

Lesson 2 Claim Maintenance



Important!

Before starting this activity, please make sure you have followed and understood the [VM instructions](#).

The ClaimCenter and ContactManager application server must be running in the VM. This is indicated by the message ***ClaimCenter ready*** and ***ContactManager ready***.

Prerequisites

For this exercise, you will use ClaimCenter and a supported web browser.

ClaimCenter Server and Contact Manager should be running when you start the exercise.

The default URL for ClaimCenter is <http://localhost:8080/cc/claimCenter.do>.



Important!

For this exercise, every student will use the same user login. Therefore, do not modify any data. Never click an Update button!

2.1 Exercise: Claim investigation



Activity

In this exercise, you will answer questions about basic claim file information.

1. Log on to ClaimCenter as Andy Applegate(user: aapplegate, password: gw)
2. Using the claim search widget in the Claim tab's menu, navigate to claim 235-53-365870.

Answer the following questions about the claim file.

1. On what date did the policy become effective? On what date does the policy expire?
2. Does the date of loss occur on a date when the policy was in effect?

- 3. There are two people covered on the policy. Is either one of them a claimant on the claim?**

- 4. Which of the following best describes the cause of the loss?**
 - a) Collision with a stationary object
 - b) Collision with a pedestrian
 - c) Collision with motor vehicle

- 5. How many exposures does the claim have?**

- 6. The first exposure is associated with the claimant Ray Newton and collision coverage. What is the incident associated with this exposure?**

- 7. On this claim, which open activity has the earliest due date?**

- 8. How many documents are associated with the claim?**

- 9. According to the notes, which party believes it is at fault, the insured driver or the third-party claimant?**

- 10. How much money is being reserved for payments that might need to be made on the claim?**

- 11. What is the total amount of money that has been paid so far on the claim?**

- 12. To which user has the claim been assigned? Which group?**

- 13. Have exposures on this claim been assigned to multiple users? If so, who?**

- 14. When you are done, log out of ClaimCenter.**

2.2 Solution: Claim investigation



- 1. Log on to ClaimCenter as Andy Applegate(user: aapplegate, password: gw)**

2. Using the claim search widget in the Claim tab's menu, navigate to claim 235-53-365870.

Answer the following questions about the claim file.

1. On what date did the policy become effective? On what date does the policy expire?

These dates will vary based on time of install. The policy effective dates can be found on the policy screen.

2. Does the date of loss occur on a date when the policy was in effect?

Yes

3. There are two people covered on the policy. Is either one of them a claimant on the claim?

Yes, both are. Ray Newton is the insured and a claimant for the Collision exposure and Stan Newton is an additional insured/covered party and a claimant for Medical Payments.

4. Which of the following best describes the cause of the loss?

- a) Collision with a stationary object
- b) Collision with a pedestrian
- c) *Collision with motor vehicle*

5. How many exposures does the claim have?

Four

6. The first exposure is associated with the claimant Ray Newton and collision coverage. What is the incident associated with this exposure?

1997 Saturn SL

7. On this claim, which open activity has the earliest due date?

The activity to determine the fault rating. There is also a general reminder that does not have a due date.

8. How many documents are associated with the claim?

Five

9. According to the notes, which party believes it is at fault, the insured driver or the third-party claimant?

Neither party believes they are at fault. Both stated they had a green light.

10. How much money is being reserved for payments that might need to be made on the claim?

\$16,400

11. What is the total amount of money that has been paid so far on the claim?

\$2000

12. To which user has the claim been assigned? Which group?

Andy Applegate, in group Auto1 - TeamA

13. Have exposures on this claim been assigned to multiple users? If so, who?

Yes. Andy Applegate and Carla Levitt.