CRMC
CLAIMS RESOLUTION MANAGEMENT CORPORATION

Law Firm eClaims User Guide

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1. Introduction

This guide is intended for users employed on behalf of law firms to process asbestos-exposure claims for affected individuals. It provides an overview of the CRMC eClaims portal and its features, as well as practical procedures for submitting and revising claims. Individual Trusts have different filing requirements. Therefore, screens provided in this manual may not depict the actual requirement for the Trust you are entering a claim for.

1.1. eClaims Overview

eClaims provides an interface for law firms and CRMC personnel to manage asbestos claims against the trusts for which CRMC processes claims. The system is designed with the flexibility to support different strategies for different asbestos trust requirements. eClaims is also flexible in providing interfaces to the end user, including a web-based interface, a batch upload capability, and a web services interface to allow users to use their preferred processing mechanisms. The full life cycle of a claim is managed and monitored by eClaims, from demographic claim data entry and claim evaluation to offers and payment. For more information on CRMC, please visit our website: www.claimsres.com.

1.2. Document Orientation

1.2.1. Organization of the Guide

This guide is designed specifically for users employed by law firms to process asbestos-exposure claims for affected individuals in eClaims. Only the eClaims functions that are applicable to law firm users are covered in this document, and a few administrative-level functions for law firm users with elevated permissions.

The following sections are provided in this guide:

1. **Accessing and Navigating eClaims:** General information for navigating eClaims, including login functions and the location of frequently used links

2. **Entering and Submitting Claims:** Basic steps for entering information for a claimant, and then a claim, including information on indirect claims

3. **Managing Claims, Messages, and Records:** Various ways to update a claim, find information about a claim or claimant, and use the law firm Message Board

4. **User Functions:** Other functions such as using the law firm Inquiry Tracking Board, changing your password, including administrative functions for reports and user records

5. **Batch Upload:** Process for becoming a batch user and uploading a batch file into eClaims

6. **Troubleshooting:** Guidance on common issues with which a law firm user may need assistance

7. **Acronyms:** Reference for abbreviations used in this document

1.2.2. Assumptions

This guide is written with the assumption that readers already have the following:

- Basic knowledge of their computer's operating system (e.g., commands, menu options, user interface, and navigation tools).
- Basic knowledge of a browser program for their computer.
- Any relevant prerequisite training in the field of liability claims.
- An understanding of the trust proof of claim form and instructions.
- Login access to the eClaims web portal.

1.2.3. Documentation Conventions

This guide uses several methods to highlight different aspects of the material.

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

Table 1: Documentation Symbols and Descriptions

Symbol	Description
	NOTE: Used to inform the reader of general information including references to additional reading material
	CAUTION: Used to caution the reader to take special notice of critical information

- Descriptive text is presented in a proportional font (as represented by this font).

- Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms) are shown within figure boxes.

- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.); the representation of the formal name of options, and field and file names (e.g., Date of Birth); and other highlighted descriptive text will be **boldface** type.

1.2.4. References and Resources

It is usually necessary to consult additional reference documents for claim submission, particularly the trust-specific POC forms. The POC provides detailed instructions about

the types and formats of claimant information a trust requires. POC documents for all trusts supported by eClaims are available at www.claimsres.com under the **Documents** heading. Additional forms and references, such as legal document templates and specific details about asbestos exposure, are also available here.

2. Accessing and Navigating eClaims

2.1. Navigating the eClaims System

eClaims design is easy to navigate, with a central panel for displaying information, tabs for quick access to basic information and interactions, and links with drop-down lists along the top to access more specific functions. Basic information for accessing eClaims is shown in Section 2.

Figure 1. eClaims Login Screen

2.2. Accessing eClaims

This section contains a brief overview of each major user interface element on the eClaims home page, including cross-references to the document sections where each feature is discussed in more detail.

2.2.1. Logging On

eClaims is a web-based system that you access via a browser program (such as Firefox, Chrome, Safari, or Edge). To log in, navigate in your browser to http://www.claimsres.com, select the **eClaims** link at the top of the web page, then input your username and password and click **OK**.

2.2.2. Logging Off

To exit eClaims, you must log out of the application by selecting the **Log Out** menu item at the top right of the eClaims menu. Your eClaims session will remain active for 30

minutes. After 30 minutes of inactivity you will be automatically logged out and will need to log back into the system.

2.2.3. Reset Password

The log in page contains a link **Reset Password**, which can be used to reset your password. The link will take you to a page where you must enter the email address associated with you in eClaims. Once entered, a link will be sent to that email address to reset your password. The link is only enabled for a limited period of time. The link will take you to a page where you can enter your eClaims username and a new password.

2.2.4. Claims

The **Claims** section of eClaims contains utilities for creating, reactivating, withdrawing, deferring, and deleting direct claims and their associated claimants. There are also options to respond to a pro rata increase and to download any applicable release form files.

For more information about the actions you can take with claims, consult the following sections:

- For adding a claimant, see section 3.1.
- For adding a claim, see section 3.2.
- For reactivating a claim, see section 4.2.
- For responding to a pro rata increase, see section 4.3.
- For deferring a claim, see section 4.4.
- For withdrawing a claim, see section 4.5.
- For deleting a claim, see section 4.6.
- For performing bulk operations on a list of claims, see section 4.7.
- For downloading release documents, see section 4.8.

Claims |
Add Claimant
Reactivate Claim
Pro Rata
Deferral
Withdraw Claim
Delete Claim
Bulk Action
Download Release
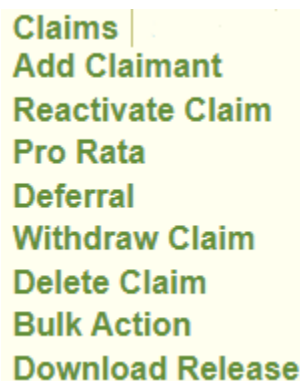
Figure 2: Claims Menu

2.2.5. IClaims

The **IClaims** section is dedicated to *indirect* claims, where an intermediary organization has already compensated the affected individual and is now applying for reimbursement from a trust. This section allows users to create and delete indirect claims.

Figure 3: IClaims Menu

2.2.6. Search

The **Search** section provides tools to search for claims and claimants, both direct and indirect.

Figure 4: Search Menu

There is also a **quick-search bar** that appears below the tabs on the eClaims home page. This bar is a permanent part of the eClaims user interface (regardless of what page is open), so users can perform quick searches in the middle of other tasks as necessary.

Figure 5: Quick-Search Bar

The quick-search bar allows for searches on multiple items as show in Figure 6: Quick-Search Bar Choices.
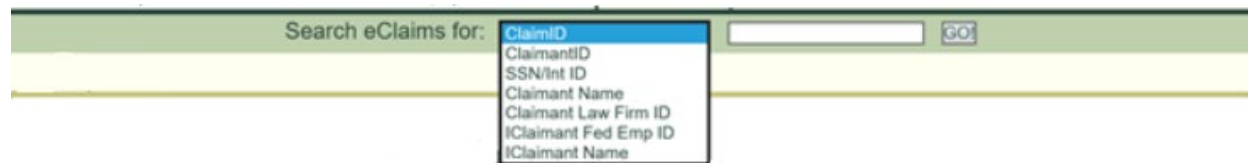
Figure 6: Quick-Search Bar Choices

2.2.7. Support

In the **Support** section, users can add new physicians (if you have permissions) or inquiries for their law firm, or upload relevant supplementary documents to eClaims.

Note not all user roles have access to all options in this section. For more information about creating inquiries, see Section 5.1; for more information about adding physicians, see Section 5.6.

Support |
Add Inquiry
Add Physicians
Documents
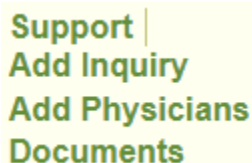
Figure 7: Support Menu

2.2.8. Admin

The **Admin** section contains utilities for managing eClaims notifications, users (for users with permissions) and changing user passwords. Note that not all user roles have access to all options in this section. For more information see Section 5.3, Section 5.4 and Section 5.5.

Admin |
Change Password
Notifications
Maintain User
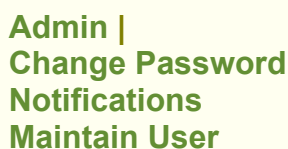
Figure 8: Admin Menu

2.2.9. About

The **About** tab displays detailed information about the eClaims version number and the currently logged-in user.

2.2.10. Contact Us

The **Contact Us** tab links to the Inquiry form, where users can create and submit inquiries regarding claims or the eClaims system. For more information about inquiries, see Section 5.1.

2.2.11. Reports

The **Reports** tab contains links to many different types of reports that display aggregated status information about claims in the system. In most cases, users can tailor reports by date and trust. For more information about using reports, see Section 5.2.

2.2.12. Message Board

The **Msg Board** tab contains important update messages that are sent when the status of a claim changes. This is how you obtain information and messages about claim changes requiring input from you. Messages are listed by date, quantity, message type,

and description; unread messages are flagged. For more information about using the Message Board, see Section 4.11.4 and Section 5.5 for Message Board Notification Configuration.

3. Entering and Submitting Claims

3.1. Entering Online Claimant Information

The first part of filing a new claim is adding the claimant, which requires certain personal information. **Each trust requires different information**, which is detailed in that trust's Proof of Claim document and filing instructions. The most commonly requested claimant data is listed below with basic instructions, but you must use the Proof of Claim form and instructions to ensure accurate information is entered for your claimant's trust. Proof of Claim forms can be accessed on the CRMC web site, www.claimsres.com, under **Documents**.

> *NOTE: If you are filing on behalf of an indirect claimant, follow the procedures in Section 3.3 instead.*

3.1.1. Creating the Claimant Record and Checking for Duplicates

The Add New Claimant page is the first step in submitting a claim with eClaims. After you have entered all required information for the claimant, the eClaims system will compare this data with existing records, issuing alerts if the claimant already exists in the system for your law firm and/or has certain claims on file.

To add a new claimant:

1. Hover your cursor over **Claims** at the top of the eClaims home page.

2. From the drop-down menu, select **Add Claimant**.

3. The Add New Claimant page appears, as shown in Figure 9: Add New

   Claimant . Your law firm's name is displayed above the form.

Figure 9: Add New Claimant Screen

4. In the **First** field, type the claimant's first name.

5. Optionally, enter the claimant's middle initial in the **Middle Initial** field.

6. In the **Last** field, type the claimant's last name.

7. If applicable, select the claimant's suffix (such as IV or JR) from the **Suffix** drop-down menu.

8. Select the claimant's gender (M or F) from the **Gender** drop-down menu.

9. Type the claimant's Social Security number (SSN), if any, in the **Social Security Number** field. Do not include dashes.

10. Type the claimant's **International ID** number, if any, in the **International ID** field.

11. In the **Date of Birth** field, type the claimant's date of birth in MM/DD/YYYY format.

12. From the **Trust** drop-down menu, select the trust against which the claim will be filed.

13. After you have entered all required information, click the **Check Duplicates** button. You will be required to re-enter the SSN, International ID, and Date of Birth for a consistency check. Then the eClaims system will compare the information you entered to existing claimants and claims, and notify you if duplicates are found. There are several possible duplicate alerts:

    o Claimant is already on file for your law firm

If the claimant already exists in eClaims and the system detects no potential claim conflicts, a prompt appears asking if you want to view that claimant.

- o Claimant has claim in process

   If eClaims detects that this claimant exists in the system *and* has a pending claim, you cannot file an additional claim until the previous claim is resolved.

- o Claimant has settled a non-malignancy claim

   If the claimant is found in eClaims *and* has already settled a non-malignancy claim, a prompt appears asking if you want to continue entering the claim.

- o Claimant has a malignancy claim on file

   If the claimant is found in eClaims *and* has an active or settled malignancy claim with a trust that prohibits multiple malignancy claims, the eClaims system prevents you from filing another claim for that claimant.

14. The Claimant Information page appears. For instructions on how to proceed, see Section 3.1.2 below.

3.1.2. Claimant Information

Once you've started the process to add a claimant and check for duplicates as shown in Section 3.1.1, you can proceed with adding claimant information. Once the information is entered initially, the Core Information may be changed by either the law firm or CRMC, depending on the claim status.

To add claimant information:

Claimant Information (Injured Party)

Claimant ID: ██████   Law Firm ID: CLxxx2

Core Information

[Edit Core Info]

Name: Claimant _____ One _____ [⌄]
First   Middle Last   Jr. Sr. etc

████████ _____ _____ 01/01/1911 [Female ⌄]
Social Security Number International ID Date of Birth Gender

If injured party is DECEASED

Date of Death: _____ Was death asbestos related? ○ yes ○ no

Last state of residence of injured party: [_____ ⌄]

Last country of residence (if not USA) of injured party: [_____ ⌄]

If injured party is LIVING

[Clear Address]

Mailing Address

[_____ ⌄]
Country

_____ _____ _____
Address Line 1 Address Line 2 City

[_____ ⌄]
US State   State/Province/Region

_____ - _____
Zip Code (Postal Code)

_____ (_____) _____   _____
Phone Number: E-Mail Address

Claim(s) Information

_____ *Trust: [_____ ⌄] [Add New Claim]

[Save Claimant]

Figure 10. Claimant Information Screen

1. On the Claimant Information screen, confirm that the claimant's Date of Birth is correct, as well as SSN or International ID, if applicable. If there are any errors, click the button **Edit Core Info**, and a pop-up dialog will appear requesting that the claimant's Date of Birth and SSN or International ID, if applicable, are keyed in twice correctly to confirm the changes. Then click the Update button to make the changes, or the Cancel button to discard your changes.

2. For the rest of the form, different information is entered if the claimant is deceased or living:

   o Claimant is deceased

   Enter information in the **If injured party is DECEASED** section.

   o Claimant is living

   Enter information in the **If injured party is LIVING** section if applicable to the trust. If the address fields are populated incorrectly, use the **Clear Address** button to empty the fields, then re-key the address information.

3. Law Firm ID: A non-unique ID can be assigned to a Claimant. This is a law firm specified ID that the law firm can use for searches and reporting on identifiers associated with the law firm's data.

   Enter a Law Firm ID if applicable to the claimant.

4. Click the **Save Claimant** button to have the claimant added in the eClaims system, and then claim information can be entered as explained in Section 3.1.3.

3.1.3. Claim Information

To view Claim(s) Information, navigate to the Claimant Information page either by adding a new claimant (Section 3.1.2) or searching for a claimant (Section 4.9). Current claims for the claimant and an area to add new claims are listed in the Claim(s) Information section of the page.

Figure 11. Claim Information Section

3.2. Entering Online Claim Information

Navigate to the Claimant Information page for the claimant that is filing a claim and find the Claim(s) Information section, as described in Section 3.1.3 and Figure 11 above. Use the drop-down list to select the trust the claimant is filing against and click the **Add New Claim** button.

At the top of the Claim page you will see a viewable option. Selecting this and saving will allow CRMC to view this information prior to submission for use with troubleshooting issues. Ensure all required fields are entered, as marked by red asterisks, prior to clicking the **Save Claim** button. Please see the guide's following subsections for information on filling in claim information and note different trusts require different information for some of the sections.

A claim can only be saved if there is an attorney assigned to the claim.

Also, if the claimant is deceased, you must enter information about their Personal Representative. Under Representative, click the Add Representative button and fill out the form with the applicable information, then click the Save button to keep the changes, or the Cancel button to discard your changes.

If copying Representative:
1.   A pop-up dialog will appear to identify previous representative information. Select a previous representative item that applies to the claimant.
2.   Click either the Copy button to add the previous representative entry, or Cancel button to remove the information.

Claim | Viewable: ☐ |

Claimant Information   **Claim Information**

Claimant ID: 1421205   **Claim ID:**
Name: Claimant One   **Trust:**   NARCO
SSN: XXX-XX-1111   **Claim Status:**
Date of Birth: 01/01/1911   **SOE:**

** **Current state of residence:**   [▼]   ** **Alleged Disease:**   [▼]
** **Current country of residence:** [▼]   ** **Alleged FDD:** _____
** **Jurisdiction State Election:**   [▼]   *Formatted Example: MM/DD/YYYY*
** **Jurisdiction Country Election:** [▼]

┌─ **Claim Processing Options** ─────────────────────────────────┐
│   │
│ * Processing Election: [Annual Contribution ▼]   * Evaluation: [▼] │
│   │
└──┘

Representative

Select	First Name	MI	Last Name	Suffix	Address	Relationship	Edit/Delete
	Add Representative				Copy Representative		

Lawfirm Information

A Law Firm

*Attorney: [▼]   Phone:
Contact: [▼]   Facsimile:
                                    E-Mail:

** **Litigation Information**

Has an asbestos-related lawsuit or claim ever been filed on behalf of the injured party?
                                    ○ Yes   ○ No

Date Filed	State	Court	Case	Defendant	Edit/Delete
	Add Litigation History			Copy Litigation History	

** **Exposure Information**

From	To	Occ	Industry	Cntry	Exp Site	Exp Type	Vic Occ	Vic Type	SOE	Edit/Delete
Add Exposure History			Add Bystander Exposure			Copy Exposure History				

Required Documents

              [Save Claim] [Ready For CDT?] [To CDT]
* Required field to save claims
** Required field to submit for processing

Figure 12. Add New Claim Screen
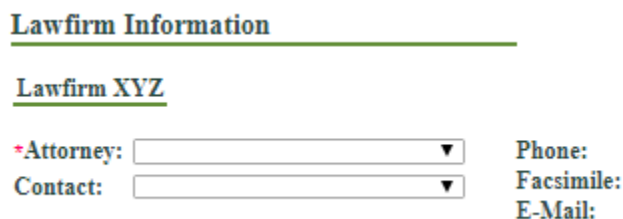
Figure 13. Representative Information Screen

3.2.1. Law Firm/Information

On the Claim page (Section 3.2), navigate to the Law firm Information section.

Enter information about the law firm and attorney associated with this claim as well as the law firm contact. Select the appropriate person from the drop-down list. If the person does not exist in the drop-down list, the firm's administrator will need to add that individual as an employee through the **Maintain User** menu item.

Lawfirm Information

Lawfirm XYZ

*Attorney: [▼]   Phone:
Contact: [▼]   Facsimile:
   E-Mail:

Figure 14. Lawfirm Information Section

3.2.2. Saving the Claim

To save a claim, you must have an attorney assigned to the claim. Each time you save the claim, a pop up will be displayed with the information still required to complete the claim for the trust. Some trusts require that you check a button indicating you have read and understand the Proof of Claim form instructions each time you save the claim data.

3.2.3. To CRMC for Processing

Once all demographic data is entered for the claim, you must select the **To CRMC for Processing** button to move the claim forward in its life cycle. If it has required documents that are not yet uploaded, the claim will move from an Awaiting Demographic (AWDEMOGRAPHIC) status to an expecting documents (EXPECTINGDOCS) status.

> ⚠️ *IMPORTANT! The **To CRMC for Processing** button provides control for you to indicate when your claim is ready to be reviewed. In order to receive credit for a complete claim and for the claim to be placed in review queues, this button must be selected and all required documents uploaded.*

3.2.4. Demographic Deficiencies and Required Documents

As you enter information for the claim and save the data, the system will provide you with information for missing data on the claim page in the section titled Demographic Deficiencies. Also, the Required Documents section will be populated as questions are answered and saved. Required documents can also be viewed and uploaded on the **Docs** tab at the top of the Claim page. All claim deficiencies can be viewed on the **Defic**. Tab at the top of the Claim page.

Demographic Deficiencies

- SMK - Smoking history not provided
- Rep Info - Representative information not provided
- Jurisdiction - Claimant jurisdiction must be set to a valid state (country if not USA) based on TDP requirements
- Employment/Earnings - Employment/Earnings information not provided
- Marital Stat - Marital Status not provided
- Bi Und Dis DT - Bilateral underlying alleged disease date not provided
- Asb Claim - Asbestos-related claim question not answered
- Jur. Basis - The basis for the jurisdiction election was not provided
- Subst Exp - Exposure to other substances question not answered

Required Documents

- Med Rep - Medical report not provided
- NAR-Exp Affidavit - NARCO proof of exposure not provided or insufficient
- Death Cert - Death certificate not provided

Figure 15. Demographic Deficiencies and Required Documents Sections

3.2.5. Copy Available Documents

If the claimant has a claim for another trust with documents required for the new trust, you can copy your medical and death certificates and other pertinent documents from the other claim to this claim when applicable. Select yes in the section displayed below and save the claim.

Copy Available Documents

Do you want to copy available documents? ○ yes ○ no

Figure 16. Copy Available Documents Section

3.2.6. Litigation Information

In the Litigation Information section, select either the **Add Litigation History** button, or if litigation exists for the claimant that you can add from another claim, the **Copy Litigation History** button.

Litigation Information

DateField	State	Country	Edit/Delete
	Add Litigation History		Copy Litigation History

Figure 17. Litigation Information Section

If adding Litigation History:

1. A pop-up dialog will appear to enter a single litigation item. Enter information in the fields, including the required fields as marked by red asterisks.
2. Select the **Save** button to keep the keyed information for the claim, the **Cancel** button to remove the information if entered in error, the **Delete** button to remove the litigation entry from the claimant's specific claim records, or the **Clear** button to empty all fields for re-keying.
3. Add additional litigation history if necessary, by pressing the **Add Litigation History** button again.

Figure 18. Litigation Information Pop-Up

If copying Litigation History:
1. A pop-up dialog will appear to identify previous litigation history. Select a previous litigation item that applies to the claimant's claim.
2. Click either the Copy button to add the previous litigation history entry, or Cancel button to remove the information.

Figure 19. Copy Litigation History Screen

3.2.7. Smoking Information

In the Smoking Information section, select either the **Add Smoking History** button or, if history exists for the claimant that you can add from another claim, the **Copy Smoking History** button.

Figure 20. Smoking Information Section

If adding Smoking History:
1. A pop-up dialog will appear to enter smoking information. Enter information in the fields, including the required fields as marked by red asterisks.
2. Select the **Save** button to keep the keyed information for the claim, the **Cancel** button to remove the information if entered in error, the **Delete** button to remove the smoking entry from the claimant's specific claim records, or the **Clear** button to empty all fields for re-keying.

Figure 21. Smoking History Pop-Up

If copying Smoking History:
1. A pop-up dialog will appear to identify previous smoking history. Select a previous smoking item that applies to the claimant's claim.
2. Click either the Copy button to add the previous smoking history entry, or Cancel button to remove the information if entered in error.

3.2.8. Exposure History

In the Exposure History section, select either the **Add Exposure History** button or, if history exists for the claimant that you can add from another claim, the **Copy Exposure History** button.

Figure 22. Exposure Information Section

If adding Exposure History:
1. A pop-up dialog will appear to enter a single exposure record. Enter information in the fields, including the required fields as marked by red asterisks.
2. Select the **Save** button to keep the keyed information for the claim, the **Cancel** button to remove the information if entered in error, the **Delete Exposure** button to remove the exposure entry from the claimant's specific claim records, or the **Clear** button to empty all fields for re-keying.
3. Add additional exposure history if necessary, by pressing the **Add Exposure History** button again.

Figure 23. Add Exposure History Pop-Up

If copying Exposure History:

1. A pop-up dialog will appear to identify previous exposure history. Select a previous exposure item that applies to the claimant's claim.
2. Click either the **Copy** button to add the previous exposure history entry, or the **Cancel** button to remove the information if entered in error.
3. When copying exposure data from a claim for a different trust, an attempt to map the industry and occupation codes from the other trust to the trust for this claim is made, when unsuccessful, the values are 0 and the user can edit the data once it has been copied to enter the trust industry and occupation approved codes.

Jane X. Doe's Exposure History

Select	From	To	Occ	Industry	Cntry	Exp Site	Exp Type	Vic Occ	Vic Type	Edit/Delete
☐ Select	01/1975	05/1981	0	0	USA					

Cancel   Copy

Figure 24. Copy Exposure History Pop-Up

Note: You may need to enter multiple history exposure records for the claim. If you do, enter the first record, then click the **Add Exposure** button to enter the next record. You may add as many exposure records as necessary. To remove one of these from your claim, select the appropriate line and click **Delete**. Once the information is presented, click **Delete Exposure**.

When secondary exposure occurred, the exposure entry form requires information about the occupationally-exposed person. This type of exposure is also referred to as a bystander exposure.

Exposure Information: Secondary Exposure

Enter the dates the injured party was exposed to the occupationally-exposed person:

*From: _____   *To: _____
Formatted Example: MM/YYYY   *Formatted Example: MM/YYYY*

Occupationally-Exposed Person Information

Describe occupationally-exposed person:

_____   _____   [▼]
*First Name   *Last Name   *Relationship:

_____   _____
**SSN: **International ID:
Formatted Example: 123456789   *Maximum Length 40 Characters*

Describe occupationally-exposed person's period of exposure:

*From: _____   *To: _____
Formatted Example: MM/YYYY   *Formatted Example: MM/YYYY*

*Occupation:
[▼]
          Comment: _____
*Industry:
[▼]
*Exposure Site:
[▼]

          **Location within worksite/at plant where exposure occurred (if available):

          _____

*Exposure Work:
[▼]

[Cancel] [Save] [Delete Exposure] [Clear]

* Required field to save exposure
** Required field, if available, for claims being evaluated under IR

Figure 25. Secondary (Bystander) Exposure Pop-Up

3.3. Entering Indirect Claim Information

Indirect claims are submitted on behalf of organizations that have already paid a settlement to the asbestos-affected direct claimant, and are seeking reimbursement from a trust. See Section 4.10.8 for information on searching for, deleting, and adding claimants for indirect claims. Note that you must have a valid federal employee ID number to submit an indirect claim.

If the system already contains claimant and/or claim information for your indirect claim, you can access the indirect claim page via the **Indirect Claim Locator** under **Search.**

4. Managing Claims, Messages, and Records

4.1. Accepting or Rejecting an Offer

When you receive an offer for a claim, you use the **Offer Status page** to respond to the offer. Depending on the current evaluation for the claim and the trust, typically you can accept the offer, submit it for recategorization, request individual evaluation or individual review, or choose alternative dispute resolution (arbitration).

To reach the Offer Status page, you must have received an offer or a denial for a claim. You can access it from the **O** link in the Claims page, the **Offer** tab on the Claims page, or from the **Offer Status** link in a Message Board notification message.

Figure 26. Offer Status Screen

To respond to an offer on the Offer Status page:
1. Review the data for **Claim ID**, **Law Firm**, **Valuation Type**, **Category/Level**, **Claimant Name**, **SSN**, **Claim Status**, and **Value**. Make sure it is correct.
2. Optionally, to view a detailed breakdown of the claim's value when valued through expedited review, click **View Explanation of Value**. The Explanation of Value page appears.

Figure 27. Explanation of Value Screen

3. Optionally, to view complete criteria for the claim's category/level (e.g., **L5**), click **View Explanation of Category/Level**. The Explanation of Category/Level page appears.
4. On the Offer Status page, select the radio button that corresponds to your response choice.
5. Click **Submit**.
   Your offer response is processed.

4.2. Reactivating a Claim

For some trusts, eClaims automatically deactivates claims and notifies law firms after a predetermined time period without a response to an outstanding offer or a denial. For the Thurston Trust, claims requiring an exposure document to explain the 'Not Qualified' site can also be moved to DEACTIVATED when the document is not provided in a timely manner. When you reactivate a deactivated claim, you have two options:
- Re-categorize the claim. This resets the claim's FIFO number and payment percentage.
- Accept the most recent offer. (The offer must be greater than 0.)

To reactivate a claim:

1. At the top of the eClaims home page, hover your pointer over **Claims**, then click **Reactivate Claim**. The **Reactivate Claim screen** appears.

Reactivate Claim

Enter the ClaimID of the deactivated claim: _____

Choose one of the following options:
◉ Re-categorize this claim
○ Accept Last Offer (without options)

[Update]   [Reset]
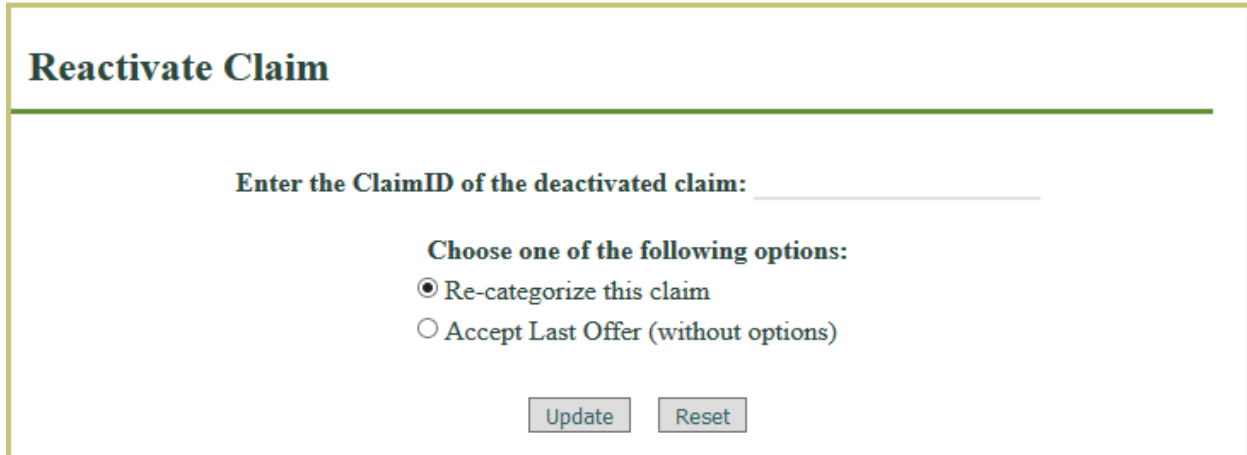
Figure 28. Reactivate Claim Screen

2. Type the ClaimID of the deactivated claim in the **Enter the ClaimID of the deactivated claim** field.
3. Select the radio button for your chosen action: **Re-categorize this claim** or **Accept Last Offer (without options)**.
4. To submit your claim reactivation, click **Update**. To clear your selected options, click **Reset**.
5. If you clicked **Update**, your claim reactivation is processed.

4.3. Managing Pro Rata Claims

Trusts perform evaluation of future claims to determine if the current percent for which claims are being payed requires adjustment. In these cases, former settled claims may be eligible for additional pro rata compensation. You can manage pro rata claims with the Pro Rata Process and Pro Rata Response screens.

To respond to a pro rata claim:
1. At the top of the eClaims home page, hover your pointer over **Claims**, then over **Pro Rata**, then click **Pro Rata Response**.
   The Pro Rata Response screen appears.

Figure 29. Pro Rata Response Screen

2. Optionally, choose the information you want to use to filter the claim list:
    - To filter by trust, select a trust from the **Trust** drop-down.
    - To filter by ClaimantID, type a claimant ID number in the **ClaimantID** field.
    - To filter by ClaimID, type a claim ID number in the **ClaimID** field.
    - To filter by Social Security number or International ID, enter the number in the **SSN/IntID** field.
3. Click **Get List**.
    The Pro Rata Response Claim List appears below the search options.

Pro Rata Response

Law Offices of ██████████

Trust: [All ▾]   ClaimantID: _____   ClaimID: _____   SSN/IntID: _____

[Get List]   **Total Count:** 808   **Display Count:** 3

[Submit]

ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Trust	ClaimID	Name	SSN/IntID	Represented and Pay (Accept)	Represented No Locate (Defer)	No Longer Represent	Decline
████	████	Y████	████	☐	☐	☐	☐
████	████	Y████	████	☐	☐	☐	☐
████	████	Y████	████	☐	☐	☐	☐

[Submit]

Figure 30. Pro Rata Response Claim List

4. Optionally, filter the claim list by the first letter of claimants' surnames by clicking that letter's hyperlink.
5. For each claim you want to respond to, select the appropriate check boxes. You have four options:
   - Represented and Pay (Accept)
   - Represented No Locate (Defer)
   - No Longer Represent
   - Decline
6. Click **Submit**.
   Your pro rata responses are submitted.

To view the status of already-processed pro rata claims:
1. At the top of the eClaims home page, hover your pointer over **Claims**, then over **Pro Rata**, then click **Pro Rata Processed**.
   The Pro Rata Processed screen appears.

Pro Rata Processed

Law Offices of ███████████

Trust: [All ▾]　　ClaimantID: _____　　ClaimID: _____

　　　　　　　　SSN/IntID: _____

Response: [All ▾]

[Get List]　Total Count: **N/A**　　Display Count: **N/A**

Figure 31. Pro Rata Processed Screen

2. Optionally, choose the information you want to use to filter the claim list:
   - To filter by trust, select a trust from the **Trust** drop-down.
   - To filter by ClaimantID, type a claimant ID number in the **ClaimantID** field.
   - To filter by ClaimID, type a claim ID number in the **ClaimID** field.
   - To filter by Social Security number or International ID, enter the number in the **SSN/IntID** field.
3. Click **Get List**.
   The Pro Rata Processed Claim List appears below the search options, displaying a **Response** for each processed pro rata claim.

Pro Rata Processed

Law Offices of ███████████

Trust: [All ▾]   ClaimantID: _____   ClaimID: _____

SSN/IntID: _____

Response: [All ▾]

[Get List]   Total Count: 389   Display Count: 8

ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Trust	ClaimID	Name	SSN/IntID	Response
████	██████	A██████████	████████	Represented and Pay
████	██████	A██████████	████████	Represented and Pay
████	██████	A████████	████████	Represented and Pay
████	██████	A█████████	████████	Represented and Pay
████	██████	A████████████	████████	Represented and Pay

Figure 32. Pro Rata Processed Claims List

Optionally, filter the claim list by the first letter of claimants' surnames by clicking that letter's hyperlink.

4.4. Deferring a Claim

A claimant can request the processing of their claim to be deferred for a period of time as defined by the trust. In order to defer a claim, you must provide complete demographic data and required documents uploaded so that the claim is no longer a Filing but a full claim.

To defer a claim:
1. At the top of the eClaims home page, hover your pointer over **Claims**, then **Deferral**, then click **Defer Claim**. The **Defer Claim screen** appears.

Figure 33. Defer Claim Screen

2. If you are entering **one** claim, select the **Enter Claim ID** radio button and type the claim's ID number in the text field. After typing the Claim ID, go to step 3.
   If you are entering **multiple** claims, select the **Enter Filename** radio button, then click **Browse** to select the appropriate file. The file must contain one Claim ID on each line of text. After selecting the file, go to step 4.
3. From the **Trust** drop-down, select the trust for the claim you want to defer.
4. Click **Defer Claim**. Your deferral is processed.

To un-defer a claim:
1. At the top of the eClaims home page, hover your pointer over **Claims**, then **Deferral**, then click **UnDefer Claim**. The **UnDefer Claim screen** appears.
2. Follow the procedure above: entering and submitting claims for un-deferral is the same as for deferral.
3. Click **UnDefer Claim**. Your un-deferral is processed.

4.5. Withdrawing a Claim

Withdrawing a claim removes it from consideration for compensation, but retains the claim data in the eClaims system for use when filing another claim.

To withdraw a claim:
1. At the top of the eClaims home page, hover your pointer over **Claims**, then click **Withdraw Claim**. The **Claimant Entry screen** appears.

Claimant Entry

Please enter a Claimant ID: | _____   *Formatted Example: 12345*

Continue

Figure 34. Claimant Entry Screen

2. In the **Please enter a Claimant ID** field, type the ID number of the claimant whose claim you want to withdraw.
3. Click **Continue**.
4. If the claimant has multiple claims in the eClaims system, you are prompted to specify one claim. Click the number of the claim you want to withdraw.
5. If the claim you selected is eligible for withdrawal, the **Withdraw Claim screen** appears. It displays basic details about the claim you selected: claimant ID, claim ID, claimant name, SSN, claim status, date claim was received, and name of law firm. Confirm that this information is correct.

Withdraw Claim

Claimant ID:	██████
Law Firm ID:	███████████████
Claim ID:	██████
Claimant Name:	H████████████
Claimant SSN:	██████████
Claim Status:	PRERCT
Received Date:	4/17/████
Law Firm Name:	█████████

Withdraw Claim   Cancel

Figure 35. Withdraw Claim Screen

If your claim is not eligible for withdrawal, an error message appears and you are asked to choose another claim. Claims where complete demographic data and required documents are not uploaded (Filing) are not eligible for withdrawal. They can be deleted from the system instead.
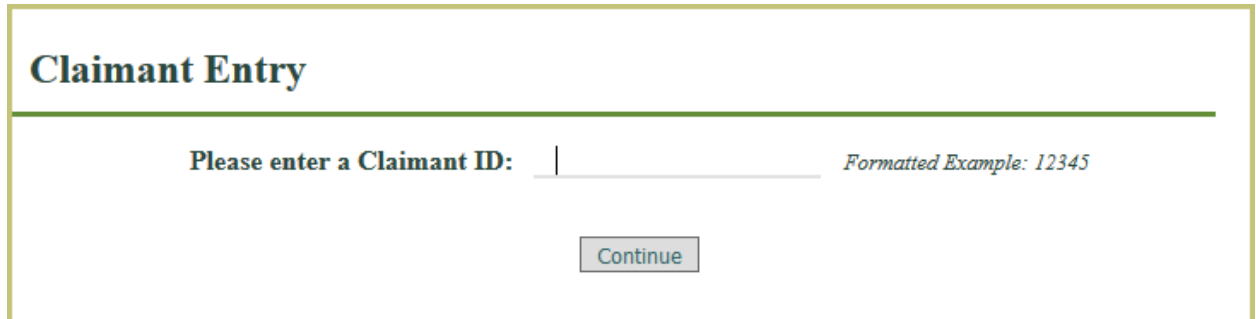
6. Click **Withdraw Claim**. The claim is withdrawn.

4.6. Deleting a Claim

If a claim is still incomplete and has not been formally submitted, you can *delete* it instead of withdrawing. Deleting a claim permanently removes it from consideration for compensation, although any information already entered remains accessible in eClaims.

To delete a claim:
1. At the top of the eClaims home page, hover your pointer over **Claims**, then click **Delete Claim**. The **Claimant Entry screen** appears.

Figure 36. Claimant Entry Screen

2. In the **Please enter a Claimant ID** field, type the ID number of the claimant whose claim you want to delete.
3. Click **Continue**.
4. If the claimant has multiple claims in the eClaims system, you are prompted to specify one claim. Click the number of the claim you want to delete.
5. If the claim you selected is **eligible** for deletion, the **Delete Claim screen** appears. It displays basic details about the claim you selected: claimant ID, claim ID, claimant name, SSN, claim status, date claim was received, and name of law firm. Confirm that this information is correct.

Figure 37. Delete Claim Page

If your claim is **not eligible** for deletion, an error message appears and you are asked to choose another claim, or to try withdrawing the claim instead of deleting it. For more information on withdrawing claims, see Section 4.5.

6. Click **Delete Claim**.
7. A confirmation pop-up appears, asking you to confirm that you want to delete the claim. If so, select **OK**.
The claim is deleted.

4.7. Bulk Actions in eClaims
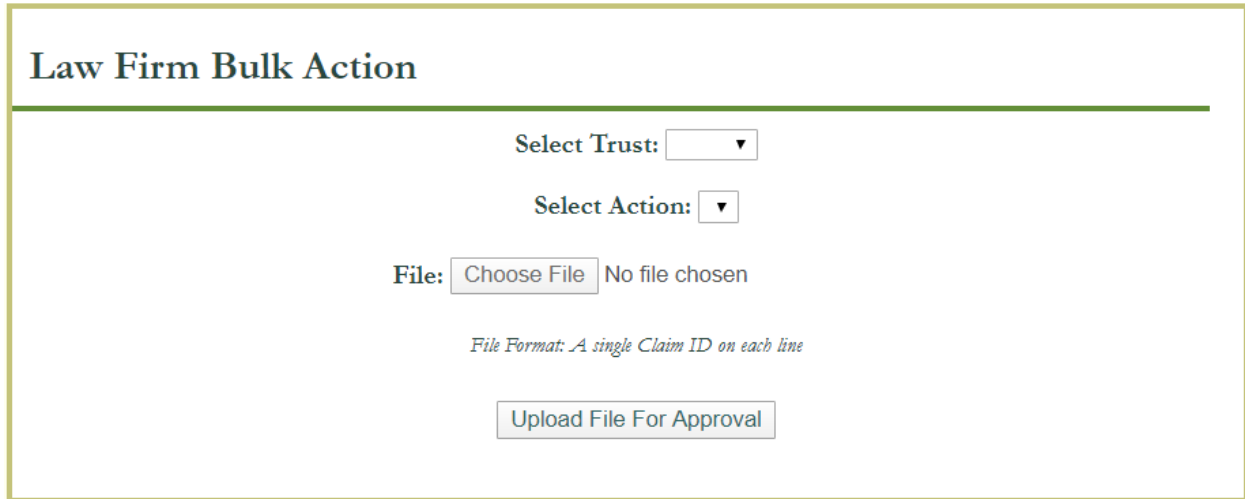
The same action on multiple claims can be performed from the **Bulk Action** page. The actions that you can perform are based on the permissions you have been granted in eClaims. The bulk actions available are listed below with the permission required to perform it in parenthesis beside it.

- Accept Offer (Response) – Accept the offer of a claim at AWOFFERRESP status
- Defer (Edit) – Defer a claim
- Delete (Edit – only shows up if the user does not have Withdraw permissions) – Delete a Filing
- Re-categorize (Response) – Move the claim to a PRERCT status to update for the next review
- Reactivate and Accept Offer (Reactivate) – Activate a DEACTIVATED claim and accept the last offer
- Reactivate and Re-categorize (Reactivate) – Activate a DEACTIVATED claim and update the claim for re-review
- Remove from deferred (Edit) – remove a claim from deferral
- Withdraw or Delete (Withdraw) – Withdraw a claim or delete a filing

The Bulk Action page accepts a file with each claim ID listed on a single line. The file is validated to assure the information is correct and allowed for the action selected. When a claim is not allowed for the action requested, the claim ID must be removed from the file and uploaded again to perform the operation.

To perform a bulk action:
1. At the top of the eClaims home page, hover your cursor over **Claims**, then click **Bulk Action**.
   The Bulk Action screen appears.

Law Firm Bulk Action

Select Trust: [▼]

Select Action: [▼]

File: [Choose File] No file chosen

File Format: A single Claim ID on each line

[Upload File For Approval]

Figure 38. Bulk Action Screen

2. Select the **trust** for which the bulk action will be performed (this will populate the action drop down based on the permissions you are granted).
3. Select the **Action** drop down to select the bulk action to perform.
4. Select **Choose File** to browse to the file of Claim IDs listed one per line.
5. Select **Upload File for Approval**. This will verify the claims listed in the file are valid claims for the action. When there are invalid claims which may be due to a claim is for a different trust than selected, or the claim ID is invalid, or perhaps the claim is in an invalid status to perform the operation, you will receive an error similar to the screen below.

Law Firm Bulk Action

Select Trust: MV ▾

Select Action:

Accept Offer - Accept the offer of a claim at AWOFFERRESP ▾

File: [Choose File] No file chosen

File Format: A single Claim ID on each line

[Upload File For Approval]

File is invalid. The claims listed below are either invalid, in the wrong status, for a different trust, or currently being processed. Please edit the file and remove these claim IDs and upload again.

ClaimID	Trust	Claim Status
1346599		Invalid Claim ID
2034953		Invalid Claim ID
2150323	CET	AWOFFERRESP

Figure 39. Bulk Action Error Screen

6. You must then edit the file and remove the invalid claim IDs and upload it again by selecting the **Choose File** button and then **Upload File for Approval** button.
7. When the uploaded file is valid, you will receive a message stating it is valid and to **Submit** the bulk action for processing. Select the **Submit** button.

Figure 40. Bulk Action Valid File Screen

8. Once submitted, the system will process the claims and the results will be sent to the email account on file.

4.8. Downloading Release Documents from eClaims

You can download release documents associated with a claim in AWRELEASERESP status, individually or as a compressed file of multiple documents. There are two ways to download multiple release documents at once:

- View a filterable list of claims, then select from that list.
- Upload a text file with multiple ClaimIDs.

To create and download release documents:

1. At the top of the eClaims home page, hover your cursor over **Claims**, then click **Download Release**.
The Download Release screen appears.

Download Release Documents from eClaims

Law Offices of ▮▮▮▮▮▮▮

Download Release Zips

Run Date	Person	From	To	Type	Trust	Download
	No zips found.					

Create Download Release Zip

Filter claims at AWRELEASERESP status and select Get List button OR choose a comma delimited text file for processing

◉ **From:** _____ **To:** _____ **Trust:** [All ▾] [Get List]
  Formatted Example: MM/DD/YYYY

○ **File:** [Browse...] No file selected.

☑ **eMail Address:** _sample@notreal.com_ * Confirmation eMail will be sent when process is complete*

Figure 41. Download Release Screen

2. If you have **previously created** any zip files of release documents, they are listed under **Download Release Zips**. To download an existing file, click the **Download** link on that file's row.
   If you have **not previously created** any zip files, or if you do not want to download previous files, continue to step 3.
3. If you want to receive a confirmation email when your zip file is successfully completed, select the **eMail Address** check box, then type your contact email address in the text field.
4. You have two options:
   - If you want to upload a text file of comma-separated ClaimIDs, select the **File:** radio button, then browse to the file you want to use. The eClaims system processes the file and creates a zip package that contains release documents for all listed ClaimIDs.
   - If you want to select claims from a list, continue to step 5.
5. Select the **From:** radio button. To filter your list by the date the claim was accepted, type dates (MM/DD/YYYY) in the **From:** and **To:** fields. To filter your list by trust, select a trust from the **Trust** drop-down.
6. Click **Get List**.
   A list of applicable claims appears below the search options.

Figure 42. Download Release Claims List

7. Optionally, download individual claims' release files by clicking that claim's **PDF** link.
8. On the left side of the list, select the check boxes for each claim you want to include in your release document package.
9. When ready, click **Create Zip**.
   Your release document zip file is created and downloaded.

4.9. Finding Information About a Claimant

The following subsections describe how to find information regarding a claimant in eClaims.

4.9.1. The Claimant Locator Screen

Use the Claimant Locator screen to search eClaims. Hover your cursor over the **Search** section of the menu banner across the top of eClaims, then click **Claimant Locator**. The page will display the firm name at the top box as shown in Figure 43. Enter information in the fields provided and click the **Submit Query** button to search, or the **Reset button** to clear the fields if information was entered in error. Note that this search function does not support partial matches.

Claimant Locator

<div align="center">Lawfirm XYZ</div>

Claimant Last Name: _____

Claimant First Name: _____

Claimant Middle Initial: _____

Claimant ID: _____

Claim ID: _____

Claimant SSN: _____   *Formatted Example: 123456789*

Claimant SSN (last 4 digits): _____   *Formatted Example: 1234*

Non-U.S. ID: _____

Date of Birth: _____   *Formatted Example: MM/DD/YYYY*

Law Firm ID: _____

Please Select one or more Trusts:

☐ Manville Personal Injury Settlement Trust

☐ C.E. Thurston & Sons

█████████████

☐ North American Refractories Company

☐ No Filings

[Submit Query]   [Reset]

Figure 43. Claimant Locator Screen

The Claimant Locator search results are organized alphabetically by claimant last name, and include the Claimant ID, Name, SSN or International ID, Law Firm ID and Law Firm for each entry. There are also additional records listed below for each of the claimants' claims, and various action links.

Figure 44. Claimant Locator Results Screen Searching on Last Name of Doe

From the Claimant Locator search results page, you may either:

- Select the claimant ID for the particular claim you are interested in viewing. You will then be directed to the claimant Demographics page.
- Select the claim ID for the particular claim you are interested in viewing. You will then be directed to the claim Demographics page.
- Select one of the action links for individual claims listed under a claimant.
- Click the **Modify Search** button at the bottom of the page to return to the initial Claimant Locator page and change your entries for the claimant search as needed.

You may use the action links that correspond to individual claims to maneuver to other pages within the eClaims system. The link destinations are:

- Claimant Demographics
- Claim Demographics
- Offer Status
- History
- Hold Information
- Claim Detail
- CDT Summary
- View Payment
- Documents

- Exposure Summary
- Deficiency
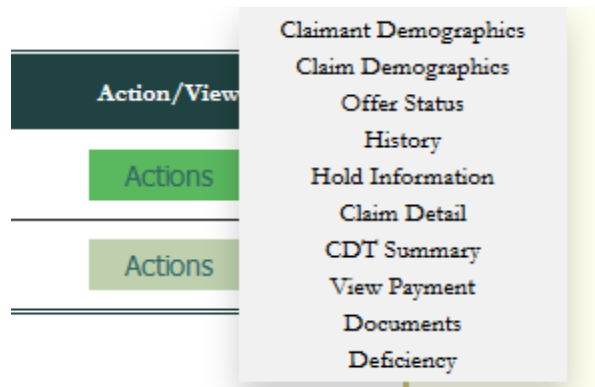
Figure 45. Actions Menu

4.10. Finding Information About a Claim

The following subsections describe how to find information regarding a claim in eClaims.

4.10.1. The Claim Listing Screen

Hover your pointer over **Search** at the top of the eClaims home page, then click **Claim Listing**.

Figure 46. Claim Listing Screen

Use the Claim Listing page to see a summary list of all claims on file for your law firm. To view the summary list of claims for the law firm, you must filter the claims by using the drop-down lists to indicate which claims you would like to see, i.e., claims with a specific contact, a particular trust, action by entity, a certain status, or a certain category or level. Once you've filtered the claims appropriately, click the **List Claims** button to view the results.

Figure 47. Claim Listing Results Screen

On the Claim Listing results page, you can select the **Download List** button to download an excel listing of the claims returned from your search. You can use the drop-down lists on the results page to filter the list further to show more specific information. The Claim ID is a link to the claim's demographic data. You can also use the action links to move to other pages associated with this claim (as explained in Section 4.9.1).

Once you move to one of the pages associated with the claim, there are tabs across the top of the page providing quick access to details about the claim. All of the action links are present as a tab. For some trusts there are additional tabs present.

Figure 48. Claim Tab Information

The tabs listed here are as follows:

- **Info** – Claim Demographics
- **Offer** – Offer Status
- **History** – History

- **Hold** – Hold Information
- **Detail** – Claim Detail
- **CDT Sum.** – CDT Summary
- **Payment** – View Payment
- **Docs** – Documents
- **Exp Sum.** – when present, this tab shows the results of the document and exposure review
- **Defic.** – Deficiency

4.10.2. The Deficiency Listing Screen

Hover your pointer over **Search** at the top of the eClaims home page, then click **Deficiency Listing**.

Figure 49. Deficiency Listing Screen

Use the Deficiency Listing page to see a summary list of all claims on file for your law firm with deficiencies. To view the deficiency list of claims for the law firm, you must filter the claims by using the drop-down lists to indicate which claims you would like to see, i.e., deficient claims with a specific contact, a particular trust, a deficiency type, a specific deficiency code, a certain status, or a certain category or level and whether or not to include claims at a WITHDRAWN status. Once you've filtered the claims appropriately, click the **List Claims** button to view the results.

The filters for deficiency type include **DOCS**, **POC**, **Review-Exp**, and **Review-Med**. Selection of one of these filters, will limit the codes displayed in the Deficiency Code drop down to only codes for this type of deficiency.

Deficiency Listing

Lawfirm XYZ

Deficiency Filter: Death Cert

Other Filters - Trust: All

Page 1 of 1

(4 Total Claims)

Contact Name:
Select an Op... ▼

Trust:
Select a... ▼

Deficiency Type:
DOCS ✕ ▼

Deficiency Code:
Death Cert - Death certificat... ✕ ▼

Claim Status:
Select an Option ▼

Cat/Lvl:
Sele... ▼

☐ Include WITHDRAWN

[List Claims]

Trust	Claim ID	Name	Type	Status	Cat/Lvl	Action/View
▬	2167939	Claimant W Five	FLN	EXPECTINGDOCS		Actions
▬	2141869	Claimant E Five	FIC	PRERCT	L0	Actions
▬	2091098	Claimant2 Four	FIC	PRERCT	L0	Actions
▬	2110518	Claimant D Three	ZVC	PRERCT	L0	Actions

[Download List]

Figure 50. Deficiency Listing Screen Results

On the Deficiency Listing results page, you can select the **Download List** button to download an excel listing of the claims returned from your search. The filtered criteria is listed at the top of the page. You can use the drop-down lists on the results page to filter the list further to show more specific information. The Claim ID is a link to the claim's demographic data. You can also use the action links to move to other pages associated with this claim (as explained in Section 4.9.1).

As mentioned in the **Claim Listing** section, once you move to one of the pages associated with the claim, there are tabs across the top of the page providing quick access to details about the claim. All of the action links are present as a tab. For some trusts there are additional tabs present.

4.10.3. Claim Demographics

The **Claim Demographics** action link will direct you to the main claim Info page with all demographic data entered.

4.10.4. Offer Status

Use the **Offer Status** action link to view an offer or denial for a claim (see Section 4.1).

4.10.5. Claim History

Use the **History** action link to view the history of a particular claim. The Claim History page shows all major events in the life of the claim. The page lists information about the claim at the top, and a table with individual claim events shown below.

Claim History

Claim ID:	2064236		**Claimant Name:**	FirstName A LastName	
Law Firm:	Lawfirm XYZ		**Hold Status:**		
Claim Status:	Awaiting Document Review - Pre-Process		**History Count:**	2	

Date	Person	Event Description	Note	Old Values	New Values
12/27/2017	Metzfield, Melissa	Documents uploaded	Documents uploaded	EXPECTINGDOCS	AWDOCREVIEW_F
12/27/2017	Metzfield, Melissa	A claim has been added to the Claim table	A claim has been added to the Claim table		AWDEMOGRAPHIC

Figure 51. Claim History Screen

4.10.6. Claim Hold

The claim hold page shows any holds placed on the claim and if/when the hold was removed.

4.10.7. Claim Detail

Use the **Claim Detail** action link to view detailed information for a particular claim. The Claim Detail page provides summary of the data for a claim. The page lists Claimant Information at the top, then detailed Claim Information, Offer Information, and Settlement Information shown below.

Claim Detail

Claimant Information

Claimant ID: ███
SSN/Int ID: XXX-XX-███
DOB: ███
Law Firm ID:

Claimant Name: Claimant Four
Representative:
DOD:

Claim Information

Trust: Manville
Claim ID: ███
Parent ID: ███
FIFO: ███
Alleged Injury:

Claim Status: STTLDPD
Claim Status Date: 10/4/███
Orig. Received Date: 11/28/███
Received Date: 11/28/███
Registered Date: 11/28/███

Claim Class: Normal
SOE Qualified: No
Exposure Country: USA
Law Firm: Lawfirm XYZ
Attorney Name: ███
Phone Number: ███

On Hold: No

EH Status:
HS Status:
Evaluation Country: USA
Law Firm Suspended: No

Offer Information

Offer Date: ███
Evaluated Injury: 1
Claim Value: ███
Adjusted Value: ███
Set-Off Amount: $0.00
Liquidated Value: ███
Payment Percentage: ███
Claim Payment: ███

Offer Expiration Date:
Claim Evaluation Type:
Claim Type: FIC
Payment Plan:
Claim Quality Controlled:

Interest Paid:
Total Paid: ███

Settlement Information

Offer Acceptance Date: 10/4 ███
Settlement Date: 10/4/ ███

Figure 52. Claim Detail Screen

4.10.8. CDT Summary

The CDT Summary link is only enabled after the claim has gone through a medical review by CRMC. It displays the results of the medical review and provides information about how the claim passed or was deficient for the medical review. Select the View

Explanation of Value link to view details about the value of the claim. Select the View **Explanation of Category/Level** link to view details about how the claim received the level. For both the NARCO and MV Trust CDT summary pages the screen displays the alleged disease level and the disease level the claim meets medically. If they are the same then there are no medical deficiencies with the claim. However, there may be other deficiencies such as SOL, exposure, latency, etc. Those deficiencies will post to the deficiency page.

> **ⓘ** *Note: The information provided on this screen provides deficiency details for the medical review*

4.10.9. Payment Summary

Use the **View Payment** action link to view all payments for a particular claim. The page lists information about the claim at the top, and a table with individual payment issuance information below. The status codes are:

- C – check reconciled
- O – outstanding payment to be made
- P – payment made (check sent)
- U – reversed payment
- V – void payment

Payment History

Claimant Name:	███████████				Claim ID:	███ 4
Law Firm:	███████████				Hold Status:	
Claim Status:	Settled Paid					

Trust	IssueDT	Status	Amount	Check#	EFT	ReconcileDT	VoidDT	Void_Reason
MV	04-23-2008	C	$625.00	0002███		04-30-2008		
MV	12-26-2001	C	$1,250.00	0001███	0000000000	01-08-2002		
MV	08-13-2001	V	$1,250.00	0001███	0000000000		11-17-2001	

Figure 53. Payment History Screen

4.10.10. Docs Tab

Use the **Documents** action link to view all the documents required for the claim based on the information entered into the claim demographics page. Documents required and not yet uploaded are displayed in an orange color. You can choose to upload a new document using the **Submit New** button which will take you to an upload page. Or, you

can choose to **Copy** a document on file with CRMC to this claim. If a date is associated with a document be certain you upload the appropriate document or correct any data entry errors. Claims will not move forward until all required documents are provided.

Document List

Lawfirm XYZ

Claimant ID:	Claimant:		SSN/Int ID:	
▮▮▮	Claimant Four		▮▮▮	

Claim ID:	Claim Status:	Trust:	Claim Type:
▮▮▮	Settled Paid	Manville	FIC

Law Firm ID:

CLxxx7

Documents on File

ID	Type	Date	Doctor	PFT Facility	Document status	Submit Date	View
▮▮▮	Certificate of Capacity				PENDINGREVIEW	10/23/18	PDF+

+ Note available for view with PDF

Required Pre-CDT Documents

Type
No documents found

Type: [_____ ▾] [Submit New] OR [Fax]   Other Documents

Figure 54. Document List Tab

Copying a document will bring up a list of documents on file for the claim with the form type specified. Select the checkbox beside those documents you want to copy.

The **Submit New** button takes you to the **Upload PDF Document** page.

Upload PDF Document

Lawfirm XYZ

Find File: [Choose File] No file chosen   Type: [Medical ▼] [Upload]

Figure 55. Upload PDF Document

Choose a PDF file on your system using the **Choose File** button and then select the **Upload** button. The file will be uploaded into a temporary space for eClaims. The file is not associated with your claim until you select the **OK** button. You are also able to add a note to the document for the reviewer using the **Add Note** button. If you uploaded this document in error, you can use the **Delete** button to remove it and not associate it with the claim.

Upload PDF Document

Lawfirm XYZ

Find File: [Choose File] No file chosen   Type: [▼] [Upload]

Document Name	Type	Notes	Delete
23d9c9a6e6604309a5c12bbc6ff08973.pdf	Medical	[Add Note]	[Delete]

[OK] [Cancel]

Figure 56. Document Upload and Add Note

4.10.11.   Exp Sum. Tab

The **Exposure Summary** action link is only displayed after the claim has gone through an exposure review by CRMC. It will display the results of the exposure review and provide information about how the claim passed or how it is deficient. The information on this page reports on documents approved or rejected (and the reason for the rejection), exposure record pass or deficient and the reasons for deficiency.

Note: *The information provided on this screen provides deficiency details for the exposure review and can be helpful when determining if your claim is missing information*

4.10.12.   Defic. Tab

The **Deficiency** action link contains a summary of the information required for a claim with the alleged disease. It includes missing proof-of-claim (POC) data, missing required documents, deficiencies after exposure review and medical review. Each deficiency is grouped in categories and provides a link back to a page providing more information on the deficiencies. This is a high-level view to provide you a summary of the claim's deficiencies.

The **Deficiency Listing** page allows you to search by deficiency to find groups of claims with specific deficiencies.

A sample Deficiency page for a Claim missing representative under **POC Data** and missing either an SOE Affidavit or Deposition under **POC Required** Documents is provided below.

Figure 57. Sample Claim Deficiency Screen

Another sample showing the Exposure and Medical review deficiency sections is provided below.

Claim Deficiencies

Claimant Information

Claimant ID: ■■■■
Clmt Name: ■■■■■■■■
SSN: ■■■■■
Date of Birth: ■■■■
Date of Death:
Law Firm ID:

Claim Information

Claim ID: ■■■■
Trust: NAR
Claim Status: AWDENIALRESP
Alleged Dis.: L3
Disease: L0

POC Data ▣   Click here for POC Details ▣

Missing Proof of Claim Data

Deficiency Code	Deficiency
SOE	SOE

Exposure ▣   Click here for Exposure Summary ▣

Exposure Deficiencies

Deficiency Code	Deficiency
SOE Review	There must be an acceptable occupation and number of years to qualify for SOE.

Medical ▣   Click here for Medical Details ▣

Medical Deficiencies

Deficiency Code	Deficiency
BIL INT	Bilateral Interstitial Lung Disease
ILO 2/1	The profusion must be 2/1 or greater.
SOL	Applicable Statute of Limitations must be met.
LAT	There must be at least 10 years between the year of first exposure and the date of diagnosis.
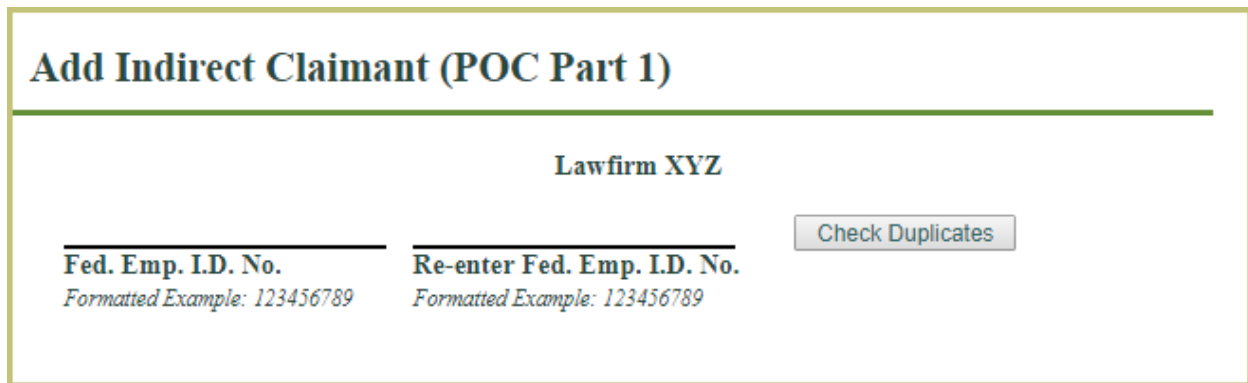
Figure 58. Sample Exposure and Medical Deficiency Screen

4.11. Managing Indirect Claims

Indirect claims are submitted on behalf of organizations that have already paid a settlement to the asbestos-affected direct claimant, and are seeking reimbursement from a trust.

4.11.1. Adding an Indirect Claimant and Indirect Claims

Use the Add Indirect Claimant page to add an indirect claimant to the eClaims system. Mouse over the **IClaims** section of the menu banner across the top of eClaims, then click **Add Indirect Claimant**.

Figure 59. Add Indirect Claimant (POC Part 1) Screen

Enter in the federal employee ID for the claimant and select check duplicates. If the indirect claimant already exists for your law firm you will be redirected to the indirect claimant page for that indirect claimant. If the indirect claimant does not exist, you will be directed to the indirect claimant page to fill in the required information to complete adding the claimant.

Indirect Claimant (POC Part 1)

Indirect Claimant   [Edit Fed Emp ID]

_____   XXX-XX-█████
* Name   * Fed. Emp. I.D. No.

_____
* Nature of Business

┌─ * Indirect Claimant Address ──────────────────────────────┐
│   [Clear Address] │
│   **Mailing Address**   │
│   │
│   [_____ ▾]   │
│   Country   │
│   │
│   _____   _____   _____   │
│   Address Line 1   Address Line 2   City   │
│   [_____ ▾]   │
│   US State   State/Province/Region   │
│   _____ - _____   │
│   Zip Code (Postal Code) │
│   _____ (_____) _____   _____   │
│   Phone Number: E-Mail Address   │
└───┘

Contact Information

_____   _____
* Contact Name   * Title

┌─ *Contact Address ──┐
│   [Clear Address] │
│   **Contact Mailing Address**   │
│   │
│   [_____ ▾]   │
│   Country   │
│   │
│   _____   _____   _____   │
│   Address Line 1   Address Line 2   City   │
│   [_____ ▾]   │
│   US State   State/Province/Region   │
│   _____ - _____   │
│   Zip Code (Postal Code)   │
│   _____ (_____) _____   _____   │
│   Phone Number: E-Mail Address   │
└───┘

                        ┌───┐
                        │ *Trust: [NAR ▾] [Add New Direct Claimant] │
                        └───┘

* *Required field*

                        [Save Indirect Claimant]

Figure 60. Indirect Claimant (POC Part 1) Screen

Once you complete the indirect claimant information and save the information, you can proceed to add information about the direct claimants using the **Add New Direct Claimant** button. Note the indirect claimant page has a tab at the top, **Info** associated with it. There is another tab titled **IClaims** used to display indirect claims added for the indirect claimant.

Add New Direct Claimant (POC Part 2)

Lawfirm XYZ

Direct Claimant Information (Injured Party)

Name:

Jane	X	Doe	▼
*First	Middle Initial	*Last	Suffix

Social Security Number: **International ID:**   ***Date of Birth:**
                                                                                                                            12/2

Formatted Example: 123456789   *Maximum Length 40 Characters*   *Formatted Example: MM/DD/YYYY*

* *Required field*

| *Disease: L7 ▼ | *Attorney: Jane Smith ▼ | *Trust: NAR ▼ | Check Duplicates |

Figure 61. Add New Direct Claimant (POC Part 2) Screen

Complete the required fields to add the direct claimant and select the **Check Duplicates** button. The Check Duplicates page will require you to re-enter the social security number, international id and date of birth for a consistency check. If there are no duplicates for this direct claimant, and there exists a claim in eClaims for the direct claimant specified then a hold is placed on the claim to resolve payment issues between the claim previously submitted and the IClaim being added for the claimant. You may receive a message as follows:

> *A hold was added to a claim. For more information see the Message Board or History Hit (H link on IClaim) for the IClaim created*

If there is no existing claim on file for the direct claimant added, you will receive this message:

> *The provided information does not match to any direct claim on file. Would you like to continue adding this direct claimant?*

Adding a direct claimant automatically adds an indirect claim (IClaim) to the system. The next step is to fill in the indirect claim data by selecting the E link on the claim in the system.

Figure 62. Direct Claimant Information (Injured Party - POC Part 2) Screen

Selection of the I**Claim Demographics** link in the Actions drop down, will bring up the IClaim demographics (**Indirect Claim**) page. Selection of the **History** action link will display the history information for the IClaim. Note the tabs across the top of the IClaim page of **Info**, **History** and **Docs** for viewing the IClaim information. To complete the IClaim, fill out the **Indirect Claim** page and upload any required documents from the **Docs** tab.

Indirect Claim

Claimant Information

Indirect Name: The Johnsons Group
Fed. Emp. ID: XXX-XX-█████
Direct Name: Jane X Doe
SSN: XXX-XX-█████

Indirect Claim Information

Ind Claim ID: 1
Trust: NARCO
Claim Status: Awaiting Indirect Claim demographic data entry
Claim Match:

POC Part 1.3 and Part 2 Disease

**Total Amount Claimed: $_____
**Total Amount of Award, Judgement, or Settlement: $_____
*Disease: [L1 ▾]

Lawfirm Information

Lawfirm XYZ

*Attorney: [Arthur Luxenberg ▾]   **Phone:** (212) 5585500
Contact: [▾]   **Facsimile:** (212) 3445461
                                         E-Mail: sbolloju@esgi.com

Legal Theory of Recovery

*Is this a contribution claim?
○ Yes ○ No

*Is this an indemnification claim?
○ Yes ○ No

*Is this claim asserting a lien?
○ Yes ○ No

*Is this a claim seeking other reimbursement?
○ Yes ○ No

*Describe fully and with specificity the legal and factual basis of your theory of recovery you set forth above, including without limitation, the basis for claiming that, under applicable state law, you have paid a liability or obligation that the NARCO Asbestos Trust would otherwise have to the Direct Claimant under the TDP.

To the extent that the TDP requires the Indirect Claimant to produce a release from the Direct Claimant in favor of the NARCO Asbestos Trust, and Indirect Claimant cannot provide the required release set forth the specific statutory and case authority which you content supports the Indirect Claim Nonetheless.

*Have you paid in full a settlement or Final Order (as defined in the Plan) in favor of the Direct Claimant?
○ Yes ○ No

*If you have made a settlement with the Direct Claimant, has the Direct Claimant released NARCO and/or the NARCO Asbestos Trusttxt from liability?
○ Yes ○ No

*Is your Indirect Asbestos Trust Claim based on having paid all or part of NARCO's or the NARCO Asbestos Trust's alleged equitable share of liability for an asbestos-related personal injury or wrongful death claim?
○ Yes ○ No

*Are you aware of any payment by NARCO or the NARCO Asbestos Trust in respect of this claim?
○ Yes ○ No

Proof of Claim and Related Claims Information

* Did the Indirect Claimant file a Proof of Claim in the NARCO bankruptcy case?
○ Yes ○ No

*Have you sought or do you plan to seek contribution, indemnification, reimbursement or other such relief from any other asbestos producer, trust, entity or individual other than the NARCO Asbestos Trust in relation to the Direct Claimant identified herein?
○ Yes ○ No

[Save Claim] [To CRMC for Processing]

* Required field to save claims
** Required field to submit for processing

Figure 63. Indirect Claim Screen

Indirect Claim History

IClaim ID: 2		**Claimant Name:** Jane X Doe
Law Firm: Lawfirm XYZ		**Hold Status:**
Claim Status: Awaiting Indirect Claim demographic data entry		**History Count:** 2

Date	Person	Event Description	Note	Old Values	New Values
01/03/2018	ECProxy, EC	A claim was placed on hold matching the indirect claim's claimant	A hold was added to claim ID: 2064241 filed with law firm Lawfirm XYZ	AWDEMOGRAPHIC	AWDEMOGRAPHIC
01/03/2018	Metzfield, Melissa	An indirect claim has been added to the Claim table	An indirect claim has been added to the Claim table		AWDEMOGRAPHIC

Figure 64. Indirect Claim History Screen

4.11.2. Displaying Indirect Claims associated with the Indirect Claimant

Use the **Indirect Claimant Locator** search to find the indirect claimant and select the link on the Federal Employee ID to go to the indirect claimant page. Select the **IClaims** tab across the top of the page to get a page for listing IClaims. Select the **Get Indirect Claims** button to display a list of indirect claims associated with the indirect claimant.

Figure 65. Indirect Claim(s) Listing Screen

4.11.3. Deleting an Indirect Claim

Use the Delete Indirect Claim page to remove an indirect claim from the eClaims system. Hover your pointer over the **IClaims** section of the menu banner across the top of eClaims, then click **Delete Indirect Claim**.

Figure 66. Delete Indirect Claim Screen

Enter the Indirect Claim ID in the appropriate field for the indirect claim you want to delete from eClaims, then click **Submit**. A confirmation pop-up appears, asking you to confirm that you want to delete the claim. Select **OK** and your indirect claim is marked as deleted in eClaims.

4.11.4. Indirect Claimant Locator Screen

Mouse over the **Search** section of the menu banner across the top of eClaims, and select the link for **Indirect Claimant Locator**.

Indirect Claimant Locator

Lawfirm XYZ

Indirect Claimant Search Items

Name: _____

Federal Employee ID: _____

Submit Query   Reset

Figure 67. Indirect Claimant Locator Screen

Insert information in the **Name** and/or **Federal Employee ID** fields, then select the Submit Query button to see a list of potential indirect claimant search matches. Select the Federal Employee ID link to view the indirect claimant data. If the information was entered in error, click the **Reset** button to clear the fields for re-keying.

4.12. Law Firm Message Board

The Law Firm Message Board is a vital component of eClaims: it is where you receive notifications about your claims, as well as offers, requests for information/documents, and other critical issues. Make sure to check this section frequently.

Administrator users can grant or deny access to the Message Board for individual law firm users.

To access the Law Firm Message Board, click the **Msg Board** tab near the top of the eClaims home page. The main Law Firm Message Board screen appears.

Figure 68. Law Firm Message Board

Messages and message groups are listed by the **Date** of the most recent message, the **Message Type**, a more detailed **Message Description**, and a count of **Unread Messages** in the message group. Click **Update/Refresh Page** to refresh the message list.

You can filter messages by trust by selecting a trust from the **Trust** drop-down.

As an alternative to viewing your message board notices on the web site, the Administrator can assign users with access to the Message Board to receive email notifications during a configured time frame. For information about Message Board Notification Configuration see Section 5.5.

If you have questions about or problems with the Law Firm Message Board, click **Contact CRMC Support** to request help. For more details, see Section 4.12.2, Requesting Information or Help.

4.12.1. Checking Messages

To view a specific message or message group, click its corresponding **Date** on the left. The **Message Board Detail** screen appears, listing details of all messages within the message group you selected.

Figure 69. Message Board Detail Screen

You can filter these messages by **Date** (MM/DD/YYYY), sender (select the **Person** from the drop-down), **Trust**, message type (**Msg Type**), and/or **Read/Unread** status.

To return to the main Law Firm Message Board screen, click **Back To Summary**.

Messages are listed with their **Date**, **Person** who initiated them, **Contact** (if applicable), **Claimant**, and **Message Title/Message Text**.

Clicking **Print All** opens a new browser window with a printer-friendly copy of all messages in the group.

To mark specific messages as read or unread:
1. Select or clear the **Read/Unread** check box for all messages you want to change.
2. Click **Update/Refresh Page**.

To mark all messages in a group as read, click **Read All**.

To delete specific messages:
1. Select the **Delete** check box for all messages you want to delete.
2. Click **Update/Refresh Page**.

To delete all messages in a group, click **Delete All**.

To view a specific message, click that message's title (a hyperlink underlined in blue). The **Message Detail** page appears in a new browser window.

Message Detail

Date 01/11/2019   POC: 1111111-███

Person: Jane Doe   Claimant: Firstname LastName (XXX-XX-1111)

An offer has been posted for this claim. If a response is not received in 180 days the offer will expire. Use the link to view the Offer Status Page.
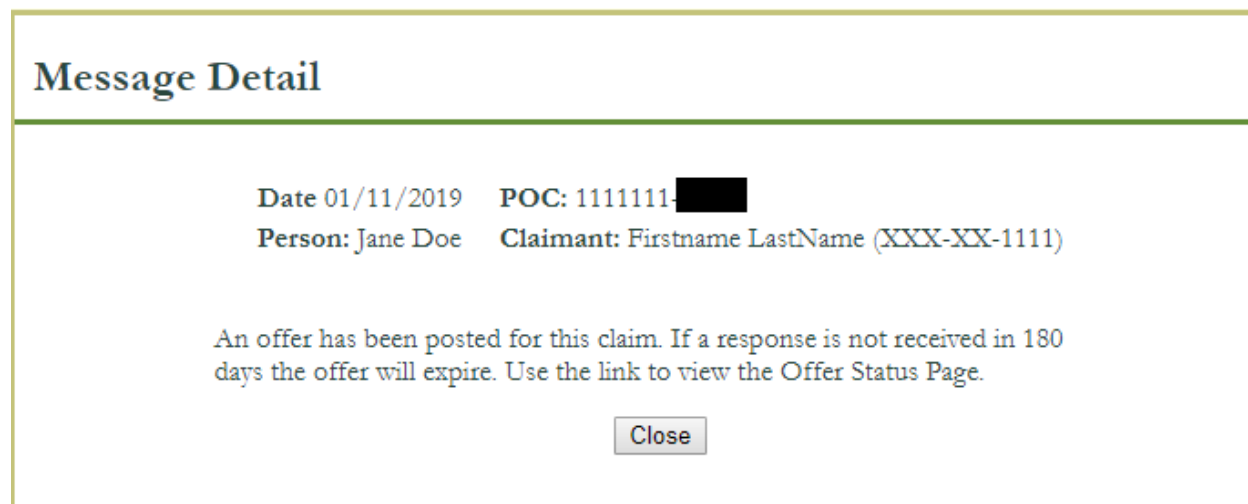
[Close]

Figure 70. Message Detail Screen

The message you selected appears in full, with more detailed information listed. Depending on the message type, there may be hyperlinks within the message to the appropriate eClaims page for further action. For example, a message regarding a claim

Offer links you to the Offer Status page, where you can review, accept, or reject the offer.

Note that clicking a hyperlink from the Message Detail page opens that link in your *main* browser window (not the Message Detail window).

Click **Close** to close the Message Detail page.

4.12.2. Requesting More Information and Getting Help

To contact CRMC support staff, click the **Contact Us** tab located at the top of each page within the application. This link will display the Inquiry Form page. Enter applicable information, including the required fields as marked by red asterisks. Then, click the **Save Inquiry** button to save your inquiry for review by CRMC staff, or the **Clear** button to clear the fields if information was keyed in error and requires re-entry.

Inquiry Form

Tracking #:		**Entry Date:**	12/26/2017
Law Firm:	Lawfirm XYZ		
ClaimID:	12345678	**Inquiry Type:**	QC - Quality Control ⌄
	Formatted Example: 12345678		
IClaimID:	12345678	***Trust:**	NARCO ⌄
	Formatted Example: 12345678		

Contact Information

***First Name:**	Etaoin	***Last Name:**	Shrdlu
***Phone:**	555 (555) 5555	***EMail:**	placeholder@mail.com
	Formatted Example: 001 (202) 1234567		

* Inquiry Information

This is an example of a Quality Control inquiry for the NARCO trust.

Save Inquiry   Clear

Figure 71. Inquiry Form

Note: *You can also view contact information for CRMC support staff at the CRMC website:* http://www.claimsres.com

If you require technical assistance with eClaims, please see Section 7 for troubleshooting information.

5. User Functions

This section describes options in eClaims that deal with user-related management functions on the main screen: accessing the Law Firm Inquiry Tracking Board, running reports, adding physicians and managing eClaims users.

5.1. The Inquiry Form

The inquiry form page allows you to request information from CRMC support. Once you add an inquiry to the system, CRMC support will view it and respond with an email to you. To access this page, hover your cursor over **Support** at the top of the eClaims home page, then click **Add Inquiry**.

5.1.1. Adding a New Inquiry

To add a new inquiry, hover your cursor over **Support** at the top of the eClaims home page, then click **Add Inquiry**. The **Inquiry Form** screen appears.

Inquiry Form

Tracking #:	**Entry Date:** 12/26/2017

Law Firm: Lawfirm XYZ

ClaimID: 12345678   **Inquiry Type:** [QC - Quality Control ∨]
Formatted Example: 12345678

IClaimID: 12345678   ***Trust:**   [NARCO ∨]
Formatted Example: 12345678

Contact Information

*First Name: Etaoin   ***Last Name:**   Shrdlu

*Phone: 555   (555   )   5555   ***EMail:**   placeholder@mail.com
Formatted Example: 001 (202) 1234567

* Inquiry Information

```
This is an example of a Quality Control inquiry for the NARCO trust.
```

[Save Inquiry]   [Clear]

Figure 72. Inquiry Form Screen

To create a new inquiry:
1. If you are inquiring about an **indirect** claim (**IClaim)**, type the claim's ID number in the **IClaimID** field.
   If you are inquiring about any other type of claim, type the claim's ID number in the **ClaimID** field.
2. Check that the entries for **Law Firm** and **Entry Date** are correct. These are populated automatically.
3. Select your inquiry type from the **Inquiry Type** drop-down.
4. Select the claim's trust from the **Trust** drop-down.
5. Under **Contact Information**, type the inquiry contact person's **First Name**, **Last Name**, **Phone** number, and **EMail** address. This email address will receive update messages about the inquiry's status.
6. Enter detailed information about the inquiry in the **Inquiry Information** box.
7. Click **Save Inquiry**. Your new inquiry is saved.

CRMC support will respond in an email to your inquiry.

5.2. Running Reports

To run a report:

1. Click on the **Reports** tab along the header of the page to view the Reports page. Note: the first 7 reports listed require the user to be granted authority to view Payment data. If the user does not have this access, the report list will start at the **Claim Status Detail Report**.

Reports

Executive Summary

Accepted Offers Detail Report

Accepted Offers Summary Report

Outstanding Offer Report

EFT / Check Detail Report

EFT Summary Report

Pending Expiration Report

Claim Status Detail Report

Claim Status Summary Report

Required Documents Report

Release Rejects Report

Deficiencies Report

MV L6 New Matrix Report

Claims on Hold due to Indirect Claim Report

Indirect Claim Hold Report

Batch Report

ProRata Increase Processed Detail Report

Figure 73. Reports Screen

2. Select one of the report links listed to view the individual setup page for the report type. Enter the necessary criteria for the report you want to run in the available fields.

Outstanding Offers Report

Value of all outstanding offers
Selection Criteria:

Lawfirm XYZ

Date Type:
○ Offer Date ○ Expiration Date

Trust: [MV ▾]

Category: [_____ ▾]

Law Firm ID: [CLxxx2   ▾]

From: _____ To: _____
Formatted Example: MM/DD/YYYY   *Formatted Example: MM/DD/YYYY*

Output Format: [PDF (Portable Document Format) ▾]

[Run] [Reset]

Figure 74. Report Setup Screen

3. Using the **Output Format** drop-down list, select the output format for the report that suits your needs, e.g., PDF. Most reports provide both a PDF and a Tab formatted report. Click the **Run** button to run the report, or the **Reset** button to clear the fields if information was entered in error.
4. The report will be run and a link will be provided to the report for you to view in your browser or download it.

5.2.1. Executive Summary

The executive summary provides the user with a summary of all claims for each trust for which the user has access. It does not require any filtering criteria. It provides the user with an overview of where each claim is in the claim life cycle. The user is able to

export the report to an excel file. A sample executive summary is displayed in the next figure. You must have Payment permissions to access this report.

A Law Firm

Claim Status Description	MV	Pacor	CET	NARCO
Total Claims Submitted	417	6	11	61
Total Payments	$5,442,448	$16,193	$36,625	$250,000
Claims Paid	301	6	7	2
Ready for Payment	2	0	0	2
Outstanding Releases	2	NA	1	0
Deficient Releases	0	NA	0	0
Offers Issued	0	NA	0	0
Deficiencies Issued	3	NA	0	0
Review elected not moved forward for processing	0	NA	0	1
Ready for Review	1	0	0	0
Assigned for Review	0	NA	0	0
Awaiting Pre-Established review	NA	NA	NA	0
Awaiting Firm Response	NA	NA	NA	0
Awaiting Pre-Petition Review	NA	NA	NA	NA
Ready for Quality Control	0	NA	0	1
Assigned for Quality Control	0	NA	0	0
Individual Review Elected	3	NA	NA	5
Proof of Claim Information Incomplete	92	NA	0	16
Document Required Pre Initial Review	7	NA	0	1
Document Required Post Initial Review	1	NA	0	0
ADR	0	NA	0	0
Misc Processing	0	NA	0	0
Deactivated	3	NA	0	NA
Deferred by Firm	0	NA	0	0
Deferred by Trust	0	0	1	1
Hold	0	0	0	0
Withdrawn Pre Claim Completion	1	0	0	11
Withdrawn	NA	NA	2	18
Deemed Withdrawn	1	NA	NA	3

Get Report In Excel

Figure 75. Executive Summary Sample Report
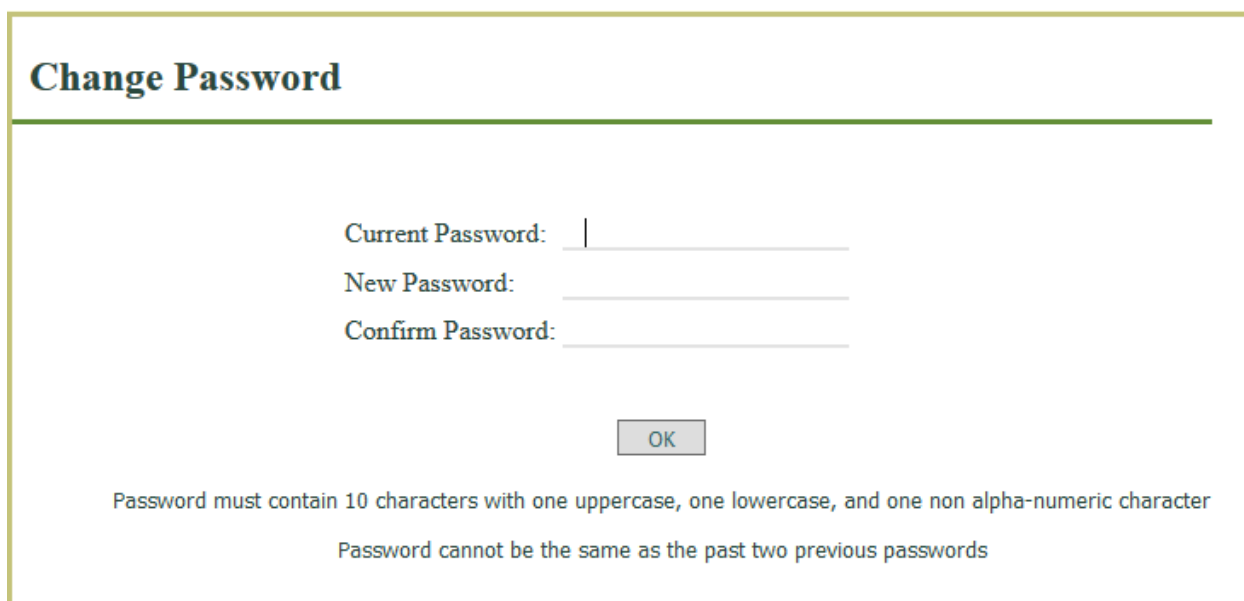
5.3. Changing Your Password

All eClaims users, regardless of user role or privileges, can change their own passwords.

You must know and enter your current password to change your password. Your new password must follow several security guidelines:
- Length: at least 10 characters
- Contains *at least* one upper-case letter, one lower-case letter, and one non-alphanumeric character (e.g., "$", "&", "@")
- Cannot be the same as your last two passwords

To change your password:
1. At the top of the eClaims home page, hover your pointer over **Admin**.
2. Click **Change Password**. The Change Password screen appears.

Change Password

Current Password:	
New Password:	
Confirm Password:	

OK

Password must contain 10 characters with one uppercase, one lowercase, and one non alpha-numeric character

Password cannot be the same as the past two previous passwords

Figure 76. Change Password Screen

3. Type your current user password in the **Current Password** field.
4. Type the new password you want in the **New Password** field, then type it again in the **Confirm Password** field.
5. Click **OK**. Your new password is saved and activated. The eClaims system sends a notification email to your contact email address.

5.4. Creating and Editing a User Record

Users with Administrator privileges can manage users for the law firm. Upon initial start- up with CRMC, one or more individuals from the law firm is appointed as the eClaims law firm administrator(s). CRMC will add the user(s) to the system. Then the

law firm administrator(s) can add people and users to the system for the law firm and grant them the appropriate permissions.

From the Create/Update Person page, you can add or modify eClaims staff associated with your law firm. You can add staff as non-users and staff as users. For example, if you have an attorney who will never sign into the web site, you would just create the person record with an **ATY** type and not add them as a user. Then the attorney will show up in the drop-down list of attorneys to assign to a claim.

To add a new eClaims user:
1. At the top of the eClaims home page, hover your pointer over **Admin**, then click **Maintain User**.
   The Create/Update Person page appears with a blank entry to add a new person.

Figure 77. Create/Update Person

2. In the **ID** section, enter the user's **First**, **Middle**, and **Last** names and their **E-mail**.
3. From the **Type** drop-down, select the user's role. There are five options available: **ATY** (attorney), **CNT** (contact), **DAT** (data entry), **OTH** (Other), and **PAR** (paralegal). The ATY identifier is used to populate a drop-down list of attorneys to assign to a claim.
4. From the **Office Name** drop-down, select the office with which the new user is affiliated.

5. Enter the user's **Daytime Phone**.
6. From the check boxes on the right, select all applicable trusts for which the user is the main contact.
7. If this person needs to log on to eClaims, under **User Login Information**, enter the **User Name** and check the **User** checkbox, otherwise, go to step 9.
8. Optionally, if you have permission, select the **Home Page** the user sees when first logging into eClaims.
9. Click **Save Person**.

The new person/user is saved and added to eClaims. If a user was added, now you must grant the permissions associated with this user. The Demographic permission is a law firm permission to allow a user to view and edit claimant data for your law firm. To provide a user with access to view or perform operations on a trust, you must grant that user access to the trust.

Figure 78. Create/Update User Added

To grant a user access to a trust, select the trust from the drop down and select the **Authorize** button. A pop up will display with the Users Security Access Right choices

for the trust. Note the **Upload Batch** and **Administrator** check box will be disabled since CRMC staff are the only users who can grant these permissions.

John Doe's Security Access Rights for NAR

Upload Batch	Administrator	Edit	Inquire	Message Board	Payment	Reactivate	Response	Withdraw
☐	☐	☐	☑	☐	☐	☐	☐	☐

Cancel Save Clear

Figure 79. Granting User Access Rights to a Trust

Once you assign the rights for the user for the trust, select the **Save** button. Then select the **Save Person** button on the person page to store all changes. The following access rights can be assigned:

- Upload Batch – grant batch upload capability (granted by CRMC staff only)
- Administrator – grant administrative access to maintain law firm users and physicians (granted by CRMC staff only)
- Edit – allow adding and editing claims for this trust
- Inquire – default to always grant read-only access when permissions are granted for a trust
- Message Board – access to the law firm Message board for this trust
- Payment – grant access to reports where payment data is reported
- Reactivate – grant access to reactivate DEACTIVATED claims for this trust
- Response – grant access to respond to offers and denials for claims for this trust
- Withdraw – grant access to withdraw/delete claims for this trust

The **Payment** access right allows a user to run the following reports for each trust for which they have been granted this access.

- Executive Summary
- Accepted Offers Detail Report
- Accepted Offers Summary Report
- Outstanding Offer Report
- EFT / Check Detail Report
- EFT Summary Report
- Pending Expiration Report

The **Home Page** drop down is populated based on the user's granted access rights. This selection assigns the default page for the user when logging in. The item is disabled if the user does not have additional privileges that might allow them to select a different home page.

In addition to creating new users, users can be edited by selecting a user from the drop-down list **Update Existing Person**. Staff in the list with a username in parenthesis following their name are users in the system.   From the existing user page, you can mark a user as **Disabled** (which keeps the user's data but deactivates their login), or choose to **Reset Password** if necessary. You can also add or remove access rights as required. It is the law firm Administrators responsibility to disable user accounts as soon as possible when someone leaves the organization.

5.5. Configure Notifications

Users with Administrator privileges can configure email notifications for message board notices and eClaims general and maintenance messages. The configuration involves defining a timeframe to receive emails and which users should receive them.

The following types of notifications can be defined:

- **Message Board** –message board notifications, for additional information refer to section 2.2.12
- **Time-Sensitive** – notifications on any expirations that may occur in the next 30 days
- **eClaims** – users to receive general notifications regarding eClaims

From the **Notifications** menu item, the law firm settings page is displayed where the user can configure receipt of message board and time sensitive notifications and which users should receive any eClaims system notifications.

The law firm can configure the group of users who should receive the notifications via email and the frequency at which they should receive those notifications. Users are displayed along with the trusts for which they have security permissions for the Message Board. Check boxes are displayed only for those users who have the security permission for at least one trust for the Message Board. A user checked off will only receive emails for the trust for which they have the Message Board permission.

Search: Users can be searched by their full/partial names.

Figure 80. **Configuring Message Board Notifications**

The frequency of receipt of emails are Daily, Weekly, Bi-Weekly (every two weeks), and Monthly. A day must be selected for Weekly, Bi-Weekly and Monthly. For Weekly and Bi-Weekly, the day can be any day of the week. For monthly, please select the 1st, 15th or last day of the month. Once configured, the first email will be sent the next time the date matches your settings. For message board notifications, the message board entries occurring during the timeframe selected will be sent. For example, if you selected daily for Thursday of this week, on Thursday, an email will be sent for messages received over the last day.

Emails will be sent to the selected user(s) during the timeframe specified. The email will either contain an excel document with the notifications occurring since the last time the email was sent or it will indicate no notifications were posted since the last email. Emails for the Message Board Notifications contain the subject line: "eClaims Message Board Notices for Trust x (y)" where 'x' is the trust abbreviation and 'y' is the law firm id associated with the law firm. The subject line for Time Sensitive emails is similar: "eClaims Time Sensitive Notices for Trust x (y)".

To configure the notification system:
1. At the top of the eClaims home page, hover your pointer over **Admin**, then click on **Notifications**.
2. The **Settings** page appears.
3. Under Message Board Notifications, from the **Frequency** drop down, select any of the time range option.
4. The **Day** drop down has the options filled in according to the option selected in the **Frequency** drop down. Select an option from this drop down, if available.
5. **Last Email Date**: Displays the date on which the last notification/email was sent.
6. **Last Changed Date**: Displays the last date on which the settings were changed.
7. **Last Changed By**: Displays the name of the user who last modified the settings.
8. Now navigate to the **Assign User Notification** section, and check the users to receive the Message Board and/or Time-Sensitive and/or eClaims notifications.
9. Click **Submit** and the configuration settings are saved to the database.

5.6. Adding New Physicians

Users with Administrator privileges may add a new physician to the firm's physician table. That physician, however, must exist within the CRMC master physician table. The physician is used as part of the medical documentation and the evaluation of the claim.

To access this feature, hover your cursor over **Support** at the top of the eClaims home page, then select **Add Physicians**.
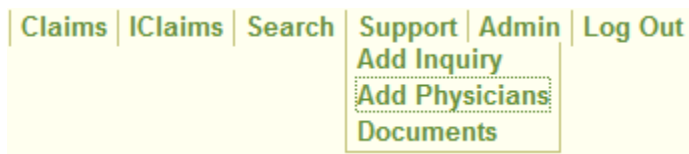

Figure 81: Navigate to Add Physicians

The **Add Law Firm Physician** screen appears.

Figure 82. Add Law Firm Physician Screen

To add a physician to your law firm's physician table:
1. From the **Trust** list, select the trusts you want to include in your search. The default is all trusts. You can use SHIFT+Click or CTRL+Click to select ranges of trusts or multiple individual trusts.
2. Click the **Find New Physician By Last Name** field, then type the full or partial surname of the physician you want to search for. Your search string only applies to the beginning of names: for example, searching for "Smith" would also find "Smithee" and "Smithwick", but not "Sixsmith".
3. To perform the search, click **Submit Query**. To clear your searches and start over, click **Clear**.
4. If you performed the search, a drop-down list appears containing all doctors who matched your search results. Select one, then click **View Details**. The Physician Details page appears.

Figure 83. Physician Details Screen

5. To add the physician you selected, click **Add Physician**.
   The physician is added to your law firm's database.

6. Batch Upload

Law firms have the option of uploading claimant/claim information directly to eClaims in the form of either an Excel template or an XML batch file. This mechanism of uploading data is provided only for new claimant/claims and claims that are in a Filing disposition (meaning the claim does not have complete demographic information and required documents uploaded to start processing it as a claim).
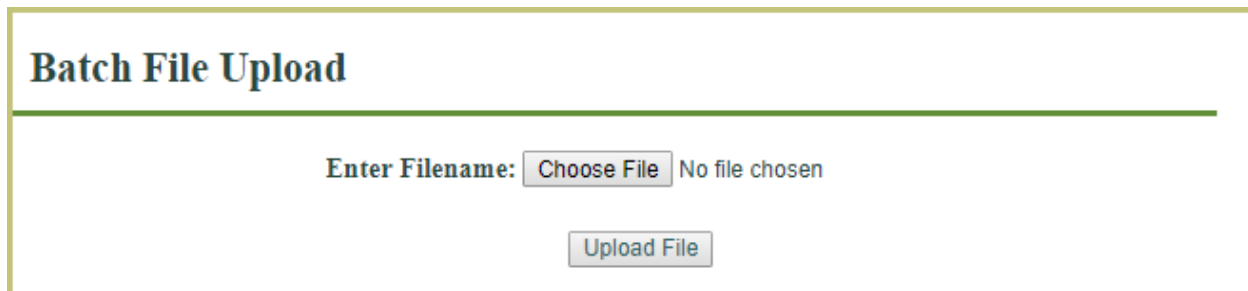
Individual users are granted batch upload capability after demonstrating they are successful at creating a batch upload file in the eClaims staging environment. That means a test batch must first be submitted to and approved by CRMC. The details of the batch upload are provided on the www.claimsres.com web site under the *Bulk Upload – SimpleBatch* entry for each Trust's documentation.

6.1. Submitting Batch Records

The menu item for uploading batch files is only visible to users with Batch upload capability.

To upload a batch file:
1. At the top of the eClaims home page, hover your pointer over **Claims**, then click **Upload Claims**. The Batch File Upload page appears.

Batch File Upload

Enter Filename: [Choose File] No file chosen

[Upload File]

Figure 84. Batch File Upload

2. Click **Choose File** and browse to the XML file you want to upload.
3. Click **Upload File**.
   Your batch file is uploaded.

6.2. Checking the Status of Batch Records

Once your batch record is uploaded to the eClaims server, if it is correctly formatted, eClaims will process the batch file and add its contents to the system. When this happens, you will receive a message on your **Message Board** indicating the status of the batch upload. For more information on checking your Message Board, see Section 4.11.4. You can also go to the **Reports** tab and select the **Batch Report** to get the complete results of your batch upload.

7. Troubleshooting

The following information should assist in resolving common issues that may arise while using eClaims:

Table 2: eClaims Issues and Resolutions

Issue	Resolution
Changing your eClaims Password	Every 6 months users will receive a pop-up window at login requesting they change their password, with eClaims password requirements listed. If you have issues changing your password to meet requirements, contact the CRMC help desk (Table 3: CRMC Help desk Contact Information) for assistance.
Forgot your eClaims Password	Use the reset password feature on the log-in page.
Issues entering an address	All addresses must contain the country. If an address is for the USA, it must contain City, State, Street, and 5-digit ZIP code at a minimum. An address for a country other than USA, requires City and Street to be complete.
Unable to locate Claimant	The issue may be due to invalid data entered in for the claimant. Check of the use the Claimant Locator page to search for the Claimant, entering one piece of data at a time to see if you can find a claimant that appears to match the claimant which you are seeking.
Unable to locate Claim	You may have limited user permissions. If the claim is for a trust for which you do not have access, then you will not be able to locate it until your User Admin grants you access to the trust.
Claim issued a denial	For claims with a denial, you can view the CDT Summary page to get information about why the claim was denied and for those trusts that support an exposure review, you can view the Exposure Summary tab to view the reasons the claim has exposure deficiencies.
Receive an error message in eClaims	Contact the CRMC help desk (Table 3: CRMC Help desk Contact Information) for assistance.

For more information about CRMC and entering information into eClaims, please visit the website: http://www.claimsres.com

If you require technical assistance with eClaims, you may contact the CRMC help desk:

Table 3: CRMC Help desk Contact Information

Phone Number	800-536-2722
Hours	9:00 am EST to 5:00 pm EST, Monday through Friday

8. Acronyms

Table 4. Acronyms

ACC	Offer Accepted
AD1-ADR	Alternative Dispute Resolution
ATY	Attorney
CA	Claims Administrator
CDT	Categorization Decision Tree
CET	C.E. Thurston & Sons Asbestos Trust
CNT	Contractor
CRA	Claims Review Analyst
CRMC	Claims Resolution Management Corporation
CSV	Comma-Separated Values
DAT	Data Entry
eClaims	CRMC Claims Processing Software

EFT	Electronic Funds Transfer	
EH	Exigent Health [status]	
ESGI	Eagle Software Group, Inc.	
EST	Eastern Standard Time	
FIFO	First-In, First-Out	
GUI	Graphical User Interface	
HS	Hardship	
IClaims	Indirect Claims	
ID	Identification, Identifier	
IE	Individual Evaluation	
IntID	International ID	
ISP	Internet Service Provider	
MSG	Message	
MV	Manville Personal Injury Settlement Trust	
N/A	Not Applicable	
NAR	North American Refractory Company	
OTH	Other	
PAR	Paralegal	
PC	Personal Computer	
PDF	Portable Document Format	
POC	Proof of Claim	
QC	Quality Control	
RCT	Recategorization	
REF	Refiled	
SSN	Social Security Number	
URL	Uniform Resource Locator	
US	United States	
XML	eXtensible Markup Language	
ZIP	Zone Improvement Plan	