



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 (1.866.787.2810 for Spanish), 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](http://www.KeyRisk.com), click on Portal Login, log in and select "File a Claim." For access, please call 800.942.0225 or email [portal@keyrisk.com](mailto:portal@keyrisk.com) 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 14817  
Lexington, KY 40512

Visit our website at [www.KeyRisk.com](http://www.KeyRisk.com) for claim tools and resources.