

CDSA PROFESSIONAL LIABILITY CLAIMS SUBMISSION PROCESS NAVACORD®

Claims can be a stressful time, we want to assure CDSA members all claims are filed and reported on in a timely manner and with a set process in place.

STEP 1

Dentist Reports a Claim to Navacord

- ✓ Claims Form Completed
- ✓ Navacord Notified

STEP 2

Navacord Submits Claim Information to Insurer

- ✓ Claim submitted to Managing General Agent (Aviva) within 3 business hours
- ✓ Navacord provides dentist with notification claim has been submitted to Aviva

STEP 3

MGA (Aviva) Contacts Dentist to Process Claim

- ✓ Aviva claims representative will reach out to the dentist to process the claim
- ✓ Typically within 24 hours

STEP 4

Dentist Works with Aviva Through the Claim Until Resolution

- ✓ Aviva will drive the claims process forward with the dentist through their dedicated claims team for the CDSA



Via Phone
1.888.444.1295



Via Email
AB.PRG.Dentist@navacord.com



Via Online Form
[Click Here](#)