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TO: USA Hockey District Registrars, Risk Managers, Referee-in-Chiefs, Associate Registrars and Local Program Registrars

RE: Participant Accident Insurance–New Third Party Administrator (TPA) for USA Hockey Claims

As of January 1, 2024, all participant accident claims need to be submitted through the below Injury Report Link. USA Hockey is no longer using K&K as the TPA for the Participant Accident coverage. You should not distribute the K&K claim form to members as it will be returned. The new company, AG Administrators will be processing the claim forms through this online link.

The below Injury Report Link is what you would send to a member who needs to submit a claim, or you can refer them to <https://www.usahockey.com/filingclaim>. USA Hockey is in the process of editing the Member Brochure and Insurance Handbook. The K&K Insurance claim form has been removed from the USA Hockey Registry Portal.

Injury Report Link:

<https://agadmin.retool.com/embedded/public/6e78cb84-68da-4691-a66b-6a1147877fd3>

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.

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. 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.

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 and below is the logo of the company.



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. All questions will be reviewed and replied to everyone if appropriate.

Thank you,

Kim Folsom, Director Member Services
Natalia DePauw, Regional Specialist Member Services
Kelly Mahncke, Assistant Executive Director, Finance
Karen Hackman, Manager, Insurance & Employee Benefits