

E-Subro Hub Basic Routing Workflow Using Quick Assign

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US Patent No. 7962385

Table of Contents

Accessing the Arbitration Forums, Inc. Web Site and Logging In	3
Format of the Quick Assign Page and Assigning Demands	3
First Notice of Loss (FNOL)	6

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Accessing the Arbitration Forums, Inc. Web Site and Logging In

1. Visit <u>www.arbfile.org</u>. Log in to the site in the upper right corner, using your individual user ID and password.

Format of the Quick Assign Page and Assigning Demands

- 1. From the E-Subro menu, select Quick Assign. E-Subro E-Speed Reports Member Access гy About E-Subro Hub Arbfile Training e *member only* section of ms, Inc.'s Web site! E-Subro Hub Help nformation about your c much more. Participant List **Demand Search** b site will be down f tenance from /17/10 until 6am Eas 9/20/10. We Mass Reassign ivenience this may ca My Demands Quick Assign My Watches rts My Tasks To view a listing of all of you comprehensive listing of dockets, click here. orts, <u>click here</u>. Add Demand
 - 2. Review the claim information and match it to the internal file to see to whom the demand will be assigned.
 - 3. Enter the owning adjuster's last name and select Search Profiles.
 - 4. Select Assign to User next to the adjuster's name.

Important Note: This document covers basic workflow. Check with your management

team to find out if your company has a customized workflow in place.

5. Select Assign & Get Next for the next demand.

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3

Quick Assign			()	2 demands remaining to reassing 1
		Driet His Downed	Desk Te Link	2 demands remaining to reassign)
Claim/Policy Number: R2-00002	Demand Owner:	nand Print this Demand	Dack To List	
Loss Date : 04/02/2010	Demand Status : Issue	ed assigned to ZOE RESPONDER		
Loss Location (e.g.street) :	Our Company Name : BETA	INSURANCE CO		
Loss City/State : FORKED RIVER, New Jers	sey Opp. Company Name : ALPH	A INSURANCE OF FLORIDA	Skip – You can skip	o this demand. It
Claim Amount : \$3300.00	Opp. Party Claim Num : D2-0	0002	will remain on your	Work List and
Tind How (Business Heit to period to be	ook claim up in vour internal claims svs	tem to find the claim owner		WOIK List and
Choose User Choose Unit	Enter the claim owner's last name	and select "Search"	will come back to y	ou once you
			logoil and log back	in. This feature is
Enter one or more pieces of information, and	l click 'Search'		useful if you receive	e a First Notice of
Last Name, First Name :	esponder .	Email :	Loss (FNOL) and h	ave to have a
City, State :	, Select 💌	Zip :	LOSS (FNOL) and ha	ave to have a
Company User ID :		Include TPA Users :	claim set up.	
Search			_	
) · · · · · · · · · · · · · · · · · ·			Open this Demand	– Opens the
				opens me
Search			demand.	
Search				
		Print the Demand	– Creates a PDF.	
Last Search: Last name	is responder			
/ Users found, displaying a	all Users.			
	<u>Company User ID</u>	First Name	Last Name	
Assign to User	zresponder.04514	ZOE ser"	RESPONDER	
Assign to User	c01234	SANDY	RESPONDER	
Assign to User	sresponder.04514	SANDY	RESPONDER	
,				4
	Inc	lude TPA Users :		

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Complete assignment of this demand to: **ZOE RESPONDER**?

Optional

Assign & Back to List

Comment (optional):

Select "Assign and Get

Next"

Assign & Get Next

<u>ser ID</u> 4514

4514

4514

4514

Updated: April 30, 2020

4

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Cancel

Quick Assign The next demand to be assigned, continue process until all demands are assigned and you receive a message that there are no more demands in the list							
Claim/Policy Number :	R4-00004	Skip	Open this Demand	Print this Demand Back To List			
Ins. First/Last Name :	PATTI WINSTON	Demand Owner :	NE Routing Unit a	assigned to ZOE RESPONDER			
Loss Date :	04/13/2010	Demand Status :	Issued				
Loss Location (e.g.street	:):	Our Company Name :	BETA INSURANC	CE CO			
Loss City/State :	NEWARK, New Jersey	Opp. Company Name :	ALPHA INSURAN	NCE OF FLORIDA			
Claim Amount :	\$3300.00	Opp. Party Claim Num :	D4-00004				
Find User/Business U	nit to assign to						

- 6. Repeat Steps 2, 3, 4, and 5 until the system confirms there is no other work.
- 7. The Skip button will skip the current demand and remove it from the list until your next login.
- 8. The Open this Demand button will access the current demand for review.
- 9. The Print this Demand button will generate a PDF that you can print, email, or save to Electronic Claim File.
- 10. The Back to List button will take you back to your Work List.

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First Notice of Loss (FNOL)

- 1. The claim will need to be set up outside of E-Subro Hub.
- 2. Once the claim is set up, the demand will be assigned to the claims adjuster.

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