMENTS.**

 @PRMS
  Facebook.com/PRMSprograms
  LinkedIn.com/company/PRMSprograms

2019 also saw the launch of PRMS' newly designed website in February, featuring a completely updated and refreshed layout. We expanded the My Program portal capabilities to provide clients with quick and easy access to current and historical policy documents, certificates of insurance, and invoices, as well as the ability to request changes. Access to PRMS U, our risk management platform for clients, also became available with newly featured online CME courses, certificate tracking, tutorials, resources and articles, risk alerts, and more. In addition, the online Self-Guided Application for new clients was expanded to include 45 states and the District of Columbia, providing a more efficient and expedited experience when applying for coverage through the website. Our marketing efforts also included:

- » Nine new posts highlighting the latest news and events in psychiatry on the PRMS blog, including five guest articles authored by members and leaders of our partner organizations around the country.
- » Participation in 187 events and exhibits nationwide, from California to New York.
- » Placement of 238 advertisements across 58 different publications, ranging from weekly state psychiatry society newsletters to quarterly national journals.
- » Growth across our social media channels – Facebook, LinkedIn, and Twitter. All channels saw increased engagement and followers year over year, and we used these channels to promote PRMS blog posts and timely articles, share our participation in events and exhibits, announce new partnerships, highlight psychiatric and client news, and more.



refer a colleague

**The PRMS “Refer a Colleague” program, established in 2013, is part of our ongoing commitment to support the behavioral healthcare community. For every referral received – regardless of whether a policy is purchased – we donated \$25 to a mental health organization designated by the doctor making the referral. In 2019, we received 185 referrals with multiple donations to 48 organizations, totaling \$5,225 in donations.**

- » We were pleased to participate in the Group for the Advancement of Psychiatry's (GAP's) spring and fall meetings. PRMS endows the PRMS Fellowship in Child Psychiatry for GAP.
- » Being of service to residents continued to be an important focus in 2019. In addition to providing risk management education for residents, we participated in 14 resident-centered events across the country and facilitated access to education through funding scholarships like the American Association of Geriatric Psychiatry's Scholars Program and donations to the Texas Society of Psychiatric Physicians Scholarship Fund. We also provided support to ease resident graduation and travel expenses, such as our contributions to the SUNY-Downstate Department of Psychiatry & Behavioral Sciences resident graduation and our sponsorship of the Mississippi Psychiatric Association's Resident Achievement Travel Award at the association's annual meeting.
- » In 2019, PRMS also supported and participated in a number of initiatives geared towards helping communities, both local and those far and wide.

NGO Chairperson  
**Dr. Vivian Pender**  
and PRMS Marketing  
Associate **Ashley**  
**Quattlander** at the NGO  
Committee on Mental  
Health "3 Miles for  
Mental Health" run.



PRMS sponsored the 2019 Brooklyn Psychiatry Society Fun Run in Brooklyn, NY, and **Ashley Quattlander**, Marketing Associate, came in third place in the race!



**In 2019, PRMS increased our partnership endeavors, working with 41 psychiatric organizations and sponsoring many activities in support of the goals and initiatives of groups:**

- » American Association of Community Psychiatrists
- » American Association of Directors of Psychiatric Residency Training
- » American Association for Emergency Psychiatry
- » American Association of Psychiatric Administrators
- » American Society for Adolescent Psychiatry
- » Arizona Psychiatric Society
- » Association of Medicine and Psychiatry
- » Association of Women Psychiatrists
- » Bronx District Branch
- » Brooklyn Psychiatric Society
- » California Psychiatric Association
- » Career, Leadership and Mentorship Program
- » Central California Psychiatric Society
- » Colorado Psychiatric Society
- » Florida Psychiatric Society
- » Georgia Psychiatric Physicians Association
- » Greater Long Island Psychiatric Society
- » Illinois Psychiatric Society
- » Indiana Psychiatric Society
- » Indo-American Psychiatric Association
- » Iowa Psychiatric Society
- » Kentucky Psychiatric Medical Association
- » Mississippi Psychiatric Association
- » New Jersey Psychiatric Association
- » New York County Psychiatric Society
- » New York State Psychiatric Association
- » North Carolina Psychiatric Association
- » Northern California Psychiatric Society
- » Orange County Psychiatric Society
- » Pennsylvania Psychiatric Society
- » Psychiatric Society of Virginia
- » Psychiatric Society of Westchester County
- » Queens County Psychiatric Society
- » San Diego Psychiatric Society
- » Senior Psychiatrists, Inc.
- » Society for the Study of Psychiatry and Culture
- » South Asian Mental Health Initiative and Network
- » South Carolina Psychiatric Association
- » Washington Psychiatric Society
- » Washington State Psychiatric Association
- » West Hudson Psychiatric Society



“I have received a few emails about this new mandate...yet this explanation from PRMS is the clearest of all of them. Another reason why I will always stay with PRMS as my insurer.” –PRMS Client



“I have heard very good things about PRMS and am interested in exploring how it compares to my current policy both in terms of premium and services.” –PRMS Potential Client

- » PRMS has been a long-time supporter of psychiatric foundations, the charitable and community arms of psychiatric associations. In 2019, we were pleased to support nine state psychiatric society foundations via funding, promotion through our blog and social media channels, and donating items for silent auctions established to raise funds.
- » Throughout the year, we also supported a variety of organizations dedicated to mental health awareness and accessibility, including the National Alliance on Mental Illness (NAMI), Give an Hour, the United Nations’ NGO Committee on Mental Health, American Foundation for Suicide Prevention, and Kraftlove.
- » We worked with Ignite Hope Chicago, an organization that focuses on improving the human rights of South Asian women and children with a Bronze Sponsorship at the 2019 Annual Gala, which benefited MannMukti. MannMukti, a Texas organization, works on reducing stigma related to mental health in the South Asian community.



PRMS worked with Warriors Elite, a mentorship-community program for underprivileged boys in Washington D.C. founded in 2016 by **Justin Ramos**, at the Kennedy Recreation Center to provide support for its program participants. Pictured is PRMS’ Litigation Specialist, **Justin Pruett**, JD, left, with Ramos. Participants range in age from 8 to 17 years old and come from underprivileged and underserved homes. Warriors Elite organizers teach, coach, and train program participants how to play basketball and football, as well as provide much needed mentoring support. Our donation to the program helped provide transportation to games and purchase jerseys for program participants.



“Dear all of my amazing risk managers...many, many gold stars to all of you for your invaluable counsel and feedback.” –PRMS Client



(Back row, left to right), Senior Account Manager, **Nikki Travis**; Insurance Services Representative, **Renee Lewis**; Director of Finance, **Diana Alva**, CPCU, ARe; Risk Management Assistant, **Irlean Banks**; Marketing Associate, **Ashley Quattlander**; Litigation Specialist, **Justin Pruett**, JD, (front row, left to right) Events & Promotions Senior Manager, **Jenna Quinn**, CMP; Senior Litigation Specialist, **Christine Gray-Knight**, JD, CPCU; Client Relations Manager, **Julia Bajereanu**; and Insurance Services' **Bridgette James** celebrate the season at the 2019 PRMS Holiday Party.



**ON BEHALF OF THE ENTIRE PRMS TEAM,**

we greatly appreciate the privilege to serve our clients and support the behavioral healthcare community. Now more than ever, in 2020 and beyond, know that we are always here for you.



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MORE THAN AN  
**INSURANCE POLICY**