

Re-assigning a claim - guide for Compensators

July 2019

Version 2.0

Overview

The re-assign function **must only be** used in the following circumstances:

1. To forward a claim to a brand within your organisation
2. To forward a claim to a Third Party Administrator (TPA) handling claims on behalf of your organisation
3. If you are a TPA, to forward a claim to an Insurer/Compensator organisation you are handling claims on behalf of

The re-assign function **must not be** used in the following circumstances:

1. To forward a claim to an external Insurer / Compensator not linked by brand to your organisation
2. If you are a Third Party Administrator (TPA) to forward a claim to another TPA

Where these options occur, the claim/s should be rejected, returning them to the Claimant Representative for resubmission to the correct Compensator/Insurer.

Note:

The use of the Re-assign functionality is monitored for mis-use.

The screenshot shows the CLAIMSPORTAL Worklist interface. At the top, there is a navigation bar with 'My Worklist / Create New Application', a search bar, and user information 'mib_cm_elplch - [Tools] Help'. Below this is a 'Worklist Summary' sidebar (callout 1) listing categories like 'EL/PL Process (7)', 'Claim Acknowledgement (1)', 'Claim Submitted (2)', 'Court Proceedings Pack Form Response (2)', 'Decision For Partial Interim Payment (2)', and 'RTA Process (8)'. The main area is titled 'My Worklist [View All]' (callout 2) and contains a table of 'Activities you are currently working on'. The table has columns for Application ID, Claim Type, Claim Transfer, CR Ref. number, Comp Ref. number, Version, Claimant name, Application Status, Allocated CR user, and Allocated COMP user. The first row (callout 3) is for Application ID 0000000000007599, Claim Type EL, CRRefNumber, Version 4.9, Claimant name 'ClaSurname, ClaName, ClaMName', and Application Status 'Claim Submitted'. The second row (callout 4) is for Application ID 0000000000008430, Claim Type with a car icon, CRRefNumber, InsurerClaim-ReferenceNumber, Version 16.7, Claimant name 'ClaSurname, ClaName, ClaMName', and Application Status 'Stage 2 Settlement Pack Original Damages Not Agreed'. Below the table is a 'Notifications' section with a list of messages and dates, such as '22/09/2016 Claim 0000000000008376: the Compensator must pay the Stage 1 costs within 2016-10-06 unless the S2SP is repudiated'. At the bottom right of the notifications is a 'Clear all Notifications' link and a 'View All' link.

1. Expand the Worklist Summary and click on the link to see all claims.

2. This user has the profile of a COMP ELPL Claim Dispatcher.

3. The most recent claims appears in the Worklist.

4. Open the claim by clicking on the document icon.

Defendant's details

Defendant Status	Business		
Firm or Company Name	MIB		
Address			
House Name	1	Street 1	test
Number		Street 2	
Postcode		District	
		Town/City	test
		County	test
		Country	
Policy number reference	09876545678		

Compensator Information

Selected Compensator Name	MIB MSL (COMP)
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Section A - Claimant's details

Title	Mr	Middle Name	
Name	Daniel	Date Of Birth	07/04/1945
Surname	Fisherman	Is this a child claim?	NO
Occupation	Teacher		
National Insurance Number (NIN)			
If the claimant does not have a National Insurance number, please explain why	test		
Period(s) of employment	test		
Period(s) of exposure	test		
Address			
House Name	1	Street 1	test
Number		Street 2	
Postcode		District	
		Town/City	test
		County	
		Country	test

1 **2**

- Reject
- Re-Assign
- Re-allocate to Branch
- Allocate to user
- State Fraud
- Exit process
- Accept

1. If the claim is sent to you in error, Acknowledge the claim and then Reject it. Note that Acknowledgment is only applicable to EL & PL claims.

2. To send the claim to another organisation, click on the Re-assign button.

CLAIMSPORTAL

My Worklist / Create New Application Search

[Tools] [Help]

Application: EL/PL Process
 Activity: F_10_21_ReassignClaimToInsurer
 Application Status: Claim Acknowledgement

Printable Documents (2) Attachments/Notes

Unlock Save

Assign to Insurer

Claim Information

Claim ID	0000000000008358	Sent Date	01/09/2016
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Compensator Information

Selected Compensator Name MIB Test Insurer (MIB_CM)

[Click here to access the Employer's Liability Tracing Office](#)

1

Select Compensator

2

Back Assign

Required Fields Optional Fields

1. Click on Select Compensator.

2. Use the Back button if you want to cancel the re-assignment.

CLAIMSPORTAL

My Worklist / Create New Application Search [Tools] [Help]

Application: EL/PL Process
Activity: F_10_21_ReassignClaimToInsurer
Application Status: Claim Acknowledgement

Printable Documents (2) Attachments/Notes
Unlock Save

Assign to Insurer

Claim Information

Claim ID	000000000008358	Sent Date	01/09/2016
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Compensator Information

Selected Compensator Name MIB Test Insurer (MIB_CM) [Select Compensator](#)

[Click here to access the Employer's Liability Tracing Office](#)

Search Compensator

1

Name CRI x

2

Search

#|Compensator Name Contact Name

Back Assign

Required Fields Optional Fields

1. Enter the name of the Compensator, or the first 3 letters of the name.

2. Click on Search.

1. Press Select against the Compensator.

CLAIMSPORTAL

My Worklist / Create New Application Search [Tools] Help

Application: EL/PL Process
Activity: F_10_21_ReassignClaimToInsurer
Application Status: Claim Acknowledgement

Printable Documents (2) Attachments/Notes
Unlock Save

Assign to Insurer

Claim Information

Claim ID	000000000008358	Sent Date	01/09/2016
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Compensator Information

Selected Compensator Name: MIB Test Insurer (MIB_CM) Select Compensator 1

Click here to access the Employer's Liability Tracing Office

Search Compensator

Name	CRIF	Search
# Compensator Name	Contact Name	
1 CRIF Insurer	CRIF Insurer	Select
2 Crif Insurer ELPL	Crif Insurer ELPL	Select

Back Assign

Required Fields Optional Fields

CLAIMS PORTAL

My Worklist / Create New Application Search [Tools] [Help]

Application: EL/PL Process
Activity: F_10_21_ReassignClaimToInsurer
Application Status: Claim Acknowledgement

Printable Documents (2) Attachments/Notes
Unlock Save

Assign to Insurer

Claim Information

Claim ID	000000000008358	Sent Date	01/09/2016
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Compensator Information

Selected Compensator Name: Crif Insurer ELPL (CRIFCM) [Select Compensator](#)

[Click here to access the Employer's Liability Tracing Office](#)

1

[Back](#) [Assign](#)

Required Fields Optional Fields

1. Press the Assign button to send the claim to the selected Compensator.

CLAIMSPORTAL

My Worklist / Create New Application Search

[Tools] [Help]

Application: **EL/PL Process**
Activity: **F_ClaimReassignedToInsurer**
Application Status: **Claim Acknowledgement**

Printable Documents (2) Attachments/Notes
Unlock Save

The Claim has been re-assigned.

Continue

1

Required Fields Optional Fields

1. Press Continue, which will return you to the Worklist.

1. This section shows a list of the Compensator User profiles to which the claim has been sent.

CLAIMSPORTAL

My Worklist / Create New Application Search [Tools] Help

The activity was dispatched to
 Role: COMP Branch Claim Handler Team Leader - /CRIFCM/001
 Role: COMP Branch ELPL Claim Dispatcher - /CRIFCM/001
 Role: COMP Branch ELPL Claim Handler - /CRIFCM/001
 Role: COMP ELPL Claim Dispatcher - /CRIFCM/002
 Role: COMP ELPL Claim Dispatcher - /CRIFCM/003
 Role: COMP ELPL Claim Dispatcher - /CRIFCM/004
 Role: COMP ELPL Claim Dispatcher - /CRIFCM/001
 Role: COMP ELPL Claim Handler - /CRIFCM/002
 Role: COMP ELPL Claim Handler - /CRIFCM/003
 Role: COMP ELPL Claim Handler - /CRIFCM/004
 Role: COMP ELPL Claim Handler - /CRIFCM/001
 Role: COMP ELPL Claim Handler Team Leader - /CRIFCM/002
 Role: COMP ELPL Claim Handler Team Leader - /CRIFCM/003
 Role: COMP ELPL Claim Handler Team Leader - /CRIFCM/004
 Role: COMP ELPL Claim Handler Team Leader - /CRIFCM/001

1

Worklist Summary

- + EL/PL Process (4)
- + RTA Process (8)

My Worklist [View All]

Activities you are currently working on Other Activities on your Worklist

Application ID	Claim Type	Claim Transfer	CR Ref. number	Comp Ref. number	Version	Claimant name	Application Status	Allocated CR user	Allocated COMP user
0000000000008430			CRRefNumber	InsurerClaim-ReferenceNumber	16.7	ClaSurname, ClaName, ClaMName	Stage 2 Settlement Pack Original Damages Not Agreed		
0000000000008407			12345678/9	COMP456789	16.7	Claimant, A	Article 75 Decision		

View All

Notifications

- 26/09/2016 Time extended for Stage 2 Settlement Pack counter offer for claim 0000000000008440. New date of timeout = 2016-11-17.
- 26/09/2016 Claim 0000000000008440: new Stage 2 Settlement Pack counter offer sent by MIB Claimant reps
- 26/09/2016 Claim 0000000000008440: the Compensator must pay the Stage 1 costs within 2016-10-10 unless the S2SP is repudiated
- 26/09/2016 Claim 0000000000008440: new Stage 2 Settlement Pack counter offer sent by MIB Claimant reps
- 23/09/2016 Claim 0000000000008376: new Stage 2 Settlement Pack counter offer decision sent by Holmes, Waston and Morstan Solicitors
- 23/09/2016 Claim 0000000000008376: new Stage 2 Settlement Pack counter offer sent by Holmes, Waston and Morstan Solicitors

Clear all Notifications > View All

The screenshot displays the CLAIMS PORTAL user interface. At the top, there is a navigation bar with 'My Worklist / Create New Application' and a search field. The user is logged in as 'mibcr_ch1'. The main area is divided into several sections:

- Create a New Application:** Contains buttons for 'EL/PL Process (version 5.7) » New' and 'RTA Process (version 16.8) » New'.
- Worklist Summary:** Shows counts for 'EL/PL Process (161)' and 'RTA Process (307)'.
- My Worklist [View All]:** A table of activities currently working on.

Application ID	Claim Type	Claim Transfer	CR Ref. number	Comp Ref. number	Version	Claimant name	Application Status	Allocated CR user	Allocated COMP user
0000000000008249			CRRRefNumber	12345	16.6	ClaSurname, ClaName, ClaMName	Stage 2 Settlement Pack Form		
0000000000007764	EL		CRRRefNumber	123456757	4.9	ClaSurname, ClaName, ClaMName	Court Proceedings Pack Form		
0000000000008083			CRRRefNumber	1231234124	16.5	ClaSurname, ClaName, ClaMName	Start of Stage 2 Settlement Pack Additional Damages		
0000000000008416					5.6	[undefined]	Claim Data Input/Edit		
0000000000008399	ELD				5.6	[undefined]	Claim Data Input/Edit		
0000000000008382					16.7	[undefined]	Claim Data Input/Edit		
- Notifications:** A list of recent notifications, with a red circle containing the number '1' next to the first entry.

26/09/2016	Claim 0000000000007586 re-assigned by MIB Test Insurer to Crif Insurer ELPL.
26/09/2016	Claim 0000000000008358 re-assigned by MIB Test Insurer to Crif Insurer ELPL.
26/09/2016	Claim 0000000000008440: new Stage 2 Settlement Pack counter offer decision sent by MIB Test Insurer
26/09/2016	Time extended for Stage 2 Settlement Pack counter offer for claim 0000000000008440. New date of timeout = 2016-11-17.
26/09/2016	Claim 0000000000008440: new Stage 2 Settlement Pack counter offer decision sent by MIB Test Insurer
26/09/2016	Claim 0000000000008440: the Compensator must pay the Stage 1 costs within 2016-10-10 unless the S2SP is repudiated

1. A re-assigned claim notification is sent to the Claimant Representative.

✖

<p>Application ID: 000000000008358</p> <p>Main Applicant: Chai, Peter</p> <p>Business Process: EL/PL Process</p> <p>Process Starter: mibcr_ch1 (/MIBCR/002)</p> <p>Application Owner: mibcr_ch1 (/MIBCR/002)</p> <p>Last Activity completed by: mib_cm_ch1 (/MIB_CM/001)</p> <p>Activity Status: Claim Submitted</p> <p>Process Status: Freeze</p> <p>Lock Status: Unlocked</p>	<p>Users that can work on the current Activity:</p> <ul style="list-style-type: none"> COMP Branch Claim Handler Team Leader (/CRIFCM/001) COMP Branch ELPL Claim Dispatcher (/CRIFCM/001) COMP Branch ELPL Claim Handler (/CRIFCM/001) COMP ELPL Claim Dispatcher (/CRIFCM/002) COMP ELPL Claim Dispatcher (/CRIFCM/003) COMP ELPL Claim Dispatcher (/CRIFCM/004) COMP ELPL Claim Dispatcher (/CRIFCM/001) COMP ELPL Claim Handler (/CRIFCM/002) COMP ELPL Claim Handler (/CRIFCM/003) COMP ELPL Claim Handler (/CRIFCM/004) COMP ELPL Claim Handler (/CRIFCM/001) COMP ELPL Claim Handler Team Leader (/CRIFCM/002) COMP ELPL Claim Handler Team Leader (/CRIFCM/003) COMP ELPL Claim Handler Team Leader (/CRIFCM/004) COMP ELPL Claim Handler Team Leader (/CRIFCM/001) <p>Indexed Fields</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td>/CRIFCM/001</td> </tr> <tr> <td>Claim Type</td> <td>EL</td> </tr> <tr> <td>CR Reference Number</td> <td>CRRefNumber</td> </tr> <tr> <td>Sent Date</td> <td>09/06/2016</td> </tr> <tr> <td></td> <td>0</td> </tr> </table>		/CRIFCM/001	Claim Type	EL	CR Reference Number	CRRefNumber	Sent Date	09/06/2016		0
	/CRIFCM/001										
Claim Type	EL										
CR Reference Number	CRRefNumber										
Sent Date	09/06/2016										
	0										

Process started on Thursday, 9 June 2016 at 10:20:20, last step happened on Monday, 26 September 2016 at 15:04:40, total elapsed time 3 months, 19 days

[View all Activities](#)

Process Activities (sorted by Leave Time):								
	Name	Exit	Enter Time	Elapsed	Activity Status	User	Lock/Unlock	Worklist Manager
	F_0_25_AcceptClaimDecision	Reassign	26/09/2016 15:03:10	25 sec, 250 ms	Claim Submitted	mib_cm_ch1	✔	
	F_10_21_ReassignClaimToInsurer	Search	26/09/2016 15:03:35	16 sec, 0 ms	Claim Submitted	mib_cm_ch1	✔	
	F_10_21_ReassignClaimToInsurer	Assign	26/09/2016 15:03:52	16 sec, 357 ms	Claim Submitted	mib_cm_ch1	✔	
	F_ClaimReassignedToInsurer	Continue	26/09/2016 15:04:08	31 sec, 936 ms	Claim Submitted	mib_cm_ch1	✔	
	F_0_25_AcceptClaimDecision		26/09/2016 15:04:40		Claim Submitted			

1. The Process History shows that the claim has been re-assigned.

COMP Team Leader and Claims Handler User profiles listed below share the same view of re-assigned claims:

COMP RTA Claim Handler Team Leader
COMP ELPL Claim Handler Team Leader
COMP RTA Claim Handler
COMP ELPL Claim Handler
COMP RTA Branch Claim Handler
COMP ELPL Branch Claim Handler

- The User re-assigning the claim is the only one who retains full visibility of it.
- The exception being, the Team Leader who has the 'Login as' functionality. This means that they can sign in on behalf of other Users within the organisation and therefore have access to their view of re-assigned claims.

Search Applications

Online

Search Criteria

Application ID **1**

Main Applicant

Application Owner

User [lookup](#)

Organization [lookup](#) [clear](#)

Display applications per page

Order by Asc Desc

Business Process

Activity Filters
Application Status

Current Activity

Process Status

Application Start Date (dd/MM/yyyy)
From to

Additional Filters
Select a Business Process to get additional search criteria

2

Application List (1 activities found; page 1/1)

Application ID	Claim Type	Claim Transfer	CR Ref. number	Comp Ref. number	Claimant name	Ver.	Activity Name	Application Status	Alloc. CR user	Alloc. COMP user	Process Status	Sent Date	Start Date	Dispatch Date
000000000018617	EL		234567890	4567890987	Jacobs, Nathan	5.0	Stage 2 Settlement pack response	Stage 2 Settlement Pack decision			Freeze	07/11/2017	07/11/2017	08/11/2017

3 **4** **5** **6**

1. To view the re-assigned claim, type the number of the re-assigned claim in the search tab
2. Select the search button, which will generate a read only view of the re-assigned claim
3. This displays the read only view which means you will not be able to take any action on the claim after re-assignment
4. When you click on this icon, you will be able to view the process history of the re-assigned claim
5. This icon will allow you to view the attachments for the re-assigned claim
6. This icon will allow you to view printable documents related to this claim



Application ID: 000000000018617
 Main Applicant: Jacobs, Nathan
 Business Process: EL/PL Process
 Process Starter: mibmslcr_no (/L54537/001)
 Application Owner: mibmslcr_no (/L54537/001)
 Last Activity completed by: mibmslcr_no (/L54537/001)
 Activity Status: Stage 2 Settlement Pack decision
 Process Status: Freeze
 Lock Status: Unlocked

Users that can work on the current Activity:
 COMP Branch Claim Handler Team Leader (/XL12000/001)
 COMP Branch ELPL Claim Handler (/XL12000/001)
 COMP ELPL Claim Handler (/XL12000/003)
 COMP ELPL Claim Handler (/XL12000/002)
 COMP ELPL Claim Handler (/XL12000/001)
 COMP ELPL Claim Handler Team Leader (/XL12000/003)
 COMP ELPL Claim Handler Team Leader (/XL12000/002)
 COMP ELPL Claim Handler Team Leader (/XL12000/001)

Indexed Fields
 BranchOrgPath: /XL12000/001
 Claim Type: EL
 CM Reference Number: 4567890987
 CR Reference Number: 234567890
 InsurerBranchID: 001

[View All](#)

Process started on Tuesday, 7 November 2017 at 15:56:30, last step happened on Wednesday, 8 November 2017 at 06:05:43, total elapsed time 14 hours, 9 min

[View all Activities](#)

Process Activities (sorted by Leave Time):

Name	Exit	Enter Time	Elapsed	Activity Status	User	Lock/Unlock	Worklist Manager
Activity 0_00 - Claim Type Selection	Continue	07/11/2017 15:56:30	13 sec, 407 ms	Claim Data Input/Edit	mibmslcr_no	✓	
Activity 0_10 – Claim Data Input/Edit	Search	07/11/2017 15:56:44	48 sec, 780 ms	Claim Data Input/Edit	mibmslcr_no	✓	
Activity 0_10 – Claim Data Input/Edit	Send	07/11/2017 15:57:33	3 min, 19 sec	Claim Data Input/Edit	mibmslcr_no	✓	
Wait for CNF print	Continue	07/11/2017 16:00:53	2 sec, 887 ms	Claim Data Input/Edit	mibmslcr_no	✓	
F_0_25_AcceptClaimDecision	Reassign	07/11/2017 16:00:56	11 min, 39 sec	Claim Acknowledgement	MIBMSL_TEAMLEADER	✓	
F_10_21_ReassignClaimToInsurer	Search	07/11/2017 16:12:35	19 sec, 164 ms	Claim Acknowledgement	MIBMSL_TEAMLEADER	✓	
F_10_21_ReassignClaimToInsurer	Assign	07/11/2017 16:12:54	42 sec, 970 ms	Claim Acknowledgement	MIBMSL_TEAMLEADER	✓	
F_ClaimReassignedToInsurer	Continue	07/11/2017 16:13:38	18 sec, 994 ms	Claim Acknowledgement	MIBMSL_TEAMLEADER	✓	
F_0_25_AcceptClaimDecision	Acknowledge	07/11/2017 16:13:57	13 hours, 48 min	Claim Acknowledgement	NOCOMPMB2	✓	
Activity 0_26 – Acknowledgement notification	Continue	08/11/2017 06:02:10	2 sec, 820 ms	Claim Acknowledgement	NOCOMPMB2	✓	
F_0_25_AcceptClaimDecision	Accept	08/11/2017 06:02:13	7 sec, 587 ms	Claim Submitted	NOCOMPMB2	✓	
F_ClaimAccepted	Continue	08/11/2017 06:02:20	3 sec, 4 ms	Claim Submitted	NOCOMPMB2	✓	

Shown here is the Process History of the re-assigned claim

The screenshot displays the 'Attachments/Notes' interface. At the top, there are two tabs: 'Attachments/Notes' (selected) and 'History'. Below the tabs is a section titled 'New Note/Attachment'. This section contains a 'Note Text' field with a text area (marked with a blue circle '1') and a rich text editor toolbar. Below the text area are fields for 'Attachment' (with a 'Browse...' button) and 'File Description'. An 'Add' button is located below these fields. Below the 'New Note/Attachment' section is a 'Notes/Attachments List' table. The table has two columns: 'Owner / Date' and 'Content'. The table contains one entry for 'Test MR' with a file icon and 'TEST MR.docx (11Kb)' (marked with a blue circle '2').

1. In the attachment view, reached from the Worklist page, you can see notes related to the re-assigned claim

2. Once the title of the attachment is selected, the attachment will open and be viewable

Printable Documents list for process

Title	Abstract	Size (Bytes)	Creation Date
Stage 2 Settlement pack	Stage 2 Settlement pack	74899	08/11/2017 06:05:39
Claim Notification Form with Insurer Response	Claim Notification Form with Insurer Response	102656	08/11/2017 06:03:49
Defendant only Claim Notification Form (Not Readable)	Defendant only Claim Notification Form	98647	07/11/2017 16:00:53
Claim Notification Form	Claim Notification Form	98904	07/11/2017 16:00:52

This is a screenshot example of a read only view, which you can see once you click the icon from the worklist page.

The document titles highlighted in blue, when clicked on, provide you with a full view of the printable document.

COMP Dispatcher User profiles listed below share the same view of re-assigned claims;

COMP ELPL Claim Dispatcher
COMP RTA Claim Dispatcher
COMP ELPL Branch Claim Dispatcher
COMP RTA Branch Claim Dispatcher

- The visibility of re-assigned claims is the same for the above User profiles.
- COMP Dispatcher User Profiles have limited view of re-assigned claims compared to COMP Team Leader and Claim Handler User Profiles.
- The visibility of the re-assigned claim will be locked down to the User within the Compensator organisation that re-assigned the claim.

Search Applications

Online

Search Criteria

Application ID 1Main Applicant Application Owner User lookupOrganization lookup clearDisplay applications per pageOrder by Asc DescBusiness Process Activity Filters
Application Status Current Activity Process Status

Application Start Date (dd/MM/yyyy)

From to

Additional Filters

Select a Business Process to get additional search criteria

Reset Search 2

Application List (1 activities found; page 1/1)

Application ID	Claim Type	Claim Transfer	CR Ref. number	Comp Ref. number	Claimant name	Ver.	Activity Name	Application Status	Alloc. CR user	Alloc. COMP user	Process Status	Sent Date	Start Date	Dispatch Date
0000000000018624	PL		34567892	234567876	Jacobs, Nathan	5.0	Stage 2 Settlement pack response	Stage 2 Settlement Pack decision			Freeze	08/11/2017	08/11/2017	08/11/2017

1. To view the re-assigned claim, type the number of the re-assigned claim in the search tab
2. Select the search button, which will generate a read only view of the re-assigned claim
3. This displays the read only view which means you will not be able to take any action on the claim after re-assignment
4. When you click on this icon, you will be able to view the process history of the re-assigned claim
5. This icon will allow you to view the attachments for the re-assigned claim
6. This icon will allow you to view printable documents related to this claim

Application ID:	000000000018624	Users that can work on the current Activity:
Main Applicant:	Jacobs, Nathan	👤 COMP Branch Claim Handler Team Leader (XL12000/001)
Business Process:	EL/PL Process	👤 COMP Branch ELPL Claim Handler (XL12000/001)
Process Starter:	mibmslcr_no (/L54537/001)	👤 COMP ELPL Claim Handler (XL12000/003)
Application Owner:	mibmslcr_no (/L54537/001)	👤 COMP ELPL Claim Handler (XL12000/002)
Last Activity completed by:	mibmslcr_no (/L54537/001)	👤 COMP ELPL Claim Handler (XL12000/001)
Activity Status:	Stage 2 Settlement Pack decision	👤 COMP ELPL Claim Handler Team Leader (XL12000/003)
Process Status:	Freeze	👤 COMP ELPL Claim Handler Team Leader (XL12000/002)
Lock Status:	🔒 Unlocked	👤 COMP ELPL Claim Handler Team Leader (XL12000/001)

Indexed Fields	
BranchOrgPath	/XL12000/001
Claim Type	PL
CM Reference Number	234567876
CR Reference Number	34567892
InsurerBranchID	001

[View All](#)

Process started on Wednesday, 8 November 2017 at 05:43:21, last step happened on Wednesday, 8 November 2017 at 06:29:39, total elapsed time 46 min, 17 sec

[View all Activities](#)**Process Activities** (sorted by Leave Time):

	Name	Exit	Enter Time	Elapsed	Activity Status	User	Lock/Unlock	Worklist Manager
📄	Activity 0_00 - Claim Type Selection	Continue	08/11/2017 05:43:21	12 sec, 124 ms	Claim Data Input/Edit	mibmslcr_no	✓	
📄	Activity 0_10 - Claim Data Input/Edit	Search	08/11/2017 05:43:33	49 sec, 260 ms	Claim Data Input/Edit	mibmslcr_no	✓	
📄	Activity 0_10 - Claim Data Input/Edit	Send	08/11/2017 05:44:23	1 min, 39 sec	Claim Data Input/Edit	mibmslcr_no	✓	
📄	Wait for CNF print	Continue	08/11/2017 05:46:03	5 sec, 43 ms	Claim Data Input/Edit	mibmslcr_no	✓	
📄	F_0_25_AcceptClaimDecision	Acknowledge	08/11/2017 05:46:09	39 min, 46 sec	Claim Acknowledgement	MIBMSL_DISPATCHER	✓	
📄	Activity 0_26 - Acknowledgement notification	Continue	08/11/2017 06:25:55	6 sec, 760 ms	Claim Acknowledgement	MIBMSL_DISPATCHER	✓	
📄	F_0_25_AcceptClaimDecision	Reassign	08/11/2017 06:26:02	6 sec, 850 ms	Claim Submitted	MIBMSL_DISPATCHER	✓	
📄	F_10_21_ReassignClaimToInsurer	Search	08/11/2017 06:26:09	6 sec, 964 ms	Claim Submitted	MIBMSL_DISPATCHER	✓	
📄	F_10_21_ReassignClaimToInsurer	Assign	08/11/2017 06:26:16	4 sec, 940 ms	Claim Submitted	MIBMSL_DISPATCHER	✓	
📄	F_ClaimReassignedToInsurer	Continue	08/11/2017 06:26:21	2 sec, 554 ms	Claim Submitted	MIBMSL_DISPATCHER	✓	
📄	F_0_25_AcceptClaimDecision	Accept	08/11/2017 06:26:24	58 sec, 907 ms	Claim Submitted	NOCOMPMB2	✓	
📄	F_ClaimAccepted	Continue	08/11/2017 06:27:23	2 sec, 396 ms	Claim Submitted	NOCOMPMB2	✓	

Shown here is the Process History of the re-assigned claim

Attachments/Notes History

New Note/Attachment

Note Text

Attachment Browse...

File Description

Add

Notes/Attachments List

Owner / Date	Content
mibmslcr_no 08/11/2017 06:29:08	Test MR TEST MR.docx (11Kb) Test MR

1. In the attachment view, reached from the Worklist page, you can see notes related to the re-assigned claim

2. Once the title of the attachment is selected, the attachment will open and be viewable

Printable Documents list for process

Title	Abstract	Size (Bytes)	Creation Date
Stage 2 Settlement pack (Not Readable)	Stage 2 Settlement pack	74916	08/11/2017 06:29:35
Claim Notification Form with Insurer Response (Not Readable)	Claim Notification Form with Insurer Response	102692	08/11/2017 06:28:13
Defendant only Claim Notification Form (Not Readable)	Defendant only Claim Notification Form	99088	08/11/2017 05:46:03
 Claim Notification Form 1	Claim Notification Form	99370	08/11/2017 05:46:03

This is a screenshot example of a read only view, which you can see once you click the icon from the worklist page.

Unlike COMP Team Leader and Claims Handler User profiles, who are able to view Stage 2 Settlement pack and Claims Notification Form (CNF) with Insurer Response documents (as shown above), COMP Dispatcher User profiles will only be able to view the CNF.

To view the CNF, you will need to click on the title indicated in blue (as seen above)