

# Review

3rd Quarter 2008

This spring MMIC announced the hiring of its new President and Chief Executive Officer Bill McDonough. The *Review* editor recently spoke with McDonough about his plans for positioning the MMIC Group for the future.

**Q: You joined the company four months ago. What are your initial impressions?**

A: I am pleasantly surprised to find the company in excellent shape. We are fortunate to be positioned well both financially as well as having an experienced and capable staff. The marketplace is undergoing tremendous change and MMIC is well positioned to capitalize on opportunities.

**Q: How would you compare what you've done in past jobs with what you will do at MMIC?**

A: Every company has different challenges. In the past it was clear that change needed to occur and the direction was well defined. Here the direction is not as clear, which is why we are undertaking strategic planning involving both staff and board members to help define the company's future.

**Q: What did you bring from your past work experiences that will be most helpful in this new position?**

A. Have the motivated people all working in concert is the key to any successful organization. Developing teams is a skill I have learned that I hope to bring to the culture of MMIC.

**Q: MMIC is the market leader in its six-state territory with an excellent reputation for quality staff, solid financials, excellent value-added services and great customer service. How can you build on its reputation?**

A. No company can rest on its laurels. A company is only as good as its most recent encounter. We have tremendous loyalty and high customer retention, which is the perfect time to continue to impress customers and earn their continued loyalty.



William "Bill" McDonough  
MMIC Group President and CEO

**Q. What challenges do you see for the medical malpractice insurance industry and the company?**

A. Companies must resist the lemmings urge in this softening market. Rather than follow the insurance cycle down its inevitable course toward unprofitability, good companies will maintain underwriting discipline in order to maintain financial and pricing stability.

**Q: The healthcare industry is going through some major consolidation. Healthcare organizations that we do not insure are acquiring MMIC business. What can MMIC do to maintain its market leader status?**

A. The healthcare market is constantly evolving. We, as an industry and a company must stay on the forefront of change by continuing to add value to all market segments. MMIC will become a major player in large account markets. We have a significant amount of value to offer either as insurance or reinsurance products or claims, risk management and consulting services offered on a fee basis.

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The MMIC board of directors elected to maintain 2009 premium base rates at current levels for physician policyholders in all its six states. Letters were sent to policyholders in September.

## MMIC Declares Physician Policyholder Dividend for 2009

The MMIC board of directors recently approved a total of \$5 million in dividends for qualifying physician policyholders in all states. Letters stating qualifications for receiving the dividends were mailed recently to policyholders.

The Finance Department will begin mailing the dividend checks quarterly starting March 2009.

## Please update your information

Please contact your underwriter if your corporate address or clinic administrator has changed within the last year. You may fax the correct address to 952-838-6808 or mail it to your underwriter at the address appearing on this newsletter.

**Q & A With Bill McDonough** (continued from front)

**Q: Looking ahead five years, what do you hope to achieve?**

A. The truth is, alone I cannot achieve anything. However, when everyone in the entire organization is united behind a set

of goals and principals and is committed to achieving these goals, there is nothing we cannot achieve.

## You May Be Eligible for an Electronic Medical Record Premium Credit

This is a reminder that MMIC offers a 2 percent to 5 percent premium credit to qualifying physician policyholders who use an electronic medical records system. To be eligible for the premium credit, a practice must meet the following requirements.

1. The Certification Commission for Healthcare Information Technology (CCHIT), the recognized certification authority for EMR systems, must certify the EMR system.
2. The group must have implemented or plan to implement the latest vendor updates for their system.
3. At least 75 percent of the providers in the group must be using the EMR.

4. The group must have been using the EMR for at least a year.
5. The group must be using at least two of the six EMR's functions listed on the application.

To receive the credit, we must receive your EMR premium credit application prior to the 2009 renewal date of your policy.

Please contact your underwriter, agent or broker if you have questions about the EMR premium credit or need an application.