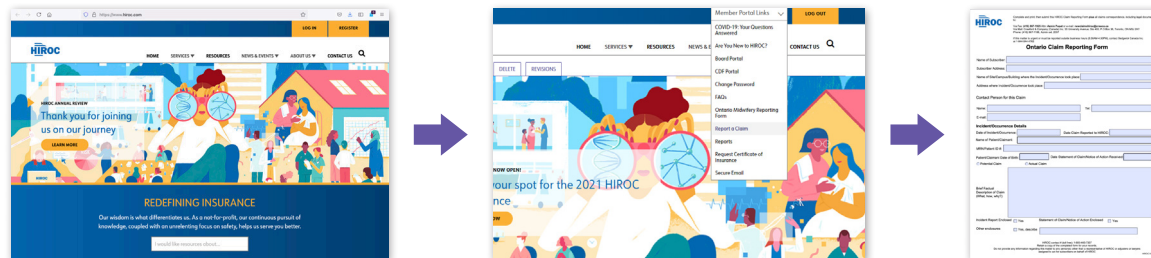


Secure Claims Reporting



STEP 1: Log in to [HIROC.com](https://hiroc.com) and download the claims reporting form from the **Report a Claim** section of the Member Portal Links dropdown.

If you need website access, please email inquiries@hiroc.com.



STEP 2: Choose one of the following options for a secure method of submitting your claims.

Option A



Secure File Transfer direct to HIROC

Instructions:

Navigate to HIROC's secure file transfer site (kiteworks) at sftp.hiroc.com.

Sign in, compose an email, then upload the completed claims reporting form along with any supporting documents to newclaims@hiroc.com.

Note: Secure File Transfer is the most secure method of sending personal health information to HIROC. The data is uploaded to the HIROC system safely and remains within the HIROC domain. Subscribers are encouraged to use this tool whenever possible to protect their data.

Employees of organizations insured through HIROC need to be registered to access this tool.

Not registered yet? Please contact inquiries@hiroc.com.

Option B

Encrypted Email* to HIROC

Instructions:

Complete the claims reporting form and send by encrypted email to newclaims@hiroc.com with any supporting documents.

Note: Due to the significant numbers of data encryption tools used for secure email, HIROC is unable to accept claims by email that require logins and passwords to open the document. If supporting documents or attachments are too large to send via encrypted email, please use HIROC's Secure File Transfer option to submit them to HIROC.

If you cannot send electronically, fax directly to HIROC

416-733-2438 or 1-800-668-6277

Option C

Secure Email using HIROC portal

Instructions:

Complete the claims reporting form and send using the Secure Email link located on the Member Portal Links dropdown.

Attach the completed claims reporting form along with supporting documents and email to newclaims@hiroc.com.

Note: Employees of organizations insured through HIROC need to be registered to access the members only portal on the HIROC website to use the secure email feature. This option is available for reporting new claims and providing smaller-sized documents. If you have a large attachment, please use the secure file transfer *Option A*.



***Caution:** Under the Personal Health Information Protection Act (PHIPA), custodians are required to implement technical, physical and administrative safeguards to protect personal health information (PHI). This includes protecting PHI using email encryption technology. HIROC recommends that you check with your Information Technology department to see if your email communication is protected with Transport Layer Security (TLS) before sending any PHI via email. If your email server is not TLS enabled, please use one of the alternative methods to report and submit your claim securely.