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CCMSI'S Internet Claims Edge or iCE is a comprehensive claims analysis and reporting tool that empowers a user when tracking claims or analyzing trends. iCE is capable of processing and analyzing claims information, using built-in features for claims and summary analysis.

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# Login & Homepage

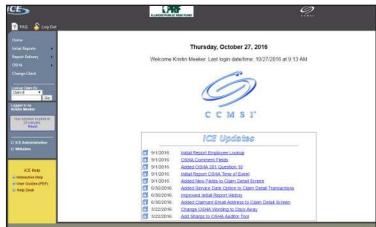
## **ICE Login Screen**

Signing into the iCE login screen offers secured access to claims information 24 hours a day, 7 days a week. iCE is easily accessible via the Web with no additional software required for installation. Logging in allows authorized users to view their entire claims history.

## **ICE Homepage**

The iCE home page features easy access to all program features via the left hand navigation menu. The homepage also displays recent updates made to iCE.





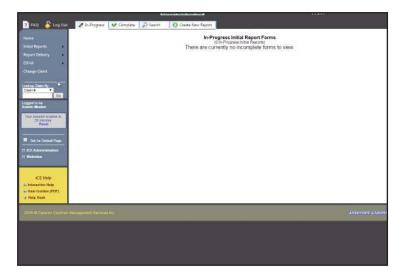
For users' protection and convenience, iCE offers:

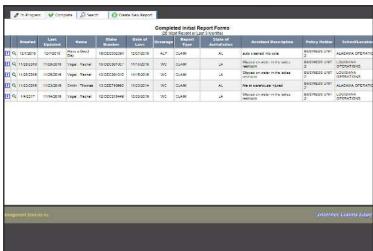
- password protection
- security questions
- verification codes sent either
   via email or text message





# **Initial Reports**





#### **Initial Reports Home Screen**

The Initial Claim Report section gives you access to in-progress, complete, ready for review, search reports (at right) and create new reports. The ability to search Initial Claim Reports allows users to search by various categories to locate previous reports based on search criteria. When clicking on Initial Reports in the main naviagtion menu, the screen defaults to the In Progress screen.

#### **Completed vs InProgress Reports**

While Initial Reports are In Progress, they have not been submitted to CCMSI for processing. Some have the option to review their employees claims before they are able to submit them to CCMSI. In this case, only one designated claim manager is able to submit claims. The Ready for Review tab includes initial reports that have been submitted for internal review. Until the claim manager completes the report, it is not yet submitted to CCMSI.

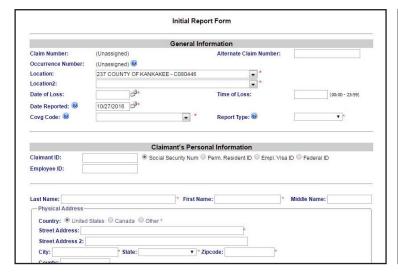
Claims that appear under the Completed tab have been saved and successfully submitted to CCMSI for processing. Once a claim has been submitted, the client may make no further alterations to the report via iCE except for attaching additional documents and submitting them to the adjuster. Form filler is still accessible in the Completed state.

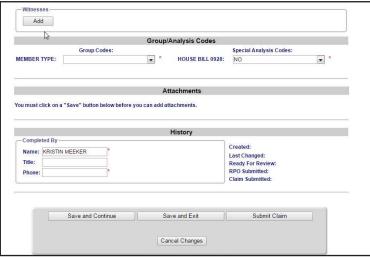




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# **Initial Reports**





## **New Initial Reports**

The Create New Report tab displays the claim report form users fill out to create their claim or report only (report onlys can be converted to claims after submission.) Any field marked with a red asterisk is a required field. Users will not be able to submit an initial report form until all required fields have been populated.

Users can select field options from drop down menus available to them. Their selection will populate the empty input field.

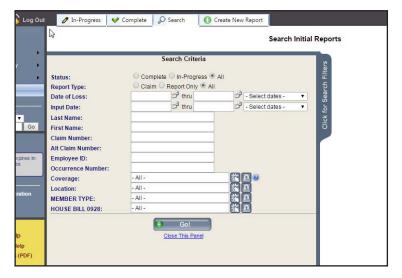
## **Saving & Submitting**

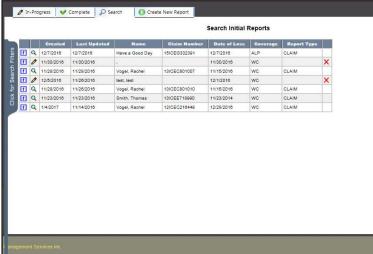
While a user works on their initial report form, they have the option to Save the report for later, Save and Continue working on the report or Submit the report for review or as a claim or RPO. Saving an initial report often ensures no data will be lost if a user leaves their screen idle for more than 29 minutes.





# **Initial Reports**





## **Initial Reports Search**

Any initial report that has been entered into iCE by the user can be searched for via the initial reports Search feature. This is useful if a user cannot remember a claim number or a claimant name to utilize quick search.

Filling out the input fields will refine a user's search. After filling out all fields necessary, clicking Go will generate the search results.

Clicking Go on the initial report search page populates the claim results specified by the inpute fields. Claims will display in a grid. Submitted claims are not avaible for editing, in progress initial reports can be edited by clicking on the pencil icon on the left hand side of the grid. Form Filler is also accessible via this module.

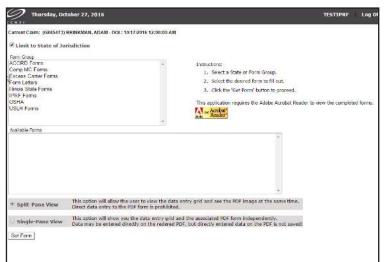
The blue F at the leftmost side of the grid designates the Form Filler feature in iCE. Clicking on this icon will bring users into Form Filler where they can populate their state and other forms required for reporting.





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## **Form Filler**





#### **Form Filler Overview**

Form Filler gives users access to state forms, first report of inury forms, the OSHA 301 and multiple other forms that may be required for claim submission. While forms in Form Filler are available to users while an initial report is in progress, all forms will not be available until the user submits their initial report as a claim.

## **Populating Forms**

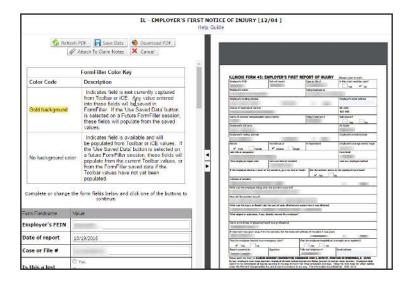
Users must select the form category in the first selection box at the top of the screen. Once that selection is highlighted in blue, the reports available will populate in the lower selection box. Users must select the form they want from the selections available. Once the selection is highlighted in blue, they may navigate to the form by clicking **Get Form**.

Before navigating to the form, users have the option of viewing the form in split or single pane view. Split pane view shows the input fields and print ready form side by side while single pane view only shows the input fields.





## **Form Filler**



## **Split Pane View**

This is how selected forms are displayed in split pane view. The user's input fields are on the left and the print ready preview version of the form shows on the right. When a user populated a field on the left, the corresponding field on the right hand form also populates.

The menu at the top allows users to Refresh the PDF, Save Data, Download PDF, attach the form to claim notes and cancel all changes.

The gold background fields are not captured in Toolbar. If a user does not save their form, these fields will not be populated when they come back to the form later.





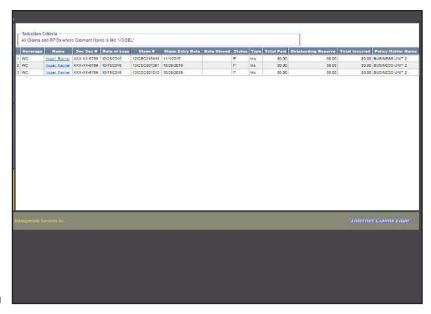
# **Lookup Claim By**





## **Lookup Claim By In Side Menu**

The Lookup Claim By feature is located in the side bar navigation menu. With this feature, a user can pinpoint and pull up a specific claim by claim # or claimant name. After selecting your lookup criteria from the dropdown menu and entering those specifics into the empty field below, click "Go" next to the populated field to obtain results either via the Claim Detail screen which will automatically pop up or a claim grid if there are multiple results for a particular set of search criteria.







# Lookup/Claim Detail



### **Claim Detail Information**

By selecting an individual claimant from the claims grid (or by searching via the Lookup Claim By feature), iCE allows you to view claimant information in greater detail. The **Claim Detail Information** screen displays:

- Claim status
- Claimant Information name, address,
   etc.
- Employment Information Avg. weekly wage, PPD Rate, etc.
- Accident Information Loss type, description
- Summary of claim
- Contacts Information Employee,
   Employer and Medical

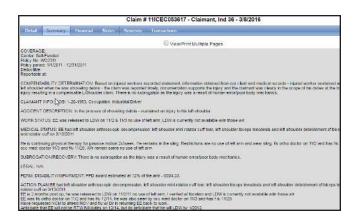
Claim Detail screen options include: Three-point contact, notes section with full screen/printer friendly access and the ability to add a new note record.

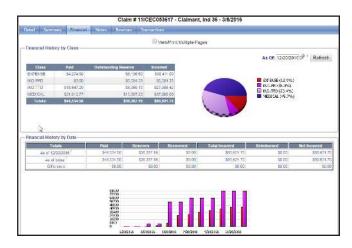
If a user has additional claimant information and wants to inform the adjuster, send the adjuster or supervisor an email with one simple click of the mouse.





## **Claim Detail**







#### **Claim Detail Screens**

The **Summary Text Screen** displays a quick "snap shot" of the claim detail highlights.

The **Financial Summary** portion of the claim detail screen uses pie and bar charts to give the user a comprehensive and visual breakdown of the numbers.

The pie chart displays the financial history by class, total incurred, paid and outstanding reserve and is broken down by reserve classes.

The bar chart and columns display financial history by date of the past year paid, outstanding and recovery reserve are displayed by month.

**The Notes Screen** allows the user to see adjuster/supervisor notes and observe the progress of the claim.





## **Claim Detail**



Claim # 11ICEC053817 - Claimant, Ind 36 - 3/8/2016														
Detail	Sur	mey.	Financial	Name	teams Tran	accounts.								
Date   10002016   Press   Press   10002016   Press   Press   10002016   Press   Press   1														
Check	CN	Input Date	Organi Bill Amount	Transaction Amount	Payee Hume	Trans Code	Clere	Status	Pinta	Date Pented	hivoice #	Service From	Service 1 krough	Comment
10:019896	c	11/6/2018	\$15.42	\$19.42	ICE OBVICHSTRATION PAYTY	PRYMENT	EXPENSE	Paid	X)	11/8/2016	OCT23299	1/2/2016	1/2/2019	696765 DS UMQ2/12
101013780	0	11/8/2018	50.00	8843.01	ICE DEVICESTRATION PAYCE	Payment	NE.TTO	Ne	Y	11/7/2018		12/24/2015	1/1/2018	FFD 5(25/6/1)
101015870	d	пладоте	\$410.60	5419 80	ICE DEWONSTRATION PRIVED	PRYMENT	EXPERSE	Pac	Ÿ	Hardone	EC885E7199406	12/14/20/15	12/28/2015	E0035E710940 LIOS (0/14/12 - 02/29/12
101013888	g	116,0016	\$70.38	\$10.38	ICE DEVICESTRATION PRYSE	PRYMERT	expertse	Pac	٧	плосин	88472	Inches	1/1/2018	936908 DS 0340 W12
m1015416	d	10/240/211	50:00	59 94	ICE OBMONSTRATION PRYSE	PRYMENT	experise	Pac	ŷ.	118/2016	71404F121727	too nonts	12/27/2015	636784 DB 63/27/12
10,0458 (0	ď	1004001	50.00	\$640.01	ICE OFFICIALITY ACTION PAYEE	Payment	IND.TTO	Paid	Y	10030046		12/24/2015	1/0/2016	TTD 2024-2017
16:1913014	c	16/20/2010	\$315.00		ICE ODMONSTRATION OWNER	PHYMENT	CXPD4SC	Pac	¥	11/1/2016	EC003E7157834	11/20/28:5	12/0/2015	EC888E719709 DDG-04/06/12 02/08/12
101912053	c	10/2 /2011	\$0.00		DEMONSTRATION DAVISE	Payment	IND.TTD	Poid	y.	1002/2016		12/17/2015	12/23/2015	TTD 2017- -2/23/12
10:012007	Q.	10/17/2016	512.69	\$12.69	OBMONSTRATION PAYER	PAYMENT	EXPENSE	Pett	Y	19/22/2016	CCT714739	12/15/20:5	12/15/2015	09/19/12 02/19/12
					ICE									corpor po

#### Claim Detail Screens

In the **Reserve Detail** screen, users can view the amount, date, class, comments and calculations for a specific claimant.

Users can also view the activity of updated reserve notes. Select date parameters then print the results.

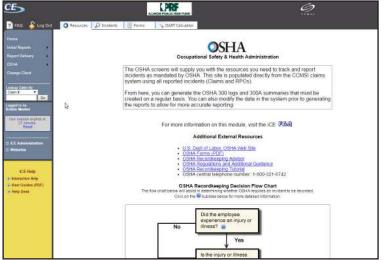
In the **Transaction History** screen, users can select the transaction history detail by input dates to list all financial transactions. The selections viewed will be check number, input date, amount(s), payee name, type, category, status, printed, date printed, invoice number and comment.

By selecting the green "i" icon on the rightmost portion of the chart, a scanned image of the medical bill, any related attachments and explanation of review (EOR) may be viewed.





## **OSHA**





## **OSHA Home Page**

The OSHA screen supplies users with the resources they need to track and report incidents as mandated by OSHA. This module is populated directly from CCMSI claims system using all reports incidents (Claims and RPOs.)

From the main screen, users can find more information about OSHA, generate the OSHA 300 logs and 300A summaries and modify the data in the system prior to generating those reports to allow for more accurate reporting.

#### **OSHA Incidents Search**

Under the OSHA Incidents tab, users can search for incidents entered in CCMSI's claims system to establish if they have been marked as recordable or not and to narrow down reported incidents whose data should be updated.

Entering in parameters in the data fields narrows the user's search results, returning incidents which fit those parameters.

Clicking "Go" will generate a search results grid within iCE. Clicking "Export" will package the grid into an Excel file.





## **OSHA**



# OSHA's Form 300 (Nov orders) Log of Work-Related Injuries and Illnesses The property of the

## **Printing OSHA Forms**

The OSHA Forms tab houses the tools used to generate OSHA forms that users' generally need at the end/beginning of the year for their OSHA review.

**OSHA Electronic Data Reporting** 

It is the employer's responsibility to upload the generated CSV file to OSHA.

The file can be uploaded to OSHA's ITA site at https://www.osha.gov/injuryreporting/ita

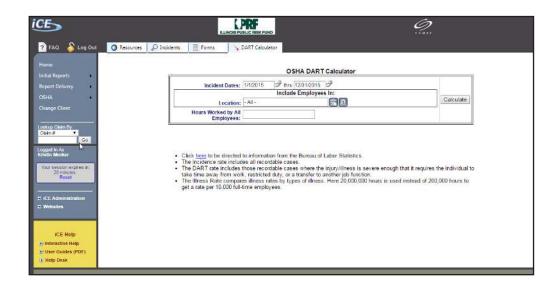
If editing the files using Excel, be sure to "Save As" a CSV file to avoid stripping out formatting.

This is an example of the PDF, print ready version of the OSHA Form 300.





# **OSHA**



#### **DART Calculator**

The DART calculator screen is used to provide calculations/statistics for DART (Days Away, Restricted or Transferred) rates.

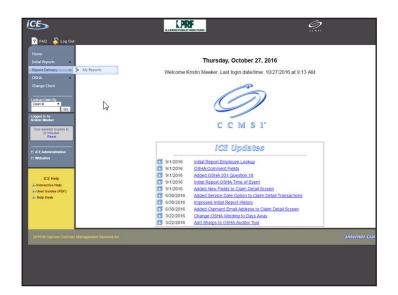
#### **Computation for Incidence Rate (OSHA Example)**

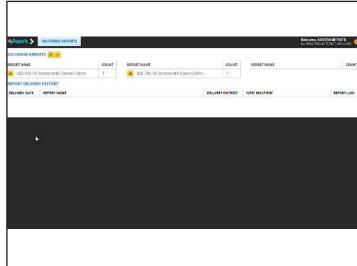
Total number of injuries and illnesses 200,000 X number of hours worked by all employees = total recordable case rate. The 200,000 figure in the formula represents the number of hours 100 employees working 40 hours per week, 50 weeks per year would work and provides the standard base for calculating incidence rates.





# Reporting





## **Report Delivery**

The Report Delivery section of iCE houses the launch portal for MyReports, where IPRF users can view and download reports specific to their needs. There are also a number of reports training videos for the user's convenience.

## **MyReports**

MyReports is a highly sophisticated, yet user-friendly tool that places the power of up-to-date reporting within the user's hands. While iCE houses many easy-to-use reporting features, MyReports is the most customizable.For IPFR's usage, MyReports will be used to house delivered reports sent to the user on a daily, monthy, quarterly or annual basis.





## **Delivering What Matters Most**



