# Lesson 8    Adjudication

## 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.

## 8.1    Exercise: Add an incident to a claim

**Activity**

In this exercise, you add an incident to an existing claim. The claim you will use is the Kevin Smith claim that involved the two-vehicle accident.

1. **Log on to ClaimCenter as student** *XX* **with a password of "gw".**
2. **Use the following transcript of a recent call from Kevin Smith to add an incident to the accident claim. This is not the windshield claim.**

### Transcript

Hello. My name is Kevin Smith*XX*. My policy number is 123456-*XX*. I reported an accident earlier today and need to add some information.

I told you that I was not injured in the accident but after I got home, I started getting a major headache. It became bad enough that I went to the Doctor and she found that I have a concussion.

I have an appointment with a specialist tomorrow to see how bad it is.

## 8.2    Solution: Add an incident to a claim

**Solution**

2. **Use the following transcript of a recent call from Kevin Smith to add an incident to the claim.**
   a) Open the claim.
   b) Edit the Loss Details

c) Add an Injury for Kevin Smith.

## Loss Details — Edit

### Details

**Loss Details**

| | |
|---|---|
| Description | I was trying to make it through a yellow light, but I couldn't. I hit the brakes, but there was oil on the road. I skidded into the intersection and hit a car traveling |
| Loss Cause | Collision with motor vehicle |
| Fault Rating | |
| Catastrophe | |
| Weather | |
| In Course of Employment? | |
| Date of Loss | 08/19/2018 12:01 AM |

### Injuries — Add

| | Name | Severity | Description |
|---|---|---|---|
| ☐ | Michael Cashman | Minor | Minor concussion |

## Injury Incident   [Return to Loss Details]

**Injury Details**

| | | |
|---|---|---|
| Injured Person | * | Kevin Smith99 |
| Loss Party | * | Insured's loss |
| Severity | | Moderate |
| Describe Injuries | | Concussion |
| General Injury Type | | Specific injury |
| Detailed Injury Type | | Concussion |

**Body Parts**   [Add]   [Remove]   |   [Make First]

| | Area of Body* | Body Part* | Body Part Description | Side | PPD Percentage |
|---|---|---|---|---|---|
| ☐ | Head | Brain | | | % |

---

**Vehicles**   [Add]   [Remove]

| | Make | Model | Plate | State | Loss Party | Driver |
|---|---|---|---|---|---|---|
| ☐ | Ford | Fiesta | 223RFT | Michigan | Third-party liability | Michael Cashman |
| ☐ | Honda | Civic | 1JXZ199 | Illinois | Insured's loss | Kevin Smith99 |

**Properties**   [Add]   [Remove]

| | Address | City | State |
|---|---|---|---|
| | No data to display | | |

**Injuries**   [Add]   [Remove]

| | Name | Severity | Description |
|---|---|---|---|
| ☐ | Michael Cashman | Minor | Minor concussion |
| ☐ | Kevin Smith99 | Moderate | Concussion |

## 8.3    Exercise: Add exposures to a claim

**Activity**

In this exercise, you will create the exposures for the Kevin Smith*XX* claim.

1. **As student*XX*, log on to ClaimCenter. Navigate to the Kevin Smith*XX* accident claim. Manually create the exposures for the claim. To help you determine what exposures are needed, the transcript from the First Notice of Loss and the follow-up call have been copied below.**

When it comes to selecting the correct coverage, keep the following definitions of coverages in mind:

- o Collision covers losses to the insured's vehicle due to an accident (such as hitting another vehicle).
- o Medical Payments covers injuries to any driver covered on the policy and to any passenger in a covered vehicle.
- o Liability – Bodily Injury and Property Damage covers damage the insured does to a third party or something owned by a third party.

Note: You may not be using all these coverages in your exercise.

## Initial transcript

Hello. My name is Kevin Smith*XX*. My policy number is 123456-*XX*. I was involved in an accident yesterday and I want to report it.

You want to confirm my contact information? I live at 1024 Glenwood Avenue in Waukegan, Illinois. It's probably best to call me on my home phone. It's (312) 336-6210. Yes, I should be the person you contact for questions about this claim. The accident involves my Honda Civic.

The accident occurred at the intersection of McAree Road and Grand Avenue in Waukegan, Illinois. I was driving my Honda Civic on Grand Avenue traveling north. I was trying to make it through a yellow light, but I couldn't. I hit the brakes, but there was oil on the road. I skidded into the intersection and hit a car traveling west on McAree.

The other vehicle was a 2002 Ford Fiesta with a Michigan license plate of 223RFT. It was driven by Michael Cashman*XX*. He lives at 713 Leith Avenue, Waukegan, Illinois, 60087. His cell phone number is (312) 343-2909.

The left side of the other car is fairly smashed up, including damage to the driver-side door.

Mr. Cashman*XX* also hit his head against the steering wheel. He was taken to the hospital and diagnosed with a minor concussion.

Yes, my car will need servicing by an auto body repair shop, but I'm not sure which shop I'll be taking it to. I will let you know later. I don't need any services right now.

## Follow-up transcript

Hello. My name is Kevin Smith*XX*. My policy number is 123456-*XX*. I reported an accident earlier today and need to add some information.

I told you that I was not injured in the accident but after I got home, I started getting a major headache. It became bad enough that I went to the Doctor, and she found that I have a concussion.

I have an appointment with a specialist tomorrow to see how bad it is.

2. **If you see a message about the Fault Rating not yet being entered, the accident was Mr. Smith's fault, so set the fault rating before you create the exposures.**

3. **When you have completed the exposures, review them in the exposure list. Your exposures should look like the ones listed below. Your exposures may appear in a different order and have a different *XX* suffix. But for each exposure, the Type, Coverage, and Claimant values should match those in the screenshot below.**

## Exposures

| | # | Type | Coverage | Claimant | Adjuster | Status | Rema |
|---|---|---|---|---|---|---|---|
| ☐ | 1 | Vehicle | Collision | Kevin Smith99 | Sam Tudent99 | Open | |
| ☐ | 2 | Vehicle | Liability - Bodily Injury and Property Damage | Michael Cashman | Sam Tudent99 | Open | |
| ☐ | 3 | Bodily Injury | Liability - Bodily Injury and Property Damage | Michael Cashman | Sam Tudent99 | Open | |
| ☐ | 4 | Med Pay | Medical Payments | Kevin Smith99 | Sam Tudent99 | Open | |

*All claimants* ▼

When each exposure was created, ClaimCenter executed exposure workplan rules. Review the claim's workplan.

4. **For each exposure, identify the activities that were created.**

   a) Damage to Kevin Smith*XX*'s vehicle:

   b) Damage to Michael Cashman*XX*'s vehicle:

   c) MichaelCashman*XX*'s concussion:

# 8.4 Solution: Add exposures to a claim

## Solution

1. **As student*XX*, log on to ClaimCenter. Navigate to the Kevin Smith*XX* accident claim. Manually create the exposures for the claim. To help you determine what exposures are needed, the transcript from the First Notice of Loss and the follow-up call have been copied below.**

2. **If you see a message about the Fault Rating not yet being entered, the accident was Mr. Smith's fault, so set the fault rating before you create the exposures.**

**Loss Details**

**Details**

**Loss Details**

| | |
|---|---|
| Description | I was driving my Honda Civic on Grand Avenue traveling north. I was trying to make it through a yellow light, but I wasn't able to. I hit the brakes, but there was oil on the road. I skidded into the |
| Loss Cause | * Collision with motor vehicle |
| Fault Rating | Insured at fault |
| Insured's Liability % | % |
| Catastrophe | <none> |
| Weather | <none> |

3. **When you have completed the exposures, review them in the exposure list. Your exposures should look like the ones listed below. Your exposures may appear in a different order and have a different *XX* suffix. But for each exposure, the Type, Coverage, and Claimant values should match those in the screenshot below.**

# New Exposure - Vehicle

**Exposure**

| | |
|---|---|
| Loss Party | Third-party liability |
| Primary Coverage | Liability - Bodily Injury and Property Damage |
| Coverage Subtype | Liability - Vehicle Damage |
| Coverage | Policy Level Coverage (Liability - Bodily Injury and Property Damage) ▾ |

**Claimant**

| | |
|---|---|
| Claimant | * Michael Cashman ▾ ▾ |
| Type | * Driver of other vehicle ▾ |
| Contact Prohibited? | ○ Yes ● No |
| Primary Phone | 312-343-2909 |
| Address | 713 Leith Avenue, Waukegan, IL 60087 |

**Incident Overview**

| | |
|---|---|
| Vehicle | * 2002 Ford Fiesta (223RFT / Michigan) ▾ ▾ |
| Driver | Michael Cashman |
| Description | Left side is fairly smashed up, including damage to the driver-side door. |

# New Exposure - Bodily Injury

**Exposure**

| | |
|---|---|
| Loss Party | Third-party liability |
| Primary Coverage | Liability - Bodily Injury and Property Damage |
| Coverage Subtype | Liability - Bodily Injury |
| Coverage | Policy Level Coverage (Liability - Bodily Injury and Property Damage) ▾ |

**Claimant**

| | |
|---|---|
| Claimant * | Michael Cashman ▾ |
| Type * | Driver of other vehicle ▾ |
| Contact Prohibited? | ○ Yes  ● No |
| Primary Phone | 312-343-2909 |
| Address | 713 Leith Avenue, Waukegan, IL 60087 |
| Alternate Contact | <none> ▾ |

**Injury Incident Overview**

| | |
|---|---|
| Injury * | Michael Cashman, Minor Concussion ▾ |
| Injured Person | Michael Cashman |
| Severity | Minor |
| Description | Minor concussion |

**New Exposure - Med Pay**

**Exposure**

| | |
|---|---|
| Loss Party | Insured's loss |
| Primary Coverage | Medical Payments |
| Coverage Subtype | Medical Payments |
| Coverage | Policy Level Coverage (Medical Payments) ▼ |

**Claimant**

| | |
|---|---|
| Claimant | * Kevin Smith99 ▼ [▼] |
| Type | * Insured ▼ |
| Contact Prohibited? | ○ Yes ● No |
| Primary Phone | 312-336-6210 |
| Address | 1024 Glenwood Avenue, Waukegan, IL 60085 |
| Alternate Contact | <none> ▼ [▼] |

**Injury Incident Overview**

| | |
|---|---|
| Injury | * Kevin Smith99, Moderate Concussion ▼ [▼] |
| Injured Person | Kevin Smith99 |
| Severity | Moderate |
| Description | Concussion |



## Exposures

| | # ⇕ | Type ⇕ | Coverage ⇕ | Claimant | Adjuster ⇕ | Status ⇕ |
|---|---|---|---|---|---|---|
| ☐ | 1 | Vehicle | Collision | Kevin Smith99 | Sam Tudent99 | Open |
| ☐ | 2 | Vehicle | Liability - Bodily Injury and Property Damage | Michael Cashman | Sam Tudent99 | Open |
| ☐ | 3 | Bodily Injury | Liability - Bodily Injury and Property Damage | Michael Cashman | Sam Tudent99 | Open |
| ☐ | 4 | Med Pay | Medical Payments | Kevin Smith99 | Sam Tudent99 | Open |

All claimants ▼

4. **For each exposure, identify the activities that were created.**

a) Damage to Kevin Smith*XX*'s vehicle:

*Get vehicle inspected*

b) Damage to Michael Cashman*XX*'s vehicle:

*Make initial contact with claimant and Get vehicle inspected*

c) MichaelCashman*XX*'s concussion:

# 8.5    Exercise: Adding reserves

**Activity**

In this exercise, you modify the reserves for the Kevin Smith*XX* claim that you have been using (the claim with two vehicles and two injuries).

1.  **ClaimCenter has already added initial reserves for the exposures during exposure set-up. For each reserve line, identify the exposure, cost type, cost category, and amount of remaining reserves.**

| Reserve Line | Exposure # | Cost Type | Cost Category | Remaining Reserves |
|---|---|---|---|---|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |

2.  **Create a new reserve line for the exposure covering the injury to Michael Cashman*XX*. This reserve line is to indemnify Michael Cashman*XX*. Set the reserve amount to $2000.**

3.  **Create a new reserve line for the exposure covering the injury to Michael Cashman*XX*. This reserve line is for expenses incurred by Succeed Insurance in obtaining medical reports about his injury. Set the amount to $400. (You can use the "Other" expense category.) Click Save after adding this reserve line.**

4.  **You just received a memo stating that the cost of processing medical reports has just increased. Increase the reserve line you just created so that it has $750.**

When you are done, review the reserve lines for the claim (financials summary). They should look like this (some columns hidden to allow enough space to fit on the page):