



A mutual insurance company based on  
**Strength Stability Service**



MICA was formed during a crisis of insurance availability for Arizona physicians. Since our founding, we have grown into a regional provider of medical professional liability insurance for physicians, medical groups, medical facilities and advanced healthcare professionals. Read on to learn more about our strength, stability and service and how MICA can provide peace of mind for your medical practice.

“MICA is able to do what it has done for over forty years: provide high quality medical professional liability insurance protection, exceptional service and stable rates that reflect the true cost of loss. And if the cost of loss is favorable, MICA will continue to return unneeded funds to our members as policyholder dividends.”

James F. Carland, III, M.D.  
Chairman and CEO



## Strength

- MICA was founded in 1976. For over 40 years, we have grown and prospered because of our dedication and commitment to our members - our policyholders.
- As a mutual insurance company, our policyholders are our beneficial owners. We do not have stockholders who benefit from our success. Our members share in our success, and our decisions are based on their interests.
- MICA is the select insurer in the state of Arizona, affording coverage to approximately 70% of independent physicians in Arizona, and we continue to grow in Utah and Nevada.
- MICA offers alternative risk transfer options via MICA Risk Retention Group and MICA Specialty Protected Cell Captive.

## Stability

- MICA has an “A” (Excellent) financial strength rating by A.M. Best. This rating indicates an organization’s ability to fulfill its financial obligations and solidifies MICA’s position as a financially stable carrier. We will fulfill our promise now and into the future.
- MICA uses a portion of investment income to support lower premium rates. Our enviable rate stability helps our members during the ups and downs of the insurance cycle.
- When financial conditions warrant, MICA distributes dividends to its members. In fact, MICA has distributed dividends for the past 13 consecutive years, and for 27 years since our founding. In 2017, we declared a dividend of \$25 million, approximately 26% of policyholder premium. In total, MICA has distributed over \$600 million in dividends over our history.\*
- MICA has a very strong surplus position, which can be defined as the amount by which a company’s assets exceed its liabilities. Surplus allows a company to take on new business and acts as a cushion in years when losses exceed expectations - and the reserves that have been allocated to cover those losses.

\*The dividend declared for the 2017 policy year reflects the company’s financial performance. Past performance does not guarantee future dividends.

## Service

- Dedicated toll-free Customer Service Hotline - Have questions or need assistance specific to your policy or coverage? Our customer service representatives are available to help.
- Underwriting Management - Your application is our priority. Every application is assigned to an individual underwriter who communicates with you throughout the application process.
- Risk Management - Once you are a policyholder, you have access to MICA’s vast array of risk management tools. These include: office audits, online CME, monthly webinars, podcasts, and weekly Hot Topics emails.
- Members also have access to a dedicated Risk Management hotline during regular business hours for situations that they want to discuss before those situations become a problem.
- Claims Management - Our philosophy is to carefully evaluate claims to eliminate those without merit, promptly pay those that warrant settlement, and vigorously defend those where a perceived or actual bad outcome is not the result of malpractice. We support our physicians’ right to have their day in court to protect their reputation.
- MICA Medical Foundation was created to support physician education and training, medical care delivery research, and improved patient outcomes in the communities we serve.



**MICA**<sup>®</sup>

Medical Professional Liability Insurance

Call or click today to find out how  
MICA can bring value to your practice.

MICA's insurance policies have exclusions, limitations and terms under which the policy may be continued in force or discontinued. For costs and complete details of coverage, contact your insurance agent or MICA.

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