

ClaimsWire

Guide for Adjusters



ClaimsWire™ is Simsol's web-based solution for the electronic assignment, tracking and exchange of property claim data for the insurance industry. This guide will walk you through the basics of ClaimsWire so you can quickly start receiving and uploading claims to your company.

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ClaimsWire Web Portal

Your online web portal for ClaimsWire enables you to check statuses of your claims, access the messaging center, change preferences and change your password. To get to this site, open your internet browser and go to ClaimsWire.simsol.com. You'll be brought to the login page that looks similar to the one below:

You can enter your company provided username and password, then select 'Login'.

Setting up your Profile

In the My Profile tab of ClaimsWire, you can make adjustments to your personal information. On the main view, you can alter your name, contact information, and other relevant information such as your experience and certifications. Entering in certifications and experiences can help boost your ability to be seen by your company when claims are needing to be assigned. When finished, be sure to select the 'Save' icon to save your preferences.

Setting your Preferences

The Preferences section allows you to decide which notifications you would like to receive for claim processing for the various packets you send up.



For example, you could change which email notifications you receive for a closing report to notify you that the packet is pending review, or decide you only want to receive email notifications when a packet has been completed.

Employee Preferences

* required field

Select the packet status notifications you would like to receive. Please note that the company may override these settings.

	Start	Pending Assignment	Pending Review	Pending Approval
Advance Payment Request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closing Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preliminary Damage Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proof of Loss	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preliminary Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EFT Authorization Form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signed Non-Waiver Agreement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The checkboxes in the preferences screen allow you to choose which notifications you receive. Please note that your ClaimsWire manager can set certain notifications as mandatory or disable certain notifications which will override your preferences here. Be sure to select the 'Save' icon to save your preferences.

Changing Your Password

It's recommended to change your password from your default when setting up ClaimsWire. You can do so under the My Profile tab. Select the 'Change Password' link.



Enter in the current and new passwords then select 'Change Password' to complete the entry. If you have already set up ClaimsWire in Simsol, you'll want to be sure to change your password there too.

Change Password

Current Password:

New Password:

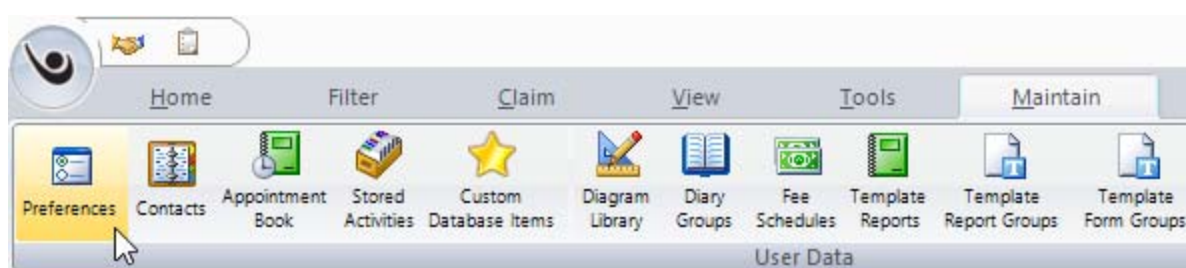
Confirm Password:

Setting up your ClaimsWire Account in Simsol

Setting up your ClaimsWire account in Simsol is simple. While your claim information can always be reviewed on ClaimsWire.simsol.com, you'll also want to be sure your Simsol program is synced with ClaimsWire so you can send and receive claim data from your company. This guide will walk you through the initial setup process.

To begin, you'll want to get your username and password for your account. This information is usually created by your company.

Once you have that information, open up your Simsol program and navigate to the Maintain tab at the top, and then the Preferences button.



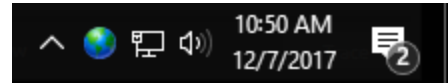
In your preferences screen, you'll find an option for 'ClaimsWire' on the left-hand side. This will open your ClaimsWire Preferences window as shown below.

User Preferences	
System Preferences	<p style="text-align: center;">SIMSOL ClaimsWire Login Information</p> <p><input checked="" type="checkbox"/> Show ClaimsWire Information On Main Screen</p> <p>Status Reports due every <input type="text" value="30"/> days.</p> <p>User Name <input type="text"/></p> <p>Password <input type="text"/></p> <p>URL <input type="text" value="https://claimswire.simsol.com/v2/sfa-api"/></p> <p>Check for new ClaimsWire Claims every: <input type="text" value="5"/> minutes.</p>
Print Options	
Billing	
Date Format	
Diagram	
Email	
G.C. O&P	
Header	
Loss Info	
Notes	
Reporter	
Sales/Other Taxes	
Sign-Off	
Tools Menu	
Warning Notices	
Minimum Wage	
ClaimsWire	
Signature/Monitor	



You'll want enter in your username and password for ClaimsWire here, making sure to leave the URL field identical to the one above. Once complete, simply hit 'Done'.

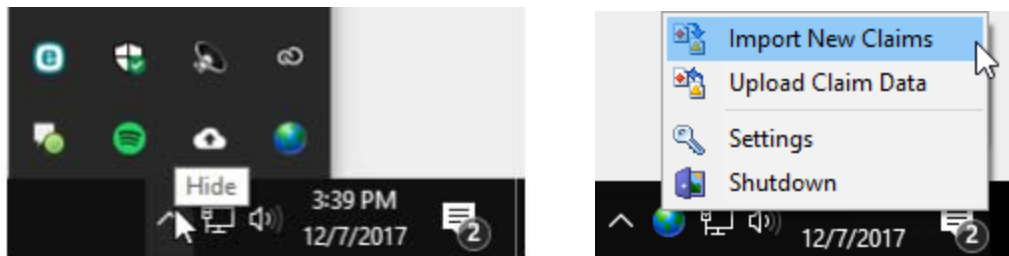


When you're ready, restart your program to activate your ClaimsWire utility. When the utility is active, you will see the globe icon in your System Tray.



Importing Claims into Simsol

In order to begin importing claims from ClaimsWire to Simsol, you must first locate the ClaimsWire Upload Tool. The ClaimsWire Tool looks like a Globe  by default, and a Set of Eyes  when new claims are available. To locate the icon, look to the bottom right-hand corner of the screen, near the Date and Time. The icon can be seen either next to the Date and Time, or in the Hidden Icons menu. This menu can be found by clicking on the small white triangle next to the Date and Time.

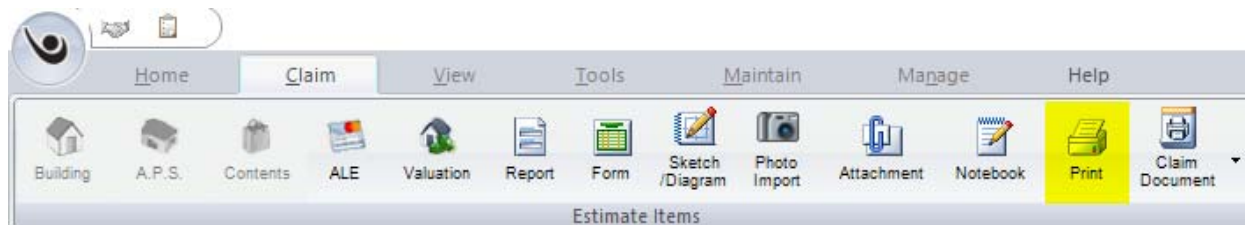


Once you have located the ClaimsWire Upload Tool, right-click it to show the menu. Click on the option for 'Import New Claims'. This will bring up the ClaimsWire Import window, which will immediately begin to check for available claims for import. If any claims are available, you will see them listed in the window under 'Step 1'.

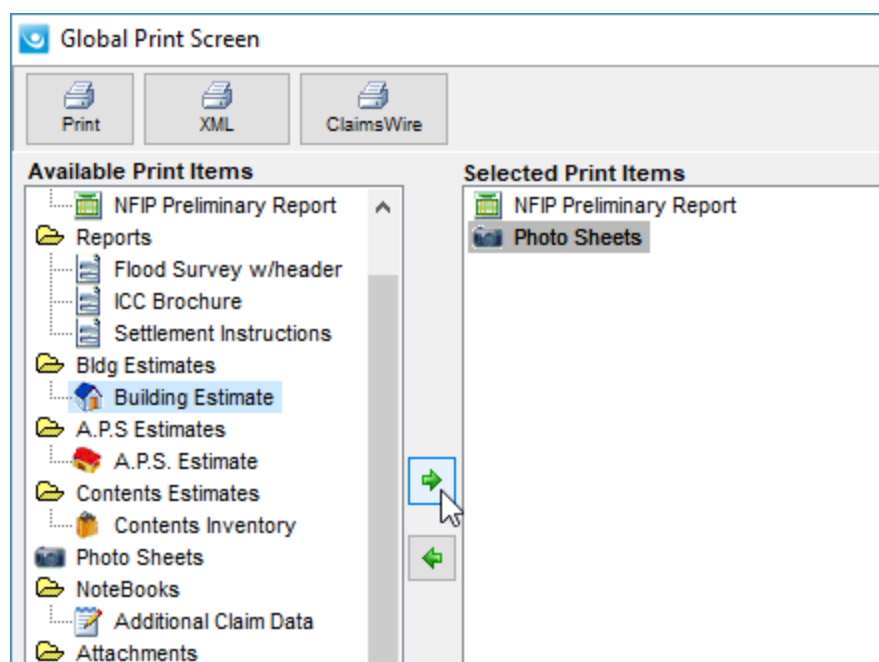
Towards the right of the window, there are options for 'Accept', 'Reject', or 'Waiting'. Accept is the default setting, which will accept the claim as an assignment for you. Alternatively, Reject will deny the claim and place it in the queue to be assigned to another adjuster. Waiting will skip accepting or rejecting the claim and the claim will not be downloaded to your system.

Uploading Claims to Claimswire in Simsol

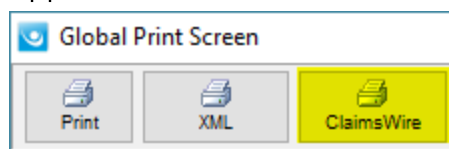
To upload, navigate and open the claim you would like to send to your company. Along the top of the claim will be a row of buttons, towards the right-hand side of which will be the 'Print' button. Select this button to bring up the Global Print Screen.



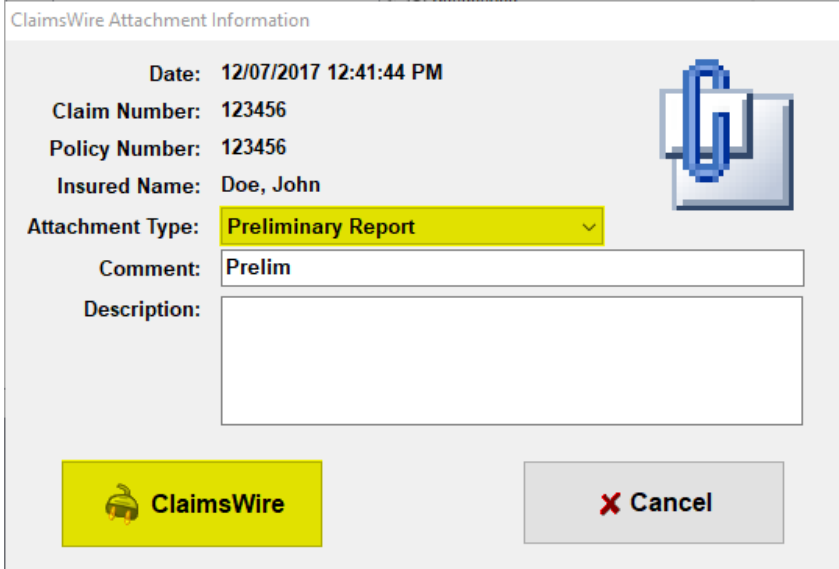
The Global Print Screen will be split into two sections, the Available Print Items, and the Selected Print Items. The Available Print Items section is a list of all of the items that can be included in your ClaimsWire upload. The Selected Print Items section is a list of all of the items that will be included in your ClaimsWire upload. Move items from the Available to Selected Print Items section by highlighting the item and clicking the green arrow button. Different types of packets (closing report, preliminary report, etc) will require different items in the upload. Contact your company if you would like more information on which items they require for each type of upload.



Once you have moved all of the necessary items to the selected print items section, click on the ClaimsWire button in the upper left-hand corner.



This will bring up the ClaimsWire Attachment Information screen. In this screen, select the Type of Packet you are uploading and fill out any necessary information in the Comments and Descriptions section. Then, click the ClaimsWire button in the lower left to complete the upload.



ClaimsWire Attachment Information

Date: 12/07/2017 12:41:44 PM

Claim Number: 123456

Policy Number: 123456

Insured Name: Doe, John

Attachment Type: Preliminary Report

Comment: Prelim

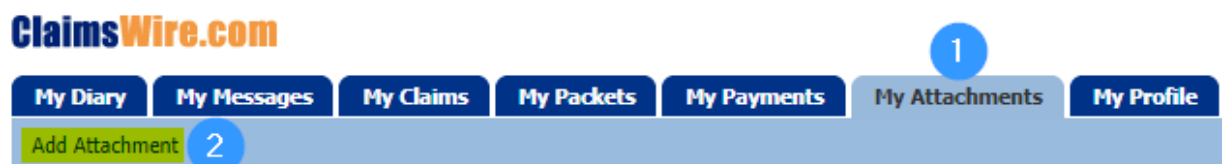
Description:

ClaimsWire Cancel

Your claim packet will be automatically sent to your company. If you would like to check the status of your packet, you can do so through your ClaimsWire web portal at ClaimsWire.simsol.com.

Uploading Claims to Claimswire from Other Estimating Software

Once you are ready to send your claim, save the claim on your computer and then log into Claimswire.com. Select the 'My Attachment' tab located in the top menu bar and then select the 'Add Attachment' link as shown below:



From here you'll be able to select the claim file you have saved on your computer, give it a short description and any long description you may need, then select the 'Add Attachment' button in the bottom right-hand corner. Do not close out of this page while the file is uploading.

Add New Attachments

File: Choose File No file chosen

Short Description: Choose One...

Long Description:

Note: The dropdown only specifies default descriptions. Please note that attachments when added to a claim will always be of type OTH

Add Attachment Cancel

Once uploaded, you'll now want to convert the claim to the correct claim assigned on Claimswire. To do this, go back you your 'My Attachments' tab, and find the file that has been uploaded. Select the 'Convert' link located under 'Action'.

Add Attachment	
My Attachments	
My Attachments	
Action	
View Convert Delete	00101815:

On the 'Send Attachment to Claim' page, drop down to select the associated file number, then select the 'Send to Claim' button located in the bottom right-hand corner.

Send Attachment to Claim

Our File #: DEMO0000049 1

Claim Information

Primary Insured: Sam Diamond

Policy #: Col 1236

Claim #: 684

File #: DEMO0000049

Loss Date: 11/20/2017

Loss Address: 3452 Lake Lynda Drive
Suite 420
Orlando FL 32817

2 **Send to Claim**

Now your non-Simsol claim is attached to the Claimswire system and your examiner/claims manager will be able to review your file.

End of Tutorial

You're all set to send and receive ClaimsWire claims from your company.

Should you have any difficulties with ClaimsWire, Simsol's support team is here to help. Check out A full list of Simsol Tutorials at [MySimsol.com/Tutorials](https://www.mysimsol.com/Tutorials), browse and create discussion posts at our [Support Center](https://www.mysimsol.com/SupportCenter), send an email at support@simsol.com or give us a call at 1.800.447.4676.

