

# Claims Communication Portal Training

MedPro Group Defense Attorneys and Defense Firm Users

## Contents

How to Use This Guide .....	4
Access the Claims Communication Portal: .....	4
Requesting Access for new users.....	4
Access the Claims Communication Portal Using 2-Factor Authentication.....	5
Review/Edit Your Personal Profile .....	5
Submit Documentation to MedPro Group .....	6

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## How to Use This Guide

Welcome to the Claims Communication Portal practice guide. This user guide will teach you how to access the Claims Portal and upload documents and narratives related to the defense of a case, using the Claims Portal instead of email.

### Resources:

You can access the following job aids from the Claims Portal resources page ([www.medpro.com/cpresources](http://www.medpro.com/cpresources)). These job aids are specifically designed to support you in your work using the Claims Portal and address step-by-step actions as well as how to address common questions and challenges.

- a) Request Access to Claims Communication Portal
- b) Activate Your Claims Communication Portal Account
- c) Document Submission Landing Page Overview
- d) Edit User Profile
- e) Submit Claims Documentation

### Access the Claims Communication Portal:

URL: <https://claimscommunication.medpro.com>

Please bookmark this link for ease of future access.

**NOTE: For best performance, please use Microsoft Edge, Safari, Chrome or Firefox. Internet Explorer (IE11) is not supported.**

### Requesting Access for new users

Requestors may initiate an access request directly on the site access page.

Refer to "[Request Access to Claims Communication Portal](#)" for step-by-step instructions.

## Access the Claims Communication Portal Using 2-Factor Authentication

Once a requestor is set-up, they will receive a system-generated email to activate their account.

Refer to [“Activate Your Claims Communication Portal Account”](#) for step-by-step instructions.

**NOTE: Your password will not expire. As a best practice, you can change your password manually in the Edit Profile password management section.**

## Review/Edit Your Personal Profile

From the main submission screen, clicking on “Account Settings” (top right corner of screen) allows you to:

- Locate your user profile and review details.
- Identify password update section.
- Identify existing multi-factor authentication methods.
- Add a text update for forgotten password (if not already in place).

From the Account Settings screen, return to the main entry screen by selecting “Work” in left navigation.

Refer to Job Aid: [Edit User Profile](#) for step-by-step support.

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### Time Out!

**Q: Do I need to log in and log out EVERY time I use the Claims Portal? Can I just stay logged in all day?**

*A: Duck Creek has a platform constraint that will automatically log you out after 30 minutes. We’re working with Duck Creek to extend this but for now, be aware the system will request your username and password to re-log into the Claims Portal. After 24 hours of inactivity, you may be prompted to re-authenticate with OKTA (or your designated multi-factor authentication method) first.*

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## Submit Documentation to MedPro Group

Please refer to the following 2 video tutorials for demo and explanation of how to submit documentation to MedPro Group using the Claims Communication Portal.

### Training Video #1 covers:

- Initiating a submission
- Completing the Claim Communication Details Header

### Training Video #2 covers:

- Uploading documents
- Preparing documents for submission by adding document type/description
- Deleting an uploaded document
- Submitting

Refer to the Job Aid: [Submit Claim Documents](#) for step-by-step support.

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*FYI: When a Defense firm enters the MedPro case number on the submission, the CLAIMS PORTAL will automatically populate the primary Claims Consultant assigned to the file.*

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