



January 15, 2024

**TO: MAHA Membership**

**FROM: Grant Helms, USA Hockey Risk Manager, Michigan District**

**RE: NEW ONLINE PARTICIPANT ACCIDENT INSURANCE CLAIM FILING PROCESS**

As of January 1, 2024, all participant accident claims must be submitted through the Injury Report Link: <https://www.usahockey.com/filingaclaim> (please follow the instructions). This link will take you to the USA Hockey web site.

**AG Administrators**, will be processing the claim forms through this online link.

The Injury Report Link is what a member will use to submit a claim, (or you can refer them to the link) <https://www.usahockey.com/filingaclaim>

USA Hockey is in the process of editing the Member Brochure and Insurance Handbook. The K&K Insurance claim form has been removed and no longer accepted for Personal Accident Claims.

**A few differences to note about the online process:**

**Reporter** – this is the person that is submitting the claim. It could be the injured member, parent, or someone with the team. The reporter is the one that will be entering this person's name, role, and email; it is suggested that the person is the coach, team manager, team physician, athletic trainer, or club administrator. In the case where an official is the injured person, the verifier will default to the District Referee-in-Chief where that member is from.

**Injured person** – this will be the person who has been injured. All fields need to be completed or if they do not apply enter N/A.

**Verifier** – this is a person named by the Reporter that should be verifying that the event was sanctioned and did happen on the date and location as the reporter has indicated.

**Once reporter** submits the claim an email will be sent to the verifier to verify the information. The email will come from **[cdxnotify@agadministrators.com](mailto:cdxnotify@agadministrators.com)**.

In this online process there are several automated emails that will happen between AG and the reporter, verifier, and injured member. Once the claim is approved by the verifier and USA Hockey national office the member will get an email that provides them with the claim number as well as contact information for AG to follow up on the claim.

Should you have any questions please email them to Kim Folsom at [kimf@usahockey.org](mailto:kimf@usahockey.org) or contact me at the email or phone below. All questions will be reviewed and replied to everyone if appropriate.

Grant Helms

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