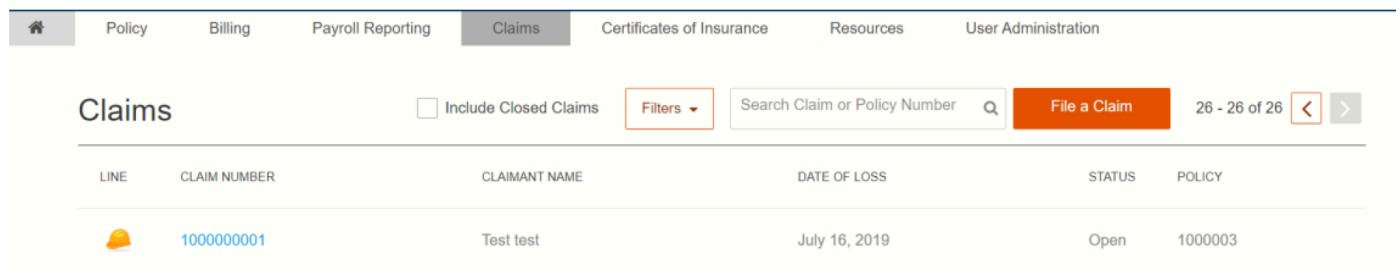


## Viewing Claims

Upon clicking on the Claim tab, the screen will display Open claims for all lines of business, sorted by most recent Date of Loss. Claims in draft status (not yet submitted) have a claim number starting with "T." These drafts will stay in your view for 30 days.

### SELECTING VIEW

Use the Filters dropdown to view only a specified line of business. You may include Closed or Draft claims by checking the appropriate tick box.



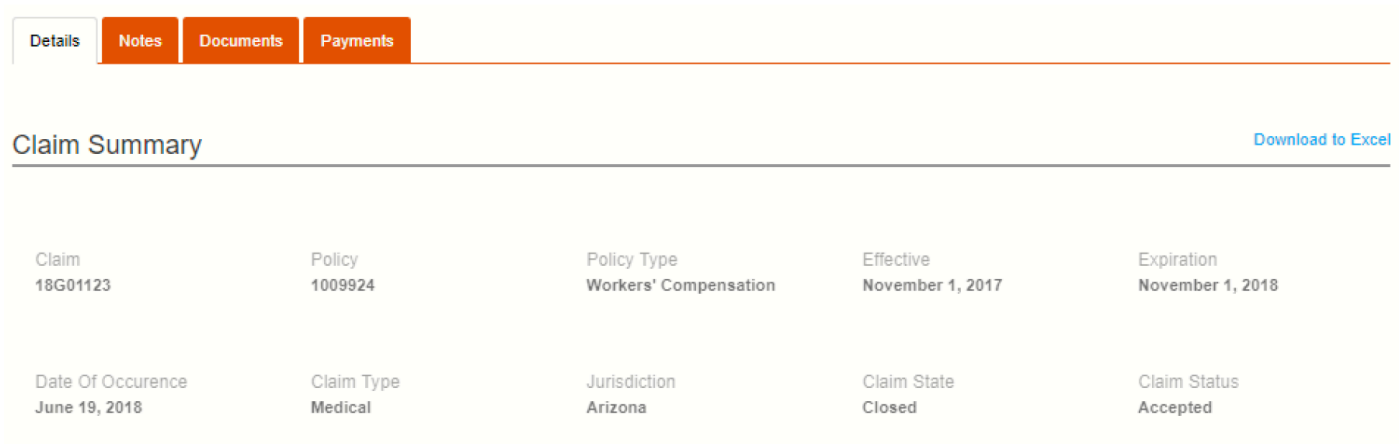
The screenshot shows a navigation bar with tabs: Home, Policy, Billing, Payroll Reporting, Claims (selected), Certificates of Insurance, Resources, and User Administration. Below the navigation bar, there is a 'Claims' section with a search box, a 'File a Claim' button, and a 'Filters' dropdown. A table lists claims with columns: LINE, CLAIM NUMBER, CLAIMANT NAME, DATE OF LOSS, STATUS, and POLICY. One claim is visible: LINE 100000001, CLAIMANT NAME Test test, DATE OF LOSS July 16, 2019, STATUS Open, POLICY 1000003.

You may also use the search box in the upper right to look for a specific claim. Enter part or all of the claim number to search.

Use the directional markers at the top of the listing to advance to the next page.

### CLAIM DETAILS

Click on the claim number to load the Claim Details page:

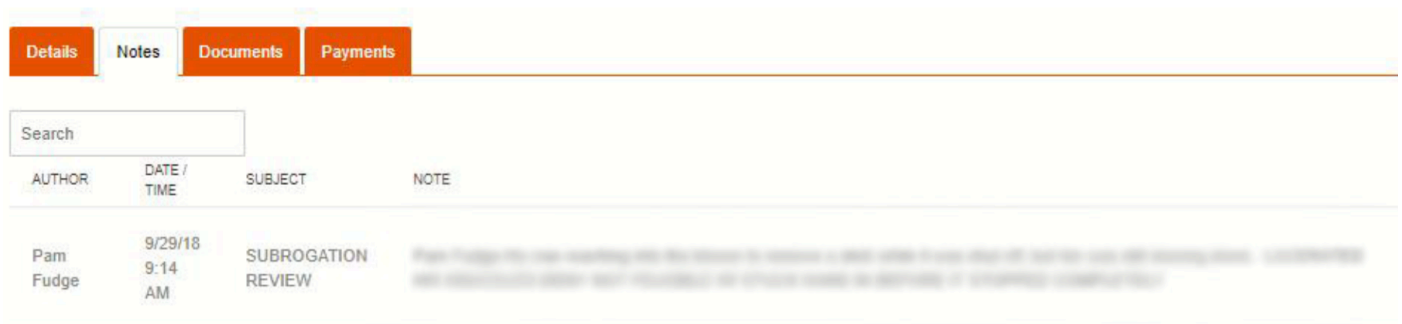


The screenshot shows the 'Claim Details' page with tabs: Details (selected), Notes, Documents, and Payments. Below the tabs is a 'Claim Summary' section with a 'Download to Excel' link. The summary table contains the following information:

Claim 18G01123	Policy 1009924	Policy Type Workers' Compensation	Effective November 1, 2017	Expiration November 1, 2018
Date Of Occurrence June 19, 2018	Claim Type Medical	Jurisdiction Arizona	Claim State Closed	Claim Status Accepted

Scroll down to see specific information on the claim, including injury details and reserves.

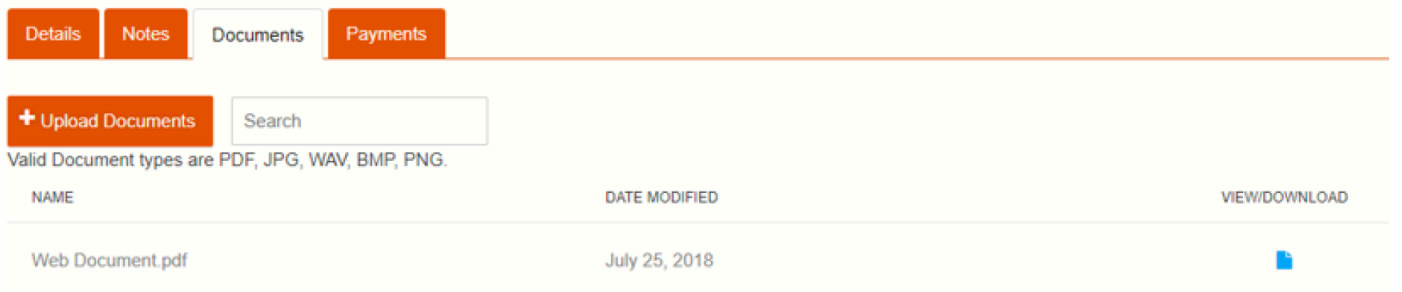
Click on the **Notes tab** to see the notes left by claims adjusters:



The screenshot shows the 'Notes' tab selected. Below the navigation tabs is a search bar. A table displays the following data:

AUTHOR	DATE / TIME	SUBJECT	NOTE
Pam Fudge	9/29/18 9:14 AM	SUBROGATION REVIEW	[Redacted note content]

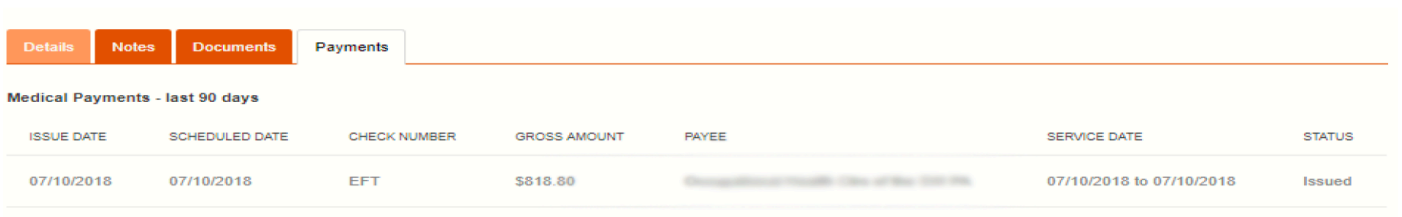
Click on the **Documents tab** to upload supporting information on the specified claim, and you may also view documents previously uploaded (view is restricted to those documents uploaded by current user only).



The screenshot shows the 'Documents' tab selected. It features an 'Upload Documents' button and a search bar. Below the search bar, it states 'Valid Document types are PDF, JPG, WAV, BMP, PNG.' A table lists the following document:

NAME	DATE MODIFIED	VIEW/DOWNLOAD
Web Document.pdf	July 25, 2018	[Download icon]

The Payments tab will display medical and indemnity payments made on the claim for the last 90 days.



The screenshot shows the 'Payments' tab selected. The table is titled 'Medical Payments - last 90 days' and contains the following data:

ISSUE DATE	SCHEDULED DATE	CHECK NUMBER	GROSS AMOUNT	PAYEE	SERVICE DATE	STATUS
07/10/2018	07/10/2018	EFT	\$818.80	[Redacted payee name]	07/10/2018 to 07/10/2018	Issued

Click on the Download to Excel link to load 38 fields of data for the selected claim into a separate spreadsheet.

Details Notes Documents Payments

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Claim Summary [Download to Excel](#)

You may click on the name of the assigned adjuster to send an email directly to the claim adjuster.

### RUNNING REPORTS

There are two different reports you may run to view claim information for your account.

#### LOSS RUNS

Clicking on the “Loss Run Information – Account” link at the top of the homepage will download the Loss Run report. It will open as an Adobe PDF. This report will provide a historical snapshot of your organization’s loss performance, as well as summarized claim information for each year. This report is updated weekly.

#### ALL CLAIMS

Clicking on the “Download All Claims” link at the top of the homepage will download the key data points from the Claims Details screen for all claims on your account. It will open as an Excel spreadsheet, and this report is also updated weekly.