

Claims Information and Reports in iBIS Agency Services

Want to make sure you are aware of large loss activity, claims filed directly to the company by your clients, or find information on existing claims? No problem. We have claims reports and functions within our iBIS Agency Services portal that can assist you.

Claims Transaction Report: This report displays all claims transactions that were processed each day, such as when a claim is opened or closed, when a payment is made, or when a reserve is changed. This report also indicates when there is a loss of more than \$100,000 or if a claim has a fatality. This report can be found under the Reports tab by navigating to Transaction Reports>Claims Transaction Report.

Loss Notification Alert: This e-mail notification will inform you whenever a particular loss has a fatality and/or has reached a payment threshold of \$100,000 (including a combination of all reserves and payments). You can subscribe from the Administration tab by navigating to Profile Information>Personal Profile.

New Claim Report: This report is updated throughout the day and displays any new claims submitted by your agency or by your clients. It includes initial claim information such as the claim number, adjuster name, and loss reserve. This report can be found under the Reports tab by selecting New Claim Report.

Agency Loss History Detail: This report provides year-to-date incurred loss activity for your agency. This report can be found under the Reports tab by selecting On Demand Reports. Please note, only users with management report access can view this.

Claims Inquiry: This search function provides detailed claim information, payment history, and any included adjuster notes. This can be found from the Services tab by navigating to Claims>Search Claims Inquiry/Notice of Loss.

Claims Download: If your agency is set up to receive claims downloads, this function would send daily updated claim information directly to your agency management system. To see if your management system is eligible to receive these, go to Resources>Automation Services>Download Services>Agency Management Systems.

While these options we have highlighted are focused on claims, we also have many other reports to assist you with finding the information you need related to policy and billing transactions.

If you have any questions or trouble accessing any of these functions, please contact Automation Support at 800-234-1133, ext. 3000, or email agencyservices@fmins.com.