

## Lesson 4    **Constraining Payments – Financial Holds**

### 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>.

### 4.1    **Exercise: Unverified policy**



#### **Activity**

In this exercise, you change a coverage on a policy and test the results of the change.

1.    **Log in to ClaimCenter as Sam TudentXX (user: studentXX, password: gw).**
2.    **Open the Kevin SmithXX claim.**
3.    **Are there any exposures that cannot be paid?**
4.    **How do you know?**
5.    **What can you do that would cause the policy to become unverified?**
6.    **Change the deductible for collision coverage on the Honda Civic to \$300.00.**
7.    **Is the policy still verified?**
8.    **How do you know?**
9.    **Create a check to Michael CashmanXX for 3rd Party Vehicle - Claim Cost / Auto body for \$200.**
10. **What happened?**

11. Create a check to Mr. CashmanXX for 3rd Party Vehicle - Expense A&O Vehicle Inspection for \$200.

12. What happened?

13. Refresh the policy to remove the unverified policy condition.

## 4.2 Solution: Unverified policy



### Solution

1. Log in to ClaimCenter as Sam TudentXX (user: studentXX, password: gw).

2. Open the Kevin SmithXX claim.

3. Are there any exposures that cannot be paid?

*No*

4. How do you know?

*Run Actions → Validate Claim + Exposures → Ability to pay*

5. What can you do that would cause the policy to become unverified?

*Change anything on the existing policy.*

6. Change the deductible for collision coverage on the Honda Civic to \$300.00.

7. Is the policy still verified?

*No*

8. How do you know?

*The Verified Policy field on the Other group on the Policy: General screen.*

9. Create a check to Michael CashmanXX for 3rd Party Vehicle - Claim Cost / Auto body for \$200.

10. What happened?

*The check was rejected because of the unverified policy.*

11. Create a check to Mr. CashmanXX for 3rd Party Vehicle - Expense A&O Vehicle Inspection for \$200.

12. What happened?

*There is a warning that this policy is unverified, but it allowed me to create the check.*

13. Refresh the policy to remove the unverified policy condition.



### 4.3 Exercise: Coverage in Question

#### Activity

1. List some items that would cause a claim to move to Coverage in Question.
2. Change the Date of Loss to a date that is outside of the coverage effective dates.
3. Did that cause Coverage in Question?
4. If so, how could you tell (name two ways)?
5. What restrictions are in place because of the Coverage in Question condition?
6. What are two other conditions that cause Financial Holds to be enforced?
7. Reset the Loss Date to a date within the policy effective dates.
8. Did that change remove the Coverage in Question? Why or why not?
9. Log in as Shelley UpervisorXX (user: supervisorXX, password: gw) and reset the Coverage in Question.
10. Log in as Sam TudentXX (user: studentXX, password: gw) and refresh the policy.
11. Make sure that the Policy is now verified and that the Coverage in Question is No.

### 4.4 Solution: Coverage in Question



#### Solution

1. List some items that would cause a claim to move to Coverage in Question.

*Loss date before the policy's effective date*

*Loss date after the policy's expiration date*

*Status on the policy is anything other than In Force or Archived*

**2. Change the Date of Loss to a date that is outside of the coverage effective dates.**

**3. Did that cause Coverage in Question?**

*Yes*

**4. If so, how could you tell (name two ways)?**

*Coverage in Question icon on the info bar and Coverage in Question field on the Claim Status screen.*

**5. What restrictions are in place because of the Coverage in Question condition?**

*No payment transactions are allowed against Cost types.*

**6. What are two other conditions that cause Financial Holds to be enforced?**

*Policy unverified, and Incident only.*

**7. Reset the Loss Date to a date within the policy effective dates.**

**8. Did that change remove the Coverage in Question? Why or why not?**

*No, because you must have the privilege to make that change (need to be a supervisor).*

**9. Log in as supervisorXX and reset the Coverage in Question.**

**10. Log in as studentXX and refresh the policy.**

**11. Make sure that the Policy is now verified and that the Coverage in Question is No.**