



2024 Annual Report
Integrus Group®

STRONGER



TOGETHER



Mark D'Agostino, MD
President & Chair



Stephen Gallant
Chief Executive Officer

A Letter From the Chair & Chief Executive Officer

2024 was by all measures an outstanding year for the Company. Written premium increased by 8.4% to \$61 million while retention remained solid at 90.4%. The Company celebrated its 40th Anniversary in October 2024 by recognizing the longevity of so many of you who have supported the Company throughout its history. Your long-term commitment has enabled the Company to expand beyond its roots in Connecticut, to now being able to serve practitioners in 23 states.

Integration would be the best word to describe the focus of the Company in 2024. The acquisition of MedMal Direct Insurance Company (MDIC) and CorePRO Insurance Agency that was completed in December 2023, created the challenge of combining the companies into Integris Group.

All of 2024 was spent integrating people, processes, and services to create one larger entity for future growth. There is still much to do, but we are pleased to report that the integration has gone very smoothly.

2024

MedMal Direct Insurance Company is in the process of being rebranded to Integris Assurance Company (IAC) while CorePRO will be known as Integris Insurance Agency (IIA). Integris Assurance Company is primarily writing business in Florida, Georgia, North Carolina, Oklahoma, and Texas. Integris Insurance Agency is licensed in 43 states to provide other insurance products to our policyholders. Both companies will provide significant growth for the foreseeable future.

The Board of Directors approved a dividend to eligible policyholders equal to 2.5% of premium. In addition, the Company continues to support the Legacy Rewards Program, which annually allocates 5% of premium to eligible policyholders to be paid at the time of their retirement.

The Company also continues to provide its Risk Management Education Program which enables policyholders to receive Continuing Medical Education (CME) while receiving up to 7.5% premium credit by completing three education programs in a calendar year.

On behalf of the Board Directors and all employees, we thank you for your continued support. We are fully committed to continuing to provide you with exceptional support and service. We look forward to continuing to partner with you to serve the needs of the medical community.

Mark D'Agostino, MD
President & Chair

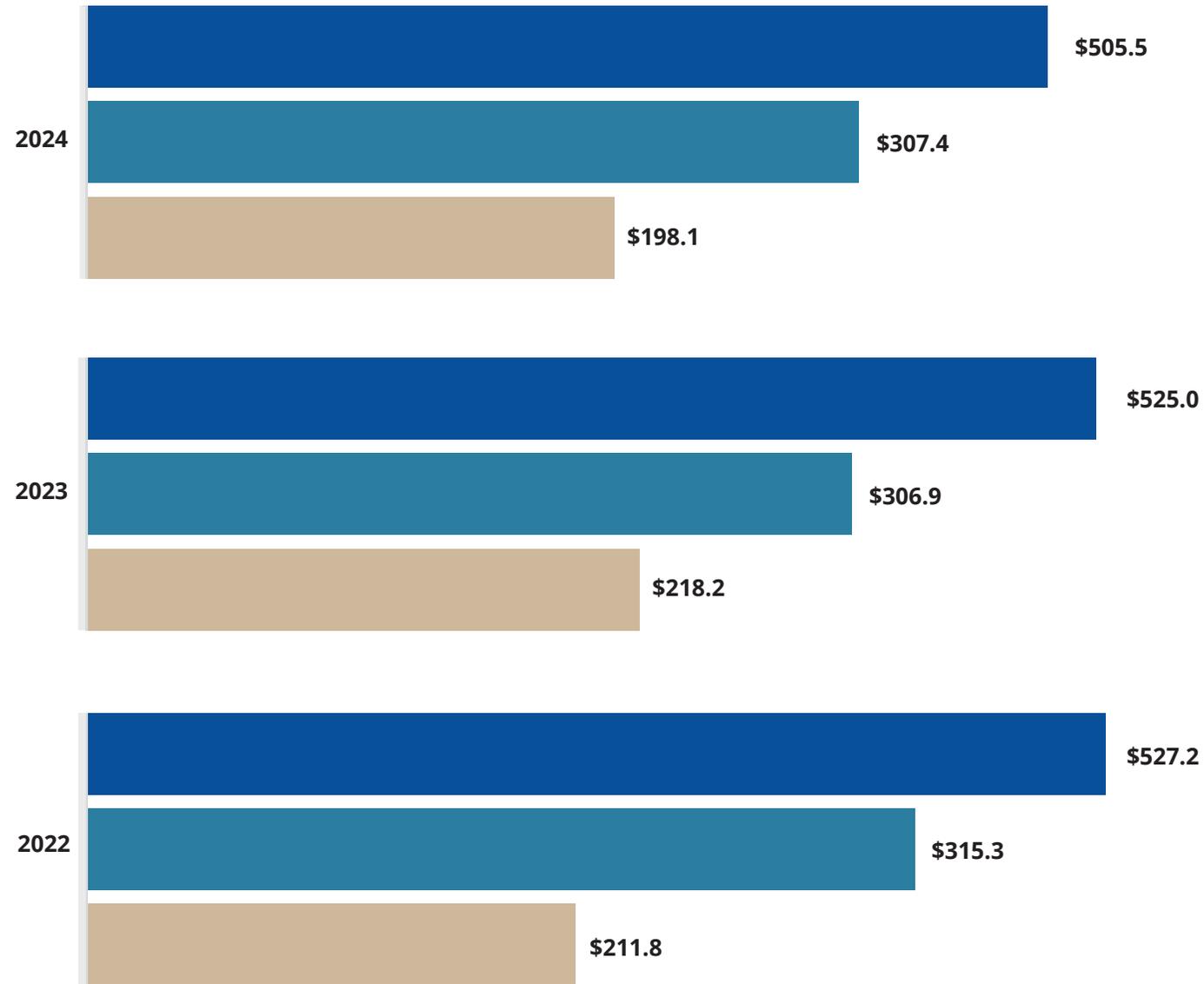
Stephen Gallant
Chief Executive Officer

Financial Overview

Assets, Liabilities, and Surplus

\$ in Millions

◆ Assets ◆ Surplus ◆ Liabilities



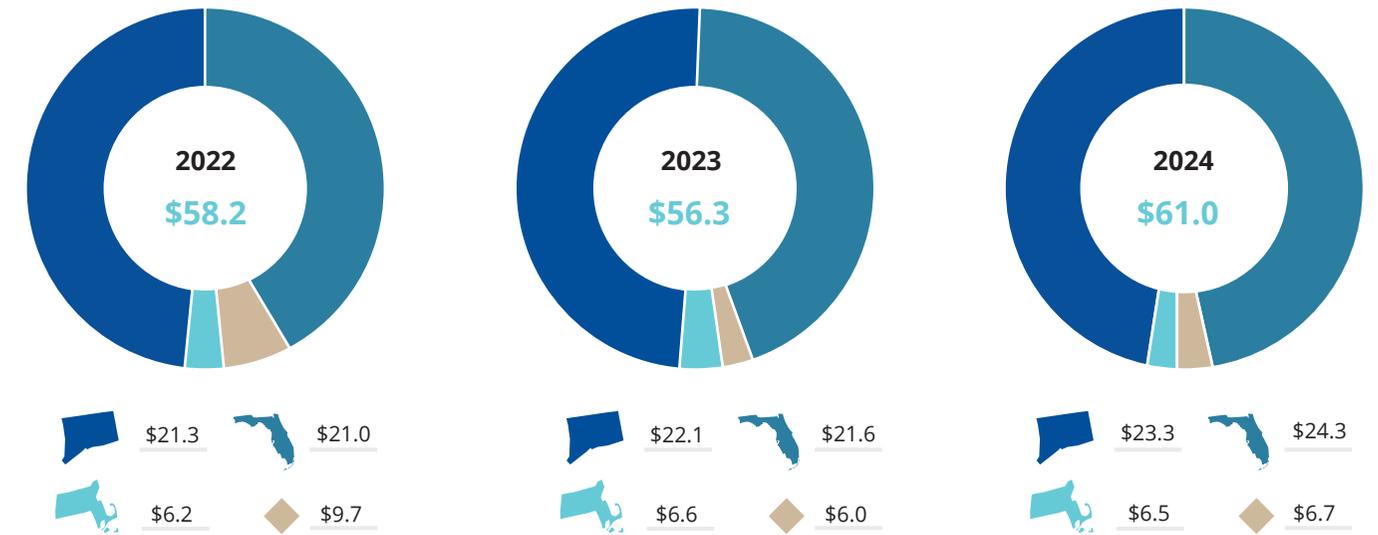
The above information for Integris Group includes Integris Insurance Company and Integris Assurance Company, formerly MedMal Direct Insurance Company, which are both member companies of Integris Group as well as Integris Risk Retention Group, which is an Integris Group sponsored Risk Retention Group.

Integris Group

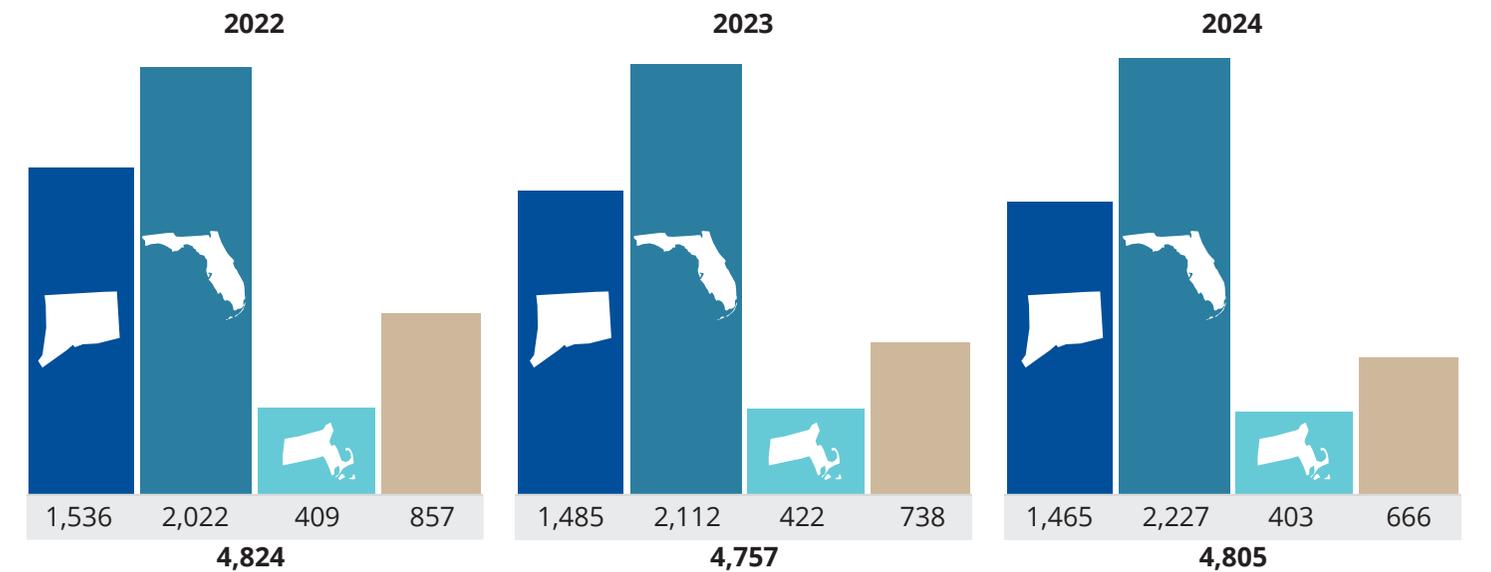
Direct Written Premium

\$ in Millions

◆ Connecticut ◆ Florida ◆ Massachusetts ◆ Other States



Policies Inforce



2024 Annual Report

Integrus Group Successfully Integrates with MedMal Direct Insurance Company

At the beginning of 2024, Integrus Group acquired Florida-based medical professional liability carrier, MedMal Direct Insurance Company (MDIC) and its agency, CorePRO Insurance (CorePRO), from Physicians Trust, Inc. (PTI). We have been very fortunate to join forces with this remarkable group of professionals to create an integrated team with our combined knowledge, experience, and expertise. The combined companies are now licensed and positioned for success and delivering value in over 45 states.

Leading up to the acquisition, the Integrus Group leadership developed a strategic vision of how the companies would come together including one management team leading the combined organization's functional areas. This newly appointed management team established relationships quickly and collaborated to establish short-term priorities, implementing standardized processes and building out new combined teams. The management team focused on communication and employee engagement leading to knowledge sharing and enhanced productivity.

Our ongoing focus for the immediate future will be profitable growth of both companies, integrating our organizational resources, and continuing to invest in both the Company and our team. Through this transaction, we now have an immense pool of talent, industry knowledge, and expertise. These strengths not only benefit our policyholder members but also enable us to execute our ongoing strategic initiatives as we expand our geographic footprint and products.

We are pleased to announce that we have successfully rebranded these companies to Integrus Assurance Company, formerly MedMal Direct and Integrus Insurance Agency, formerly CorePRO Insurance. The Integrus Group of companies delivers enhanced value offerings to our policyholders through a range of products, programs and resources unique to each organization, and with this partnership, all our policyholders will now have access to these valuable tools and benefits.



There is a great deal to celebrate as well as many challenges ahead, but we are confident that with the shared skills of our combined teams, these are all goals that can be achieved as we work to continue to grow our newly expanded Company.

Our Management Team has been focused on the necessary projects and tasks to bring all our employees together working as one team towards one purpose – serving our policyholders. Our IT team has been hard at work to integrate systems, and meeting with team members to combine efforts and work together effectively. As we worked towards integrating all of our companies onto one operating system, all our employees and management team have participated in reaching this important milestone of our integration.

“Integrus Group companies and employees are committed to providing our policyholders with exceptional protection and support in an evolving healthcare environment by delivering the highest quality products, unparalleled customer service, and innovative business solutions.”

Risk Management



Denise Condron
VP, Risk Management

Denise Condron began performing assessments for Integris Group in 2008 shortly after the company began to expand into Massachusetts. In 2012, after a clinical career in nuclear medicine, hospital administration and regulatory consultation, Denise joined Integris Group as the VP of Risk Management using her unique blend of education and experience to benefit our policyholders.

Denise states, “Their mission was to defend fellow practitioners, support their business needs and be an ally during challenging times. 40 years later, Integris Group is still a physician run medical malpractice insurance company.”

Claims Handling

Christina Canales-Perry earned her Juris Doctor from the University of Connecticut School of Law and practiced for over ten years as a medical malpractice defense attorney prior to Integris Group. Christina leads our team of claims professionals with decades of experience, who ensure every matter receives thorough investigation, systematic evaluation, and superior customer service.



Christina Canales-Perry, JD
VP, Claims

Christina states, “We work together with our defense counsel to aggressively defend good medicine and optimize the results obtained for our policyholders. Our dedicated team of professionals have the primary objective to support our policyholders during one of the most tenuous times in their professional careers.”

Risk Management Services

The Risk Management department, staffed by a group of employees with clinical education and experience, work to proactively identify areas of risk, creating tools to assist physicians in the mitigation of identified risks.

The Risk Management staff is available to assist in developing policies and procedures, answer questions, or to make recommendations after an unanticipated medical outcome.

We offer in-person, virtual and self-study programs that are easily accessible and relevant. These programs are developed based on claims activity, the results of office assessments and current trends in healthcare.

The Risk Management department at Integris Group continues to be innovative, supportive, and available to our policyholders with the backing of strong leadership and a deep seeded history.

Risk Management Team

Denise Condron
Vice President, Risk Management

Dawn Lantiere
Senior Risk Management Specialist

Susan Jones
Risk Management Specialist

Jordin Longo
Risk Management CME Specialist

Integris Group

I am proud of the history of the company and how during a time when physicians were left with few options for protecting their practice, a group of concerned physicians pooled their knowledge and resources.

Denise Condron, VP of Risk Management



Nationally accredited by the Accreditation Council for Continuing Medical Education (ACCME)

Expert Defense Counsel

 Each member has access to a roster of highly experienced attorneys who are intimately familiar with the court system in your area. Working closely with our team, your counsel will defend your reputation and interests, keeping you informed throughout the litigation process.

Physician-led Process

 Physicians play a critical role in our claims resolution process. A panel of practicing physicians—all of whom are knowledgeable about your case—make key decisions during the process of resolving your claim. You can take comfort in the fact that other doctors are vigorously involved in defending your reputation as we work toward an outcome that is optimal to you.

Top Medical Experts

 Medical experts play a pivotal role in every case. We retain top medical specialists who immerse themselves in your case and guide jurors through the complexities of the care administered. Your experience and knowledge are an invaluable aspect of your defense.

Intense Trial Preparation

 Should your case go to trial; we've developed proven protocols to mitigate your risk and protect you from a complicated litigation environment. Our preparation process includes mock trial presentations of every case we take to court. We're fully prepared to defend cases of questionable merit through trial.

Claims Handling Team

Christina Canales-Perry
Vice President, Claims

Peggy Bryan
Senior Claims Representative

Alison Dick
Senior Claims Representative

Gillian Horan
Claims Assistant

Denise Lidsky
Lead Claims Representative

Charles Pobee-Mensah
Senior Claims Representative

Casey Meissner
Claims Representative

Steven Carey
Lead Claims Representative

Jeremy Leal
Senior Claims Representative

Lorraine LaMalfa
Claims Representative

Integrus Insurance Agency

Integrus Insurance Agency, LLC, formerly CorePRO Insurance, expands the insurance services offered by the Integrus Group to its members through a wide range of commercial insurance products. Our agency provides client advocacy, trusted guidance and innovative solutions for our clients through our team of results-oriented, experienced insurance professionals. While we specialize in healthcare, our reputation as a leading professional liability broker has provided us with a foundation to expand our offerings beyond professional liability to include business property, general liability, cyber liability insurance, workers compensation, employment practice liability, equipment breakdown and more.

Insurance Offerings Through Our Agency

Medical Professional Liability

- Physicians & Surgeons
- Medical Director Coverage
- Advanced Practice Providers
- Stand Alone Tail Coverage

Prior Acts coverage and Tail coverage options are available

Facilities Coverage

Specialized protection for facility, employees, and contractors

- Urgent Care Center
- Physical Therapy/Rehab Facilities
- Ambulatory Surgery Centers
- Imaging Centers
- Weight Loss/IV Hydration
- Medi Spa

Commercial Lines

- Business Owners' Package
- Workers' Compensation
- General Liability Coverage
- Commercial Umbrella
- Employment Practices Liability
- Bonds: ERISA
- Crime: Employee Dishonesty/ID Theft
- Cyber Liability Coverage

Agency Territory

AL, AR, AZ, CA, CO, CT, DC, DE, FL, GA, IA, ID, IL, IN, KS, KY, LA, MD, ME, MI, MN, MO, MS, NC, NE, NH, NJ, NV, NY, OH, OK, OR, PA, RI, SC, TN, TX, UT, VA, VT, WA, WI, WV



- ◆ Integrus Insurance Company
- ◆ Integrus Risk Retention Group
- ◆ Integrus Assurance Company



All states are licensed by members of the Integrus Group

Integrus Group Celebrates 40 Years of Insuring Doctors & Physicians

As we celebrate our 40th anniversary, we want to share our sincere appreciation to our original physician founders and our current, as well as former Board Members. We are additionally thankful to our loyal physician members, trusted partners, along with current and former employees who have contributed to the success of our company. Integrus Group has benefited from this long-term support and commitment while increasing in financial strength. Integrus Group stands strong with the experience, financial strength and resources to protect and deliver value to our members while positioned for financial stability today and well into the future.



Management Team



Stephen Gallant
Chief Executive Officer
Since 2017



Kirk Tweedy
Chief Operating Officer
Since 2022



Michael Conneely, CPA
Chief Financial Officer
Since 2017



Marc Hammett, CPA
Chief Executive Officer, IAC
Since 2016



Bryan Carter, CRCR
Chief Marketing Officer
Since 2018



Garrett Cronin
Chief Underwriting Officer
Since 2018



Denise Condron
VP, Risk Management
Since 2012



Jay Votta, FCAS, MAAA
VP, Actuarial Services
Since 2020



Clifton Render
VP, Information Technology
Since 2021



Meredith Hines
VP, Underwriting
Since 2014



Christina Canales-Perry, JD
VP, Claims
Since 2023

Integris Group Board of Directors



Mark D'Agostino, MD
President & Chair
Otolaryngology (ENT)



Scott Serels, MD
Vice President
Urology



Mary Ann Bentz, MD
Treasurer
Dermatology



Jeffrey Hopkins, MD
Secretary
Emergency Medicine



Nicholas Bontempo, MD
Board Member
Orthopedics



Victoria Reyes, MD
Board Member
Pathology



Gary DiDato, MD
Board Member
Anesthesiology



Gabriel Gambardella, DPM
Board Member
Podiatry



Edmund Schiavoni, MD
Emeritus Director
Internal Medicine



Stephen Gallant
Board Member
Chief Executive Officer

Integris Assurance Company Board of Directors

Mark D'Agostino, MD
Chair
Otolaryngology (ENT)

Scott Serels, MD
Board Member
Urology

Stephen Gallant
President
Integris Group CEO

Mary Ann Bentz, MD
Board Member
Dermatology

Jeffrey Hopkins, MD
Board Member
Emergency Medicine

Marc Hammett, CPA
Vice President
IAC CEO

Michael Conneely
Secretary/Treasurer
Integris Group CFO

Integris RRG Board of Directors

Mark D'Agostino, MD
Vice President
Otolaryngology (ENT)

Jeffrey Rind, MD, Ph.D.
Board Member
Neurology

Powen Hsu, MD
Board Member
Pain Management



To learn more about Integris Group, visit www.integrisgrp.com or scan the QR code above.



Integrus Group[®]

