



THE MAGNET™



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www.magmutual.com

NORTH CAROLINA'S SOURCE FOR IMPORTANT PHYSICIAN INFORMATION

Risk Management & Patient Safety Dept. Tips

Learn from Experiences through Claims Lessons

In medicine, as in life, we often learn so much from the insights of those who have "been there, done that." *Claims Lessons*, online news briefs from the Risk Management & Patient Safety Department, offer policyholders a unique opportunity to review abstracts of actual lawsuits from our files.

Claims Lessons is presented in a brief, easy-to-read format. Each abstract concludes with practical "learning points" with which physicians may relate, and should be used for educational purposes only. We urge you to directly consult our Risk Management & Patient Safety Department, or qualified legal counsel, to address specific issues. You may access *Claims Lessons* online at:

www.magmutual.com/risk/closed-claims.html.

For more information about our online resources, contact Cleveland Williams at **1-800-282-4882 ext. 5681**. ☎

MAG Mutual's Website is New and Improved!

We're pleased to announce the launch of our new and improved website. The new site provides a more comprehensive source of policyholder news, information and MAG Mutual services in a cleaner and crisp design. A major goal of the redesign was to improve the online experience for policyholders, by making it more intuitive to navigate. "Last year we had almost a quarter million pages viewed on our site. Those are great numbers, but we've taken lessons learned from policyholder comments –

(Continued on page 2)

Rate MAG Mutual!

We know you have a lot of options when it comes to choosing an insurance company, which is why we strive to offer service that meets your needs and exceeds your expectations. In the coming months, you will hear about several new customer service initiatives designed to make it easier to do business with us. To measure how we are doing, and how our changes help us improve, we need your assistance.

When you call MAG Mutual with a business question or issue, you will be asked a single question at the conclusion of your call: **How likely are you to recommend MAG Mutual to another physician, associate or medical practice, using a scale of 0-10 (ten being the most likely)?** Your answer will help us measure customer satisfaction. You can also rate us online at www.MAGMutual.com/rating/ and complete the question.

Our telephone representative will only make a note of your response. In some situations, we may need to mail you a note following the call to resolve an issue or answer a question. A website link will be included with the note to give you the opportunity to provide your opinion.

You may be asked the question whenever you call because answers may vary over time. We value your views and experiences and appreciate your participation in this survey. ☎

2008 Annual Report Reveals Company is: *Stronger Than Ever*

As a policyholder and owner of MAG Mutual Insurance Company, we think you'll garner a lot of interesting and useful information from the 2008 Annual Report. We hope you'll take a moment to review the company's financial report and see the solid financial standing of your physician-led company. You'll also see the photos of your Board of Directors and Claims Committees.

(Continued on page 2)



MAG MUTUAL®
Because your patients come first.

INSURANCE • FINANCIAL SERVICES
OFFICE SOLUTIONS • PRACTICE MANAGEMENT

In Practice. In Life.

Summer Catalog

The new Summer Medical Resource Guide from **MAG Mutual Healthcare Solutions, Inc. (MMHSI)** features great new products and all new publications for 2010:

- **New and updated software such as the 2010 RVU Calculator, Fees on Disk and data files for ICD-9 and HCPCS**
- **Even more publications packages for greater savings**
- **Specialty coding reference guides with easy-to-follow anatomical illustrations**



Be one of the first to place an order and receive a **FREE** Basketball Codey the Bear! – Supplies are limited, one bear per order. Call us toll free at: **1-888-738-7494** or save up to 30% by ordering online at www.coderscentral.com.

(2008 Annual Report Reveals Company Is Stronger Than Ever, continued from page 1)

Finally, we hope that you take a look at 15 of the many ways that MAG Mutual adds value for you and your practice. Once you add it all up, we're sure you'll come to the conclusion that **MAG Mutual is Stronger than Ever**. We hope you refer to the book often for ways to make your practice successful – with the confidence that we'll be here to serve you. ☑

(MAG Mutual's WWW is New and Improved!, continued from page 1)

coupled with enhanced technology and made it even better," said Michael Chlon, VP, Marketing & Communications.

If you haven't viewed the new site, go to www.MAGMutual.com. We'd love your feedback! Send an email to rbarnes@magmutual.com. ☑

FREE Upcoming Seminars

Situation Awareness in Healthcare: Your Key to Improved Performance & Minimized Risks

**Thursday, September 10, 2009 - Greenville, NC
Hilton Greenville**

207 SW Greenville Blvd; Greenville, NC 27834
6:30pm Sign-in and Heavy Hors d'oeuvres
7:00pm – 8:30pm Program

Speaker: Walter Kurtz, President, Corporate Aces

**Tuesday, September 15, 2009 - Greensboro, NC
Embassy Suites Greensboro**

204 Centreport Drive; Greensboro, NC 27409
6:30pm - Sign-in and Heavy Hors d'oeuvres
7:00pm – 8:30pm Program

Speaker: Scott Turner, CEO Corporate Aces

Electronic Medical Records: *The Good, The Bad, and The Ugly*

**Thursday, September 10, 2009 - Cary, NC
Embassy Suites**

201 Harrison Oaks Blvd.; Cary, NC 27513
6:30pm Sign-in and Heavy Hors d'oeuvres
7:00pm – 8:30pm Program

Speaker: James Saxton, Stevens & Lee Lawyers and Consultants

**Tuesday, September 29, 2009 - Charlotte, NC
Charlotte City Center**

237 South Tryon Street, Charlotte, NC 28202
6:30pm Sign-in and Heavy Hors d'oeuvres
7:00pm – 8:30pm Program

Speaker: James Saxton, Stevens & Lee Lawyers and Consultants

For more, please go to www.MAGMutual.com/Seminars or call Cleveland Williams at **1-800-294-5384**. ☑

A.M. Best Continues MAG Mutual's A- (Excellent) Rating with Stable Outlook for 2009



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