

**CLAIM REPORTING PROCEDURES**

All liability, auto and property claims regardless of severity or location, should be reported to the York Claims Intake Online Center. The York Claims Intake Online Center is ready to accept new losses and provides different options for you to submit your loss reports:

**On-Line Reporting:** Via iClaimsExpert.com using ID and Password (Please see detailed instructions for on-line reporting procedures on the following pages)

The York Claims Intake Center will review all claim notices upon receipt and assign to the York handling branch office. A claim acknowledgement will then be transmitted to the designated individuals advising of the York claim number and the adjuster assigned to the claim.

**ON LINE REPORTING PROCEDURES**

Log into iClaimsExpert (iclaimsexpert.com):

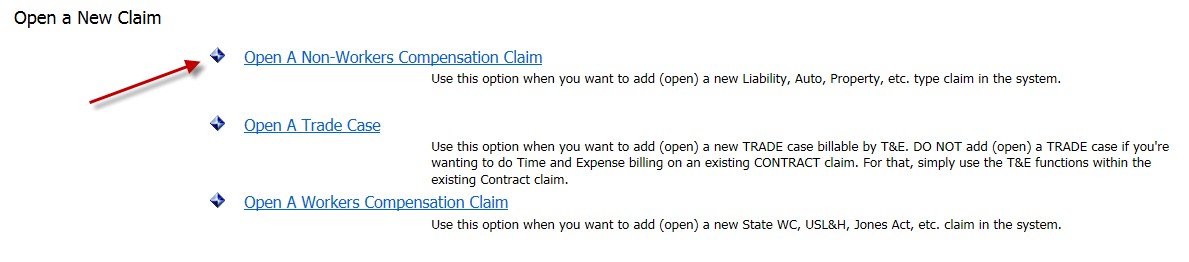
Login:  Yale.U     Password: YaleU#1!

Company: York **Insured Name:**  Yale University, City:  New Haven

Select the **Functions** button and then select **Open A Claim Menu**.



This claim system will be used to set up Non-Workers Compensation claims. On the next screen choose **Open a Non-Workers Compensation Claim**.

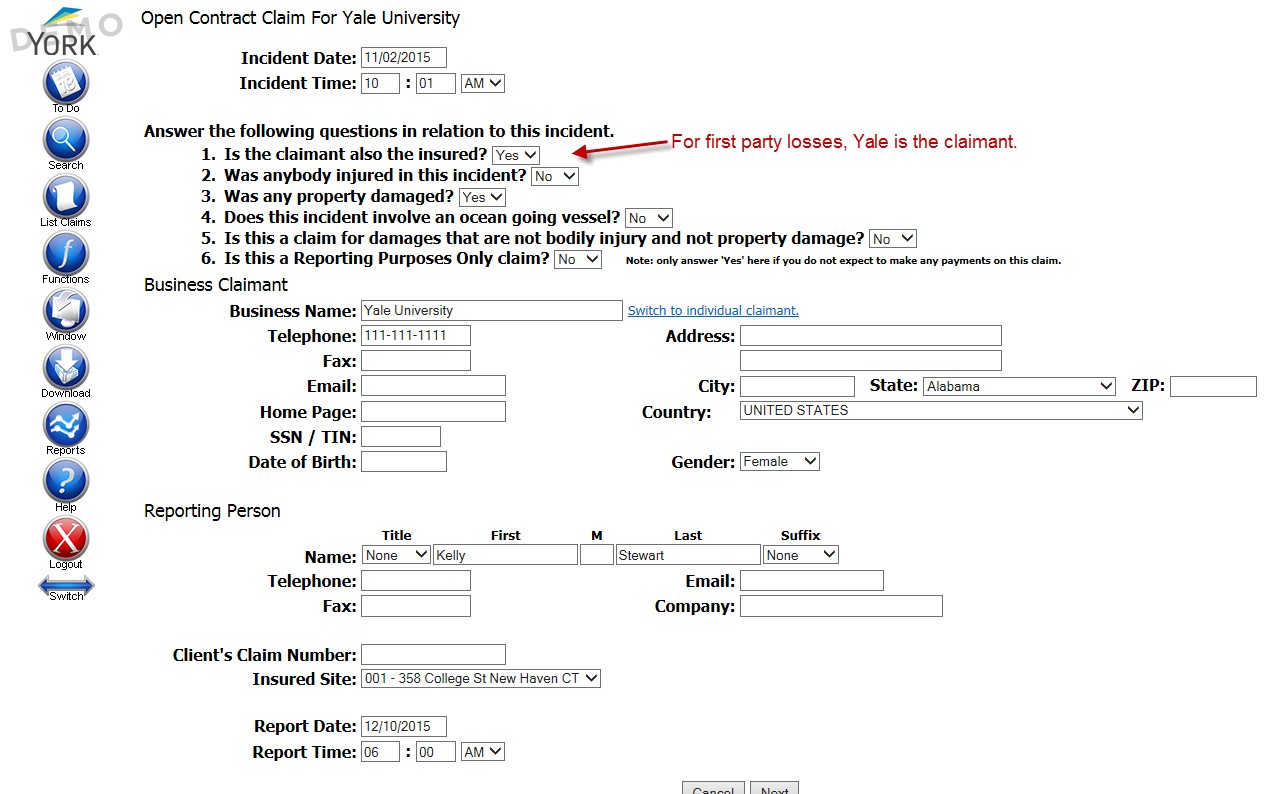


The next screen will ask a series of questions designed to set up the claim under the correct line of coverage, i.e.: Auto, Property or General Liability.

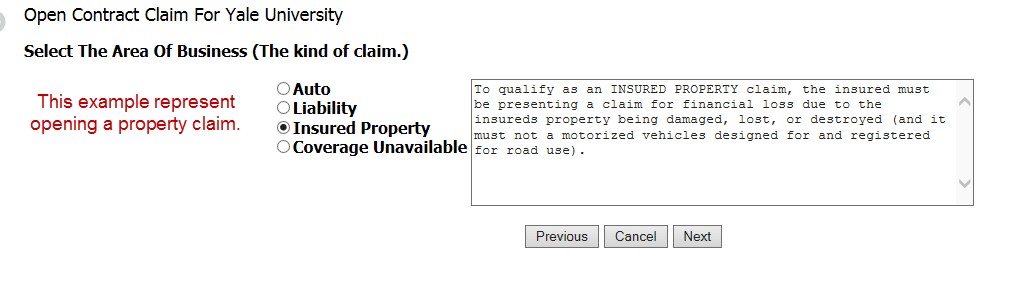
Complete with as much information as possible. The system will prompt for mandatory fields needed to continue the process.

Please note, for question #1, when reporting a Property, Auto or Liability claim select “Yes”, Yale will be the claimant. When reporting a non Yale personal injury or auto physical damage claim select “No”.

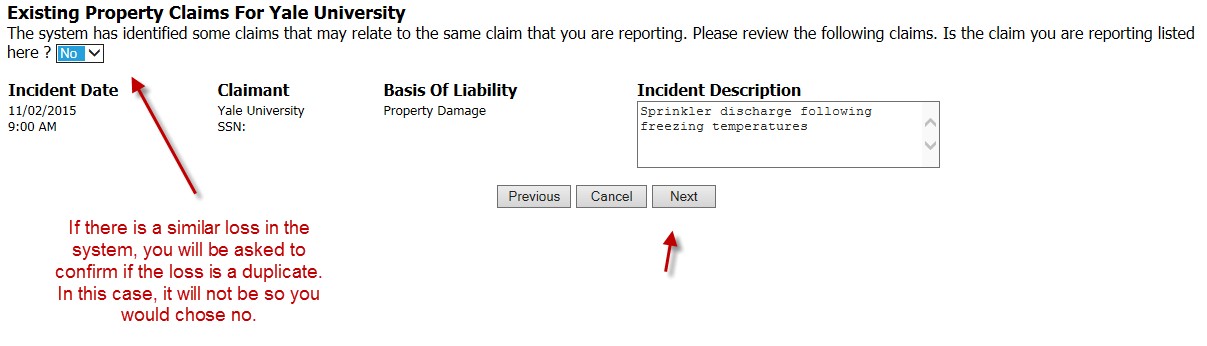
* For Property Loss answer the questions: 1 – Yes, 2 – No, 3 – Yes, 4 - No, 5 – No and 6 – No (choose Yes if it is a record only report). If the blue writing says “Switch to Business Claimant” click on blue writing to change screen to report building information.
* For Auto Loss answer the questions: 1 – Yes, 2 – No (unless injuries are reported at the time of the report then select Yes), 3 – No, 4 - No, 5 – No and 6 – No (choose Yes if it is a record only report). If the blue writing says ““Switch to Individual Claimant” click on blue writing to change screen to report Claimant information.
* For Liability (Personal Injury or Property Loss (non-Yale)) answer the questions: 1 – No, 2 – Yes (unless it is personal property then select No), 3 – No, (unless it is personal property then select Yes), 4 - No, 5 – No and 6 – No (choose Yes if it is a record only report). If the blue writing says “Switch to Individual Claimant” click on blue writing to change screen to report Claimant information.



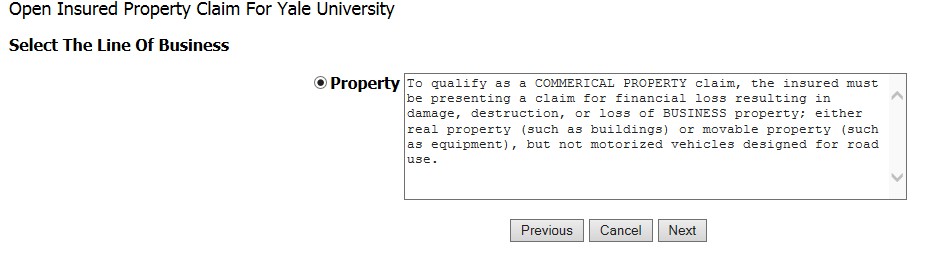
Once the preliminary questions are answered, the system will request the **Area of Business** (type of claim) that is being opened. **Auto** would represent accidents or damage involving Yale Own or rented vehicles, **Liability** would represent Visitor or Student personal injuries or personal property damage and **Insured Property** represents Yale Owned Property claims. Descriptive text will populate once you’ve selected the **Area of Business**. This will assist in validating that the correct **Area of Business** has been selected.



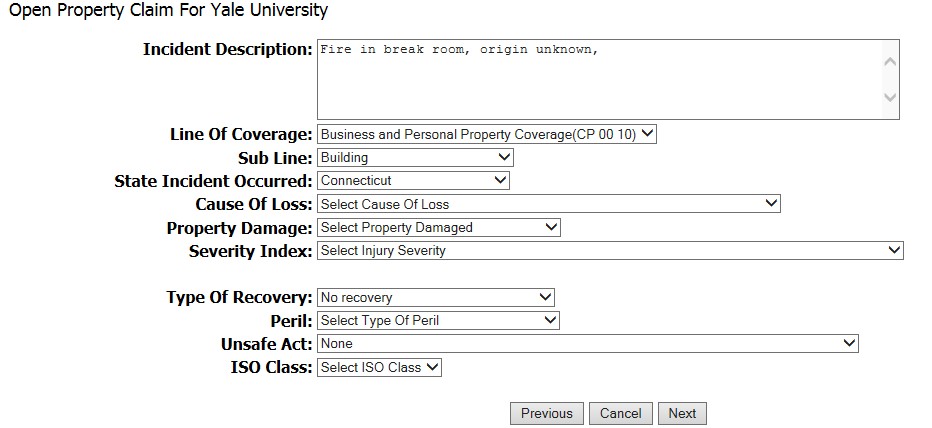
In the event there is a claim in the system for the same date of loss, the system will alert of a potential duplicate claim. The set up process can either be stopped at this point or claim entry can continue. Note the screen shot below. Selection of a **yes** or **no** before continuing with the ‘**Next**’ button is required.



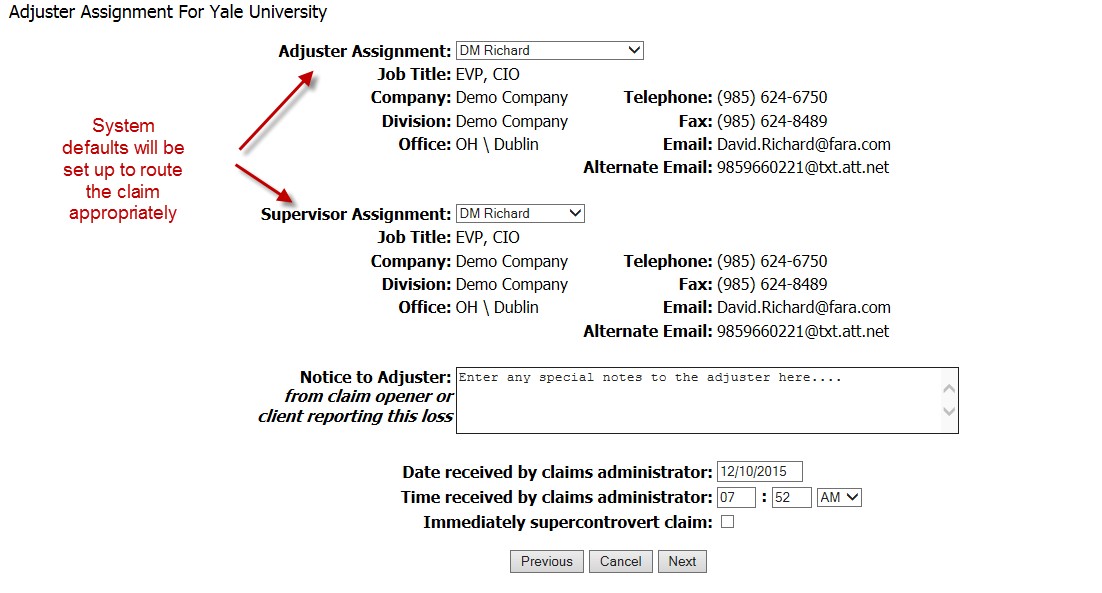
On the following screen, select the **Line of Business**. The system will typically prepopulate the **Line of Business** based on prior responses. If the system needs further confirmation multiple options may appear. Help text will be provided to assist in validating the choice, as noted in the example below.



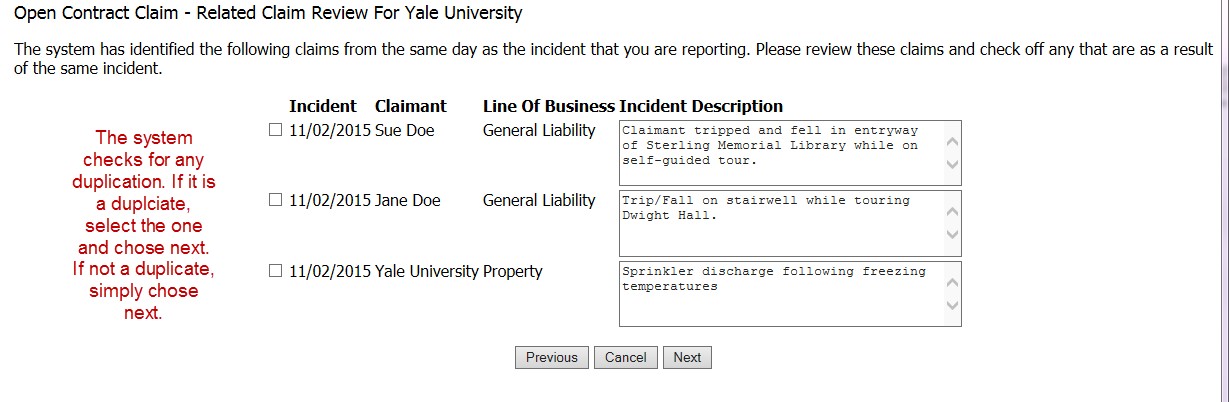
The following screen captures incident details as well as the specific claim type being opened. In this example a Property loss with damage to the building is being entered. An example of an alternate option would be business personal property for any contents loss. The system will provide prompts for any mandatory fields required before continuing. Fill in as much information as possible. (The adjuster will populate data elements within the claim as they become available through the course of their investigation.)



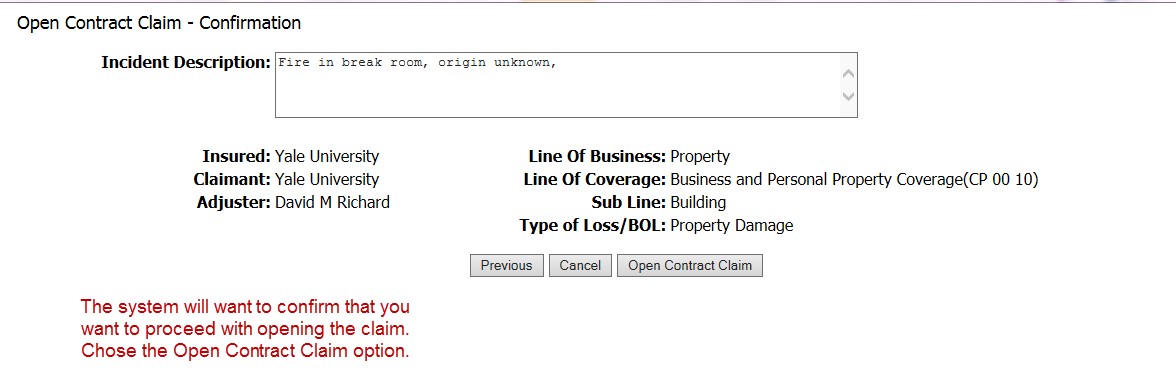
The system will then proceed to the Adjuster and Supervisor Assignment screen. These fields will prepopulate based on allocation rules within the system. The claim will default to the Supervisor for the Yale program based on the line of business. The Supervisor will then assign the claim to the appropriate adjuster. Notes to the adjuster may be entered during the entry process in the box labeled **Notice to Adjuster**. Any note entered here will populate into the claim file notes.



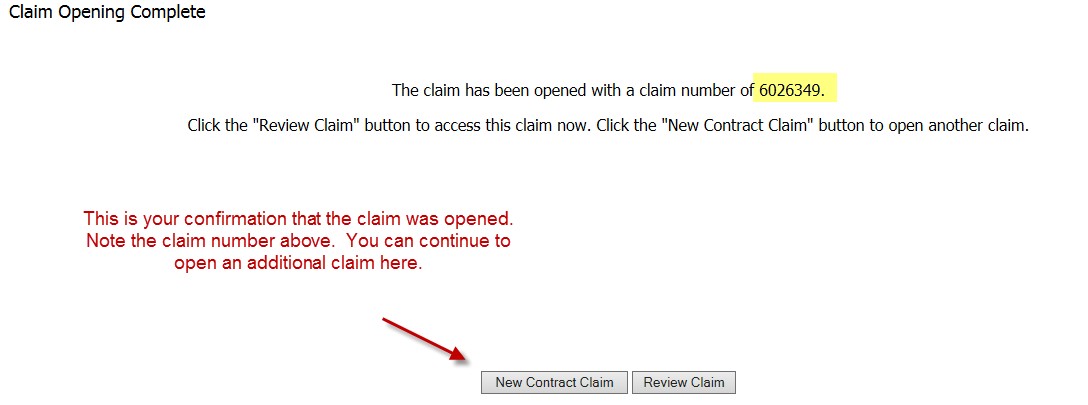
Following completion of the Adjuster Assignment screen, the system will again check to see if the claim is a duplicate or if it may be an additional claim related to an existing claim. In the example below, there are three other claims for the date of loss.



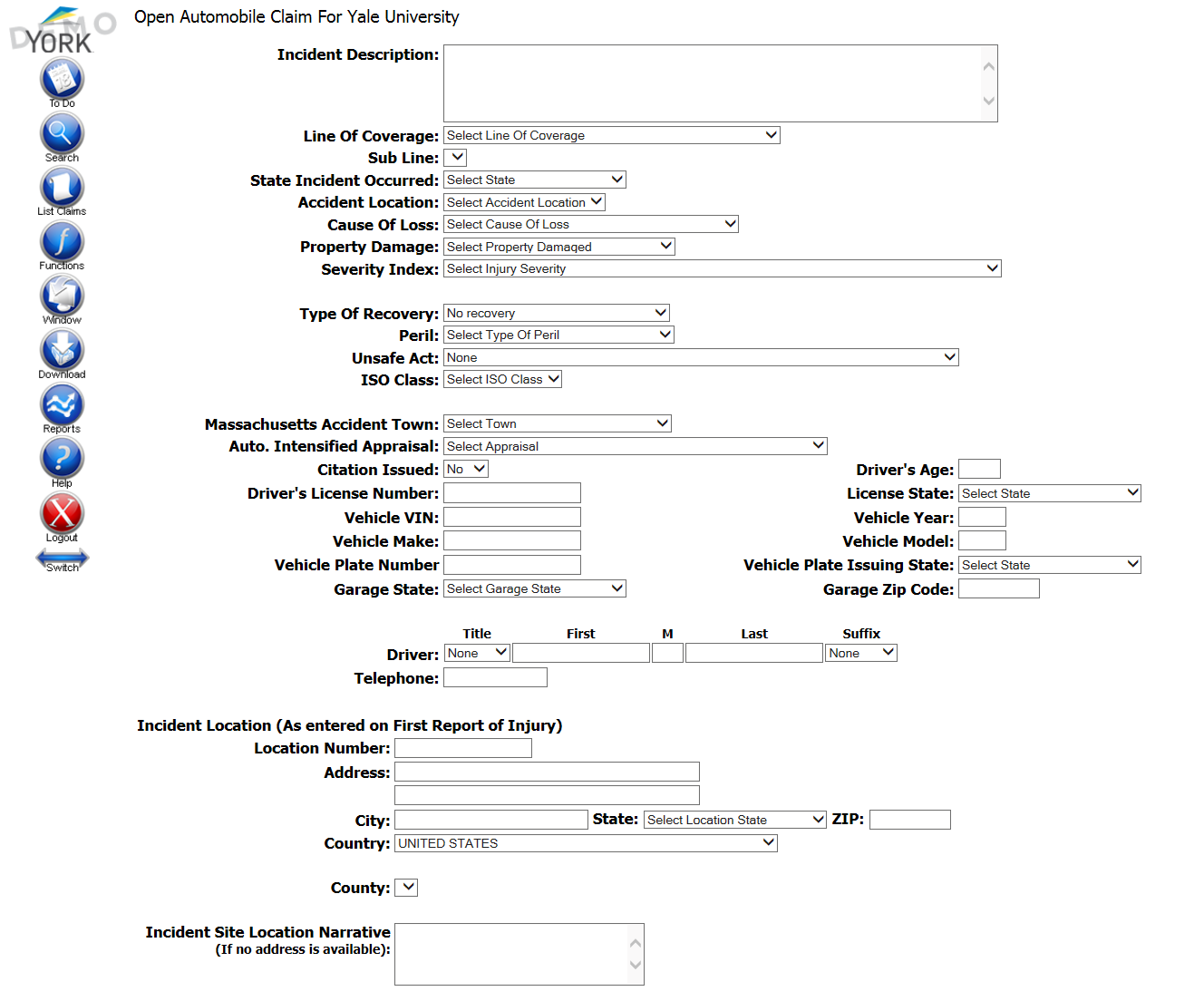
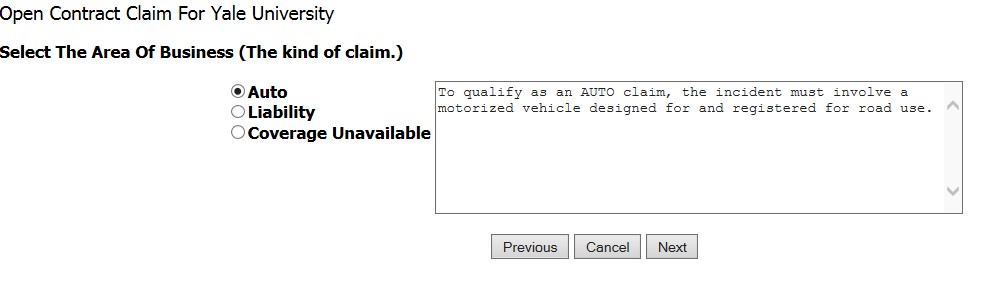
Once **Next** is selected the system will request confirmation that the claim should be opened. If so, select **Open Contract Claim**.



The claim is now open and the system will provide a claim number. Options are provided to open an additional claim or review the claim just opened.



**(AUTO SCREEN SHOT EXAMPLES)**



Any questions please contact Risk Management at 203-432-6606 or risk.management@yale.edu.