

There are three ways to submit:

- 1) Complete electronically and press submit for your form to be emailed directly to The Hanover Insurance Group; or
- 2) Complete and print form and email to incidents@hanover.com; or
- 3) Complete and print form and fax to (508) 926-1279

Policy Number: \_\_\_\_\_

Name of Home Health Agency: \_\_\_\_\_ Phone: \_\_\_\_\_

Date of report: \_\_\_\_\_ Date of incident: \_\_\_\_\_ Time of incident: \_\_\_\_\_

Client's Name: \_\_\_\_\_ Client's Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Name of Employee: \_\_\_\_\_ Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Location of Incident:  Living Room  Kitchen  Bedroom  Bathroom  Other: \_\_\_\_\_

Explain: \_\_\_\_\_

Did this happen during service hours:  Yes  No If no, who reported this to you? \_\_\_\_\_

Type of Incident:  Bodily Injury  Property Damage  Other: \_\_\_\_\_

Describe: \_\_\_\_\_

Incident occurred while Employee was:  Feeding  Bathroom  Personal Grooming  Money Management

Marketing  Ambulating  Toileting  Dressing  General Cleaning  Laundering  Ironing

Meal Preparation  Other: \_\_\_\_\_

Describe Other: \_\_\_\_\_ Was Emergency Medical Treatment Required:  Yes  No

If yes, describe injury and treatment: \_\_\_\_\_

Name of Doctor / Hospital: \_\_\_\_\_

Statement made by client as to the cause of injury: \_\_\_\_\_

Disposition:  Remained at home  ER or Physician visit  Hospital Admission

Client's Attitude: \_\_\_\_\_ Are you still servicing this client:  Yes  No Do you expect a Claim?  Yes  No

Name of family member notified: \_\_\_\_\_ Relationship to injured party: \_\_\_\_\_

Investigation by outside agency:  Yes  No  Police  State  Federal  Other: \_\_\_\_\_

Name of person completing this report and contact info, if other than facility contact listed above: \_\_\_\_\_

**SEE IMPORTANT INFORMATION ON PAGE 2 OF THIS DOCUMENT**

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The information transmitted by this email or facsimile is intended for The Hanover Insurance Group. Other dissemination, distribution or copying is strictly prohibited.  
Please call (800) 831-9506 if you received this in error.

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**Fraud Warning Statement for all States (except as individually listed below):**

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects that person to criminal and civil penalties (In Oregon, the aforementioned actions may constitute a fraudulent insurance act which may be a crime and may subject the person to penalties). (In New York, the civil penalty is not to exceed five thousand dollars (\$5,000) and the stated value of the claim for each such violation). (Not applicable in AL, AR, AZ, CA, CO, DC, FL, KS, LA, ME, MD, MN, NM, OK, PR, RI, TN, VA, VT, WA and WV).

**APPLICABLE IN AL, AR, AZ, DC, LA, MD, NM, RI and WV**

Any person who knowingly (or willfully in MD) presents a false or fraudulent claim for payment of a loss or benefit or who knowingly (or willfully in MD) presents false information in an application for insurance is guilty of a crime and may be subject to fines or confinement in prison.

**APPLICABLE IN CALIFORNIA**

For your protection California law requires the following to appear on this form or other explanatory words of similar meaning: Any person who knowingly presents false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

**APPLICABLE IN COLORADO**

It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado Division of Insurance within the department of regulatory agencies.

**APPLICABLE IN FLORIDA and OKLAHOMA**

Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony (In FL, a person is guilty of a felony of the third degree).

**APPLICABLE IN KANSAS**

Any person who, knowingly and with intent to defraud, presents, causes to be presented or prepares with knowledge or belief that it will be presented to or by an insurer, purported insurer, broker or any agent thereof, any written statement as part of, or in support of, an application for the issuance of, or the rating of an insurance policy for personal or commercial insurance, or a claim for payment or other benefit pursuant to an insurance policy for commercial or personal insurance which such person knows to contain materially false information concerning any fact material thereto; or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act.

**APPLICABLE IN MAINE, TENNESSEE, VIRGINIA, WASHINGTON AND NORTH CAROLINA**

It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties may include imprisonment, fines or a denial of insurance benefits.

**APPLICABLE IN INDIANA**

A person who knowingly and with intent to defraud an insurer files a statement of claim containing any false, incomplete, or misleading information commits a felony.

**APPLICABLE IN KENTUCKY**

Any person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime.

**APPLICABLE IN NEW HAMPSHIRE**

Any person who with a purpose to injure, defraud or deceive any insurance company, files a statement of claim containing false, incomplete or misleading information is subject to prosecution and punishment for insurance fraud, as provided in RSA 638:20.