



When an injury does occur, Key Risk claim professionals are solution-driven and dedicated to assisting each injured worker throughout the entire claim process.

All claims should be reported to Key Risk Immediately.

Claims reported within the first 24 hours have proved to produce better outcomes for the injured worker and cost up to 15% less than those reported days after an injury.

REPORTING OPTIONS

There are three options for reporting claims.

- 1. VirtualMD+:** Download the VirtualMD+ App, or call 1.866.687.0710, to connect an injured worker with an emergency-trained physician in just minutes. All workplace injuries and illnesses treated through VirtualMD+ are automatically reported to Key Risk as a new claim.
- 2. Online:** From www.KeyRisk.com, click on MasterKey Connects®, log in and select "Report a Claim." For access, please call 800.942.0225, Ext. 3361952 for set-up information.
- 3. Telephone:** Contact our 24-Hour Client Service Call Center at 866.847.8872

Forward any additional claims correspondence, such as medical bills or witness statements, to:

Key Risk
P.O. Box 8000
Daphne, AL 36526-8000

Visit our website at www.KeyRisk.com for claim tools and resources.