AmTrust
FINANCIAL

Claims Access at AmTrust *Online* – Producer View Level

By logging onto AmTrust *Online* you can access a wide variety of useful claims information.

Leading Writer
of Workers' Compensation insurance in the U.S.

Real-time Access
to claims data and reports

Online Claims Reporting
for workers' comp with immediate claim number assignment

877.528.7878
www.amtrustfinancial.com

To log in
Visit https://anaclaimslite.amtrustgroup.com/login_aclp.aspx, and sign in using your established credentials.

Accessing the menu of Claims View Options

For combined information on all policies registered to your access:

1. Log in, click on "Apply" next to the program name and the claims menu options will display on the left side in the screen.

For information on individual policies registered to your access:

1. Log in, click on "Apply" next to the program name. At the Claims menu screen, click on "Insured/Policy Search."

2. Enter the policy name or number and click on "Search."
   - **Note:** If you enter the insured's policy number, do not include the sequence number (i.e., "-01").

3. Select the policies on which you want to capture information.

4. In the lower right of your screen next to "Add Policies to New Filter Name," enter the name of the insured exactly as it appears in the insured name box. After clicking "Save," you will see "Applied Filter" with the name of the insured. You are now in that policy's data, and all reports that you choose in the claims menu will pull data only for that policy. For a new search, click on "Change Filter," then "Apply" next to the program name. Start the search following the instructions above.

Types of claims information and reports available

Once at the menu of options, you will be able to perform the following:

- **Search for and view individual claims:** Click on "Claim Search." At the next screen, enter the claimant's information and click "Search."
  - **Note:** When searching by claim number, enter the base claim number without the sequence number (i.e., "-1".) The applicable claim will appear at the bottom of the screen with the claim number, claimant name, loss date, open-close status, policy number and incurred dollar value. Click on "View" for the claim financial summary screen to view claim options including a plan of action, payment, reserve transactions and non-private adjuster notes.

- **Search for recent losses:** Click on "Recent Losses" to see a list of all claims set up on your account in the last 60 days. Click on "View" for the claim financial summary screen to view claim options including a plan of action, checks issued, reserve transactions and notes.

- **Loss run:** Click on either "CPP Loss Run Report" for non-Workers' Compensation policies or "WC Loss Run Report" for Workers' Compensation policies. Choose the various sort options (i.e., open/closed, $$ threshold and grouping/sorting). For reporting, click "Generate" to create a PDF report or "Export to Excel" to download in Excel.

- **Loss summary report:** This is a snapshot of total claims counts and claims financials by policy. Click on "Loss Summary Report," choose your Group By and Sort By options, and run as a PDF or Excel.

- **Incurred changes summary report:** This is a list of incurred changes on claims. Click on "Incurred Changes Summary," then enter the period of time for the changes and scroll down to download the report as a PDF or in Excel.
  - **Note:** No sorting options are available on the PDF version of this report.

- **Loss charts and analysis (loss stratification by category):** Click on "CPP" or "WC Loss Charts and Analysis." To get a PDF report or download into Excel, click on "Generate."

- **WC loss summary by location report:** This will work only on insureds that are PEOs. It will display a one-line loss and claims financial summary for each PEO client location on the policy.

- **Payment transactions report:** This is a list of payment details on claims. Click on "Payment Transactions Report" and enter the period of time for the payments, then select checks, bulk bills, or bulk bills and checks. Click on "Generate" to download the report in a PDF or Excel format.
  - **Note:** No sorting options are available on the PDF version of this report.

- **Recovery transactions report:** This is a list of claims with any type of recovery. Click on "Recovery Transactions Report" and then enter the period of time for the transaction. Click on "Generate" to download the report in a PDF or Excel format.
  - **Note:** No sorting options are available on the PDF version of this report.

- **Reserve transactions report:** This is a list of detailed reserve changes on claims. Click on "Reserve Transactions Report" and then enter the period of time to view changes. Click on "Generate" to download the report in a PDF or Excel format.
  - **Note:** No sorting options are available on the PDF version of this report.

To report a new claim (Insureds only)

After logging in, click "View" next to the policy for which you wish to enter a claim to bring up the policy detail screen. Then:

1. Click on "First Reports" in the upper-left corner.
2. Click on "Add" to take you to the "New First Report of Injury" screen.
3. Click on "Use Web Form" to enter all the detailed information about the injury/injured worker.

Helpful hints when entering a new claim online

- Time Employee Began Work and Time of Occurrence must be entered in military time. Enter the hours in the first box and the minutes in the second box.

- All dates must be entered as two-digit day, two-digit month and four-digit year, (i.e., xx/xx/xxxx)

- For PEOs, in the "Location Address" box, please include the PEO client name and the address of the applicable PEO client location. If there is a location code/number, specify it in the "Location #" box.

- If during the entry of a claim you must exit the application, click on "Save as Draft." You may return to it later by going back into "First Reports" and clicking on "In Progress."

After entering all of the data, click on "Submit." The report will channel into our intake center to be set up and assigned to a claims adjuster. The "First Reports Screen" will list the claims number for the report just entered. To finish, click on "Return to Listing."