

# Claims Communication Portal FAQ

## External User FAQ's

**Q: What is the Claims Communication Portal URL for Defense Firms/External Users?**

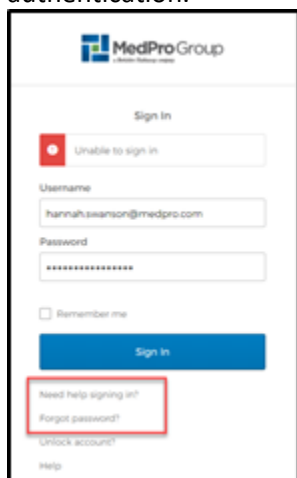
**A:** <https://claimscommunication.medpro.com/>

**Q: Where can Defense firm users access training resources and job aids?**

**A:** Job aids are located here: <https://www.medpro.com/CPResources>

**Q: Can a Defense Firm users reset their own Claims Communication Portal password?**

**A:** Yes. From the Sign in screen, select "forgot password" this will reroute you to reset your password. Follow the instructions. You'll be asked for your special question and/or secondary method of authentication.



**Q: What happens if I don't activate my account within 7 days of receiving the activation email?**

**A:** If you haven't activated your account and try to do so after the time window has expired, you'll receive a "token expired" error message. Click the button to send a new token. When the account is reactivated, you will have an additional 7 days to complete the activation process.

If you are unable to obtain a new token through the automated request, please contact 1-800-4MEDPRO and speak with a Claims Operations representative for additional support.

**Q: I don't know the case #. What do I do?**

**A:** The best practice is to enter in the MedPro case number, which will then automatically default in the associated Claims Consultant. If you don't know the case number and can't find the name/don't know the name of the Claims Consultant, you can select "Unknown" from the drop-down list of names.

**NOTE:** Please expect additional processing time for your submission if you selected "Unknown". Wherever possible, please attempt to identify either the case number or the actual Claims Consultants name.

**Q: I get an error message when I try to upload a file. What is wrong?**

*A: While most commonly used file types are supported by the portal, there are a few things that may trigger an error message. Please do not submit files with special characters (i.e., @, #, %, <, >, ',") in the file name as these characters are not supported by the portal. There is a known issue with the Firefox browser that may lead to an error if the file name has spaces in the naming (expected to be resolved by 12/2021). If it is a file type issue, you may pdf the file and upload the pdf version.*

**Q: Is there a limit to how many characters are allowed in the "Narrative" field in the submission?**

*A: Yes. The character limit is 500.*

**Q: Is there a limit to the file size, or how many files can be uploaded?**

*A: The file size limit is 2GBs per document/file. Additionally, there is a maximum of three 2GB files per submission.*

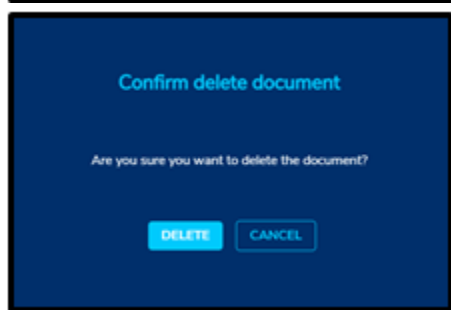
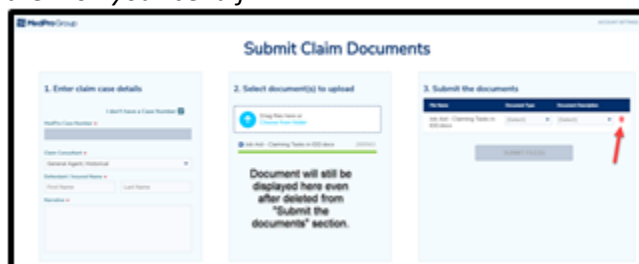
**Q: Do I need to create a new submission for each document?**

*A: NO! Consider a submission to be similar to sending an email with attachments. The submission narrative = email correspondence, and the attachments = document uploads. By keeping them together in one submission they will be filed as a complete package. Note: Even though you can attach multiple documents, you'll need to select each file one by one from the "select documents to upload screen." Each document will land in the "Submit the documents" section so that you can add in the document type information.*

**Q: What do I do if I upload the wrong file?**

*A: In the section "Submit the documents" you will be able to delete a wrong file by selecting the red garbage can icon after the document you desire to delete. You will receive a "Confirm delete document" notification that reads "Are you sure you want to delete this document?" Choose "Delete" to remove the document and "Cancel" to return to the "Submit claims document" screen.*

*If you've already submitted the files to MedPro, you'll need to contact the Claims Consultant to delete them on your behalf.*



**Q: How will Defense firms manage user access for their named users?**

*A: New users can request access using the “Request Access” link on the Claims Communication Portal Log in screen. In order to inactivate a defense firm user account, please call 1-800-4MEDPRO and speak to a Claims Operations Representative.*