

Submit Claims Communication

Impacted Parties	<ul style="list-style-type: none"> External Defense firm users.
Impacted Roles	<ul style="list-style-type: none"> Any defense firm representative that has been approved to submit claims related files and communication to MedPro.
Overview	<ul style="list-style-type: none"> I need to provide files and/or correspondence to MedPro related to a case.

Before You Begin: It is assumed that the user has an active account on the Claims Communication Portal and has logged into the portal to initiate the submission. Please refer to job aids for Requesting an Account, Logging in / Logging Off Claims Communication Portal for instructions on how to complete these activities. Recommended browser include Chrome, Microsoft Edge, Safari and Firefox. IE is not compatible.

Step 1: Enter Claim Case Details

1. You are required to complete the mandatory fields (marked with *)
 - a. MedPro Case Number
 - b. Defendant/Insured name
 - c. Narrative

1. Enter claim case details

I don't have a Case Number

MedPro Case Number *
1113554

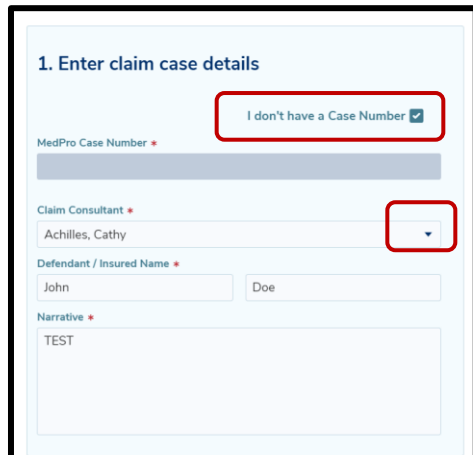
Claim Consultant
Bevans, Sandra

Defendant / Insured Name *
John Doe

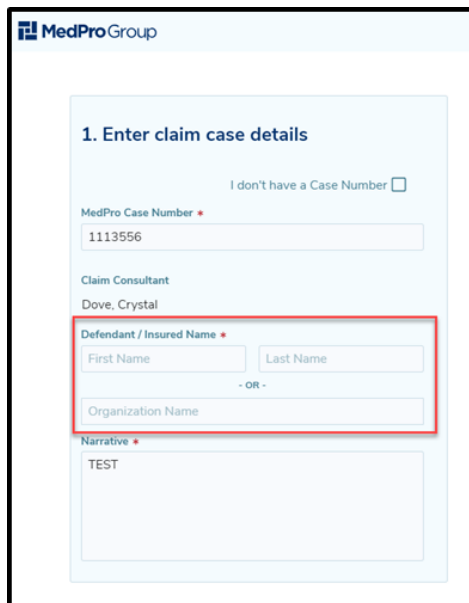
Narrative *
TEST

2. Upon entering the MedPro Case Number, the associated Claim Consultant name will be reflected (Note: for Cases that may have multiple Claim Consultants assigned, the name of the Primary Claim Consultant will be reflected).

- It is strongly recommended to always use the MedPro Case number. However if you are unable to do so, check the box "I don't have a Case Number". This will now require you to select the name of the MedPro Claims Consultant using the drop-down arrow. NOTE: If you don't know the name either, please choose "Unknown".



- Enter the Defendant/Insured Name. Enter in the first/last name if it is an individual, or if it is an organization you can enter in the organization name.



- Enter Narrative. Narrative text is a form of a cover letter that can include additional information about the submission that would have previously been communicated via email. It will be saved in the file as correspondence. **NOTE:** Character limit in the narrative field is limited to 500 characters.
As a standard of practice, narratives should include clear description of what documents are being submitted as the Claims Consultant can view the narrative and know in advance what is being submitted.

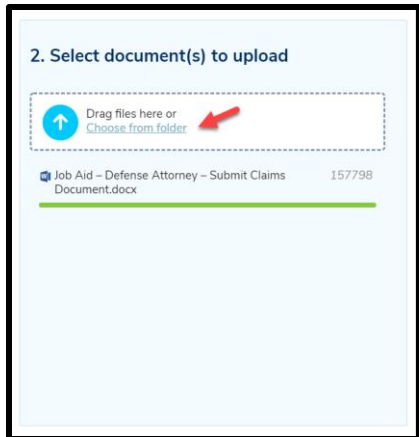
6. Enter in details in the "Documents also shared with" box of any other parties that are being sent the documents separately, and/or instructions to copy documents into the files for any other named insureds, if applicable. This field is text only and is indented to be used like the "cc" feature in email. After you submit your claim, you will get a confirmation email with all the details of what you submitted and it will also display the named individuals you provided in the "Documents also shared with".

The screenshot shows a web form titled "1. Enter claim case details". It includes several input fields: "MedPro Case Number" (with a checkbox for "I don't have a Case Number"), "Claim Consultant" (a dropdown menu showing "Anderson, Kendra"), and "Defendant / Insured Name" (with input fields for "Minnie" and "Mouse" separated by "- OR -"). Below these is a "Narrative" text area containing the word "Training". At the bottom, the "Documents also shared with" field is highlighted with a red border and contains the text: "Mickey Mouse", "Donald Duck", and "Betty Boop".

Step 2: Select document(s) to upload

1. Choose document of choice by either dragging and dropping the file into the upload box or selecting "Choose from folder" hyperlink. This will allow you to access your computer to select the appropriate document(s) to upload. Choose your folder and upload document. You may choose a single document or multiple.

NOTE: File naming limitations: 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 Firefox that may prevent you from uploading documents with a space in the document name.



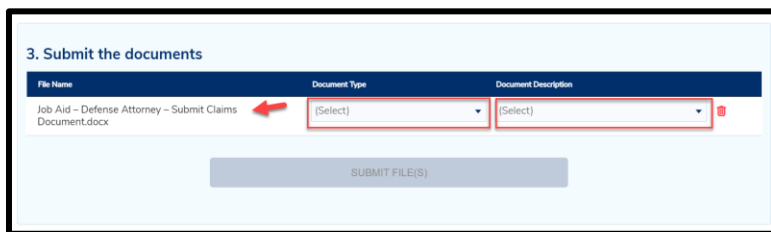
2. Once the documents are uploaded, they will be listed in the section marked "3. Submit the documents."
 - a. If you have uploaded a file in error, refer to Frequently Asked Questions below for steps to delete. Once you have all documents uploaded, continue to Step 3.

Step 3: Prepare to Submit Claim Communications

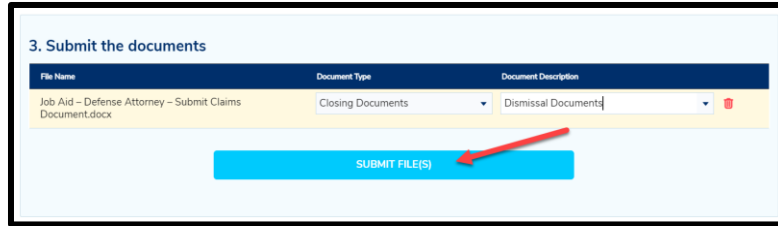
1. Prior to submitting documents, you will need to provide additional information to categorize the documents. For each uploaded document:
 - a. Select the appropriate "Document Type" from the dropdown list
 - b. Select the appropriate "Document Description" from the dropdown list. Note: Document description types are associated with a specific document type, so depending on what you have selected as Document Type you will see a different list of available Document Descriptions.

Refer to FAQs for a list of all document types and their associated document descriptions.

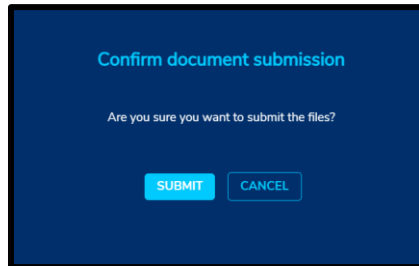
- c. Repeat for each document to be submitted.



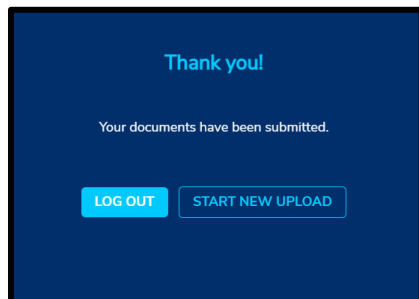
2. When all information is complete and ready to submit, click on the "Submit File(s)" button to submit the files and narrative to the MedPro Claim Consultant.



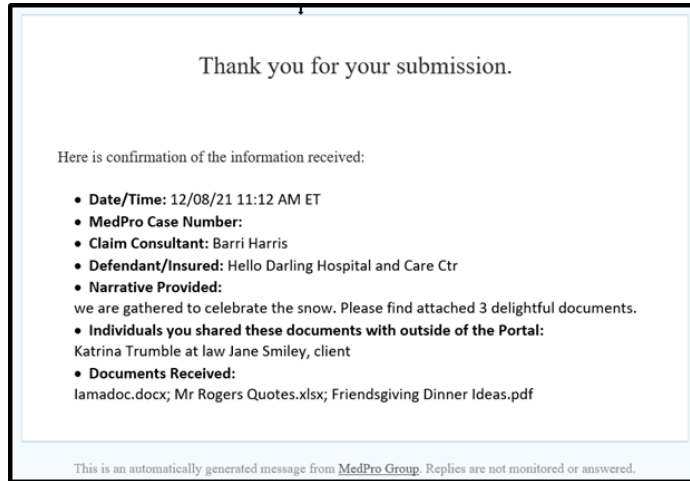
- When the "Submit File(s)" button is selected a "Confirm document submission" box will appear. If you are sure you want to submit the files, select "Submit". If you do not want to submit, select "Cancel" to be returned to the previous screen.



- After you have successfully submitted the files, you will receive a "Thank you!" message that reads "Your documents have been submitted." You may log out at this time or start a new upload.



5. In addition to a "Thank you!" message you will also receive an email confirmation titled in the **subject** line, "Submission Confirmation from MedPro's Claims Communication Portal - Case Number". In the body of the email, you will receive an auto-generated email that contains a confirmation of the information you provided when entering in your claims submission into the Claims Communication Portal. You may retain this confirmation email for your records.



Frequently Asked Questions

Q: I can't find the name of the Claims Consultant, or I don't know the name of the Claims Consultant.

A: If you have the case number, the associated Claims Consultant will automatically be reflected. 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 "Unassigned" from the drop-down list of names. NOTE: Please expect additional processing time for your submission if you have selected "Unassigned." Wherever possible, please attempt to identify either the case number or the actual Claims Consultant name.

Q: What file types can be uploaded?

A: Most commonly used file types are supported.

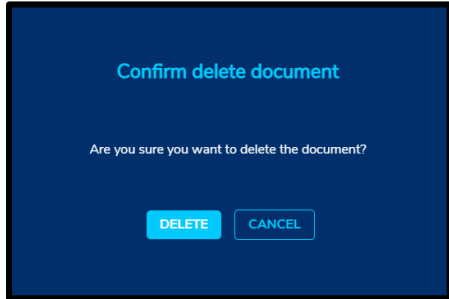
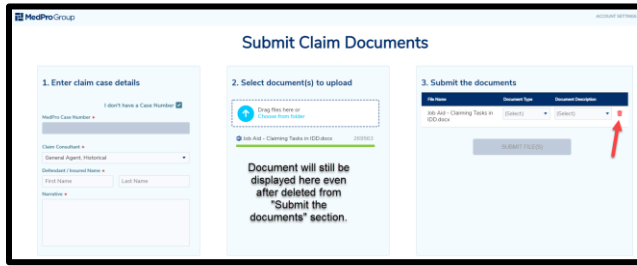
Q: Is there a limit to how many files I can upload or file size?

A: File size limit is 2GBs per upload.

Q: Uploaded 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 Claim Consultant to delete them on your behalf.



Q: What document types/description types are available?

Document Type	Description Type
Answers	n/a
Appellate Brief	Appellate Ruling Codefendant Brief Defendant Brief Plaintiff Brief
Closing documents	Dismissal Documents Settlement Agreements/Releases Structures/Annuity Agreement(s) W9 Forms (for Plaintiff Firm)
Consent	Consent Non Consent
Correspondence	Consent or Non-consent Correspondence/Email Demand To Settle (from Insured or Estate of Insured) Insured's CV Interview Notes Lien Notices
Court Orders	Case Management Order Court Ordered Settlement Conference / Mediation Order to Compel
Damages	Life Care Plan Medical Specials Wage Loss
Depositions Summary/ Transcripts/Exhibits	Codefendant Deposition Insured Deposition Plaintiff Deposition
Document Requests	Employment Records Plaintiff Diaries Tax Returns Workers' Comp or Disability Records
Expert – Codefendant	Codefendant Expert Deposition Summary Codefendant Expert Report
Expert - Defense	Defense Expert Deposition Summary Defense Expert Report
Expert - Plaintiff	Plaintiff Expert Deposition Summary Plaintiff Expert Report
Interrogatories	Codefendant Interrogatory Answers Insured Interrogatory Answers Plaintiff Interrogatory Answers
Medical Records	Correspondence Regarding Medical Records Emails to Claims Consultants and Attorneys Records of Summary of Medical Records
Motions	Dispositive Motion Motion to Compel Motion to Stay
Panel Opinion	Favorable MIF Mixed Negative

Document Type	Description Type
Permissive Authority	Expert Retention Legal Research Second Chair Surveillance
Pleadings	n/a
Submissions	Codefendant Submission Insured Submission Plaintiff Submission Reply Submission Sur Reply
Suit/Quarterly Reports	Attorney Suit Report - Defense Counsel Report Case Evaluation (GL Cases) Quarterly Case Evaluation Report
Summons & Complaint	Amended Complaint Complaint Writ of Summons
Surveillance	Background Report from Investigator ISO Claim History Report ISO Death Records Search ISO Report Referral for Comprehensive Background Check Referral for Surveillance Surveillance Report from Investigator
Trial Reports	Appellate Issues Daily Reports Post-trial Report Pre-trial Report