

PROVIDER WEB CLAIMS



10/25/2013 11AU092

Web Claims Application

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OVERVIEW

- Allstate Roadside Services Online Claims System enables you to process your claims electronically, view claims submitted and look at claims processed.
- To access the Web Claims application, copy the below link into your windows browser and then save it to your favorites for faster start up.

Link to the ARS Website: https://www.arsnetwork.allstate.com

 Please note that before you begin the Signup process please have your (USA) Federal Tax ID / (Canada) Business Identification Number handy (or (USA) Social Security Number/ (CANADA) Social Insurance Number for sole Proprietor providers)

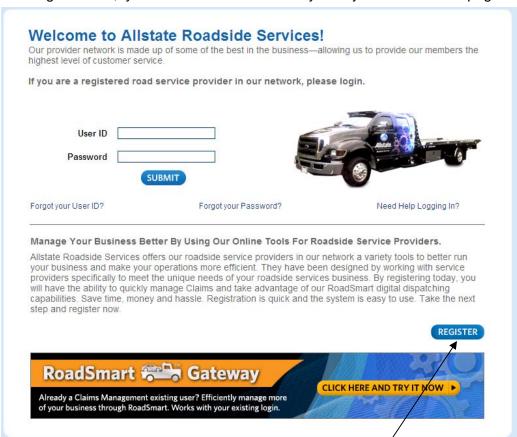
LOGIN AND REGISTRATION

Overview

In order to register as a Provider in the Web Claims application, the **owner** must first obtain a User ID and password. If an **owner** has multiple Provider IDs, they must first register under one Provider ID and then they can link to other Provider IDs.

We ask that the owner of the business be present at the time of the initial log in to verify the information being submitted, please remember that the first person to register to a Provider ID will have the **owner** level access and as such has the capability to change their own information or register other users and to grant access to specific levels of security within the website once other users have obtained a User ID and password.

The following is the login screen, you will see this screen every time you load the web page.



On your first visit to the website, click on the **Not Registered Yet** link, we ask that the owner of the business be the first to register, please have your(USA) Federal Tax ID / (CANADA) Business Identification Number handy as it will be necessary for registration.

Setting up the OWNER registration

The first user to register to the Web Claims application will be given **OWNER** access. Be sure the designated **owner** is the first to register.

(TAM Screen) **Create Account** Please provide the following information: Fields marked with * are required. First Name: Middle Initial: Last Name: Email Address: Please confirm your email address: Please choose a User ID and Password: User ID: Your User ID is case sensitive, must be 6 to 10. characters long. No special characters Must be 6 to 10 characters long. Must include at least one uppercase and one lowercase letter and at least one digit between 0 to 9. Please confirm Passw Please select and answer your Password Challeng Challenge Question: Pl ease Choose a Challenge Ouestion Challenge Response: his is used to verify your identity in the event ou forget your password Please enter the word shown in the box pelo This is used to prevent automated registrations

Note: Please choose a Password and Challenge question that will be easily remembered.

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istration information provided above will be held by Allstate Enterprises LLC (Allstate), 51 W. Higgins Rd.

Allstate entities to authorize your access to SSO enabled sites (wherever located, worldwide) that they may to visit. The information may also be used by this and other SSO enabled sites to allow you to customize

either through the optional placement of a "cookie" on your hard drive or through similar means. The use of the

urposes will be disclosed to you through, and is subject to, Terms of Use or other legal notices provided. On laws of the United States and the countries where other Allstate sites are located may not provide a level of

cy equivalent to that provided for in your country, Allstate will take appropriate measures to ensure that the SSO

you provide is protected against unauthorized or unlawful access or disclosure. By clicking "Submit" below, you

he United States. The information will be used to authorize your access to this and other SSO enabled sites

Please Fill out the entire form, The User ID is can be anything you would like an example of an ID could be FranksTow. Please use a password that will be easy to remember and a Security Question and Answer that is also easy to remember, again please make sure that the **OWNER** is the first ID created, as the first person to log in is set up as the owner and they have the ability to give subsequent user rights and access to company information.

SUBMIT CANCEL

By clicking "Submit", you indicate that you agree to the terms below

inderstand and consent to the above

The Single Sign On ("SSO") r

South Barrington, IL 60010,

and may be shared with oth

operate and that you choose certain aspects of the site.

information for any other

Although the data prote

data protection and pri

acknowledge that you

Home

Once the above screen is filled in completely, you may hit the SUBMIT to proceed to the following screen



Please remember this is the Tax ID used on your application and must match

This is the final screen to complete for registration, again please fill in all the information, remember the provider ID is the ID that you received with your welcome packet, the first 2 digits are the State/Province abbreviation where the business resides in and the next seven digits are the unique identifier supplied by ARS.

Also remember that the TIN/BIN/SSN/SIN is the tax ID that you used on your application, either the companies (USA) Federal Tax ID/ (CANADA) Business Identification Number or the Owners (USA) Social Security Number / (CANADA) Social Insurance Number if the owner is a sole proprietor, remember this Tax ID needs to match the one used on the original application.

Once completed you can just hit the REGISTER key to complete the process

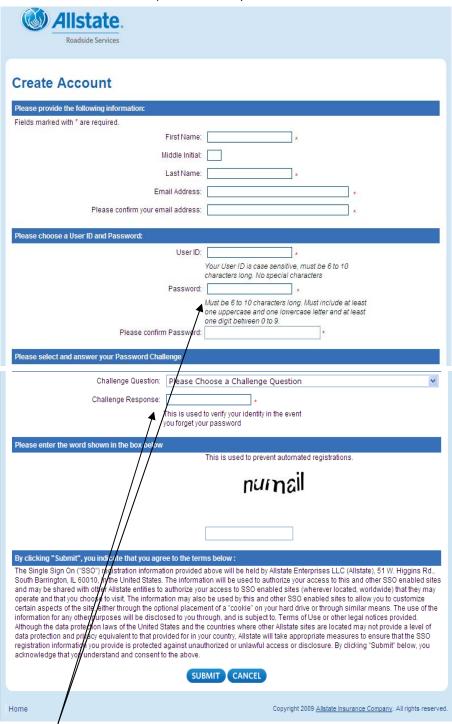
CONGRATULATIONS, you have successfully created the master ID for the WEB application for your business, you may now begin processing your claims on-line using your Provider ID and Password, If you wish to now assign the processing task to another user (bookkeeper, office manager), please go to the next page to "Setting up Secondary User"

Thank You

Setting up Secondary Users

The screen to set up all subsequent users is the same as the screen for the Owner, unlike the owner though, the users will be given rights and access granted by the owner through the '<u>User Maintenance Screen</u>" (Page) the owner may have the Secondary users log in using the same log in screen above and choosing the "Not registered yet" button, Remember that the owner needs to complete his registration prior to any secondary user to ensure that the secondary users <u>do not</u> become the owner.

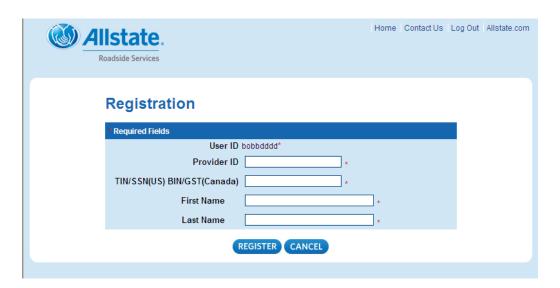
(TAM Screen)



Note: Please choose a Password and Challenge question that will be easily remembered.

The secondary user will Fill out the entire form, The User ID is can be anything the additional user would like but not the same as the owner an example of an ID could be FranksBookkeeper. The secondary users will be allowed to use their own unique password and should use something that will be easy to remember and a Security Question and Answer that is also easy to remember, again please make sure that the <u>OWNER</u> has completed their registration prior to any secondary users trying to add their ID's, the owner and has the ability to give subsequent user rights and access to the companies information and modify items that the owner may want to keep private.

Once the above screen is filled in completely, you may hit the SUBMIT to proceed to the following screen

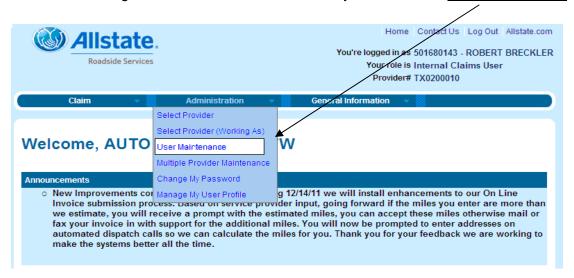


In the case of secondary users, they will **not** be required to fill in this screen, instead they can just hit the CANCEL button, the TAM screen is the only screen necessary for the additional users to fill out, the rest will be done by the owner through the "**User Maintenance**" below.

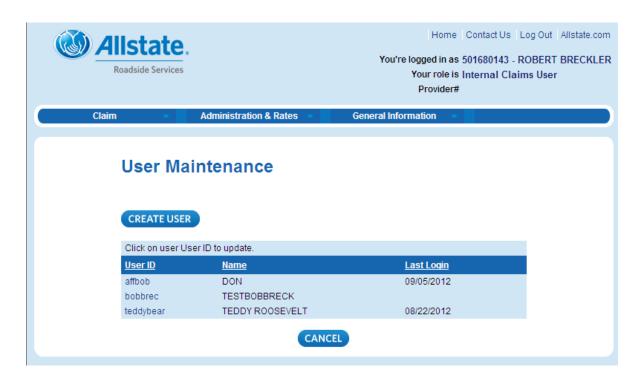
CONGRATULATIONS, you have successfully added a secondary user. To complete the process that will allow the secondary users to access to the WEB site it will be necessary for the owner to go in through their ID in the "User Maintenance" process and grant the additional users their access and rights (See Pg 9), once that security has been granted by the owner, the secondary user(s) if granted may now begin using the WEB as designated by the owner.

User Maintenance

From the Welcome Page under the "Administration" Tab you will find the <u>User Maintenance</u> section



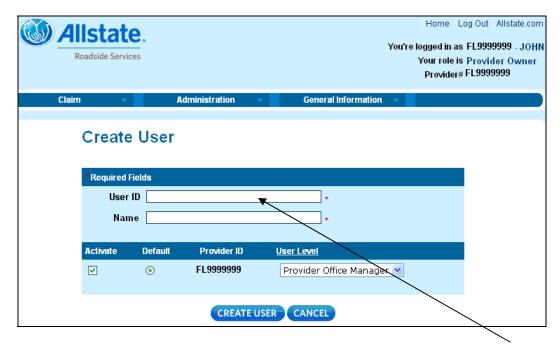
If you click on "User Maintenance" the following screen will appear



- The following screen is available to the owner (office manager) to review all of the User IDs that have been assigned to the owner's company.
- If the owner (office manager) wants to **Create** another user, they can click on **CREATE USER** (pg 9).
- If the owner or office manager wants to <u>Update</u> a user, they can click on the User ID that needs to be updated and go directly to the "Update User" screen (pg 11).
- To exit the User Maintenance screen, click on CANCEL to return to the Welcome Page.

Create User

- The following screen can be used by owners and office managers to grant access for additional users in the Web Claims application.
- After the user has gone through the process of "Setting up a Secondary User" (pg 6) they will follow the process below so that the owner can now grant access and security levels to the new ID(s).



In this screen, the owner will add the user ID (Created by the secondary user) into the User ID box Then the Name should be entered First name Last name as entered by the secondary user (please note they need to match.

And example of that is as follows

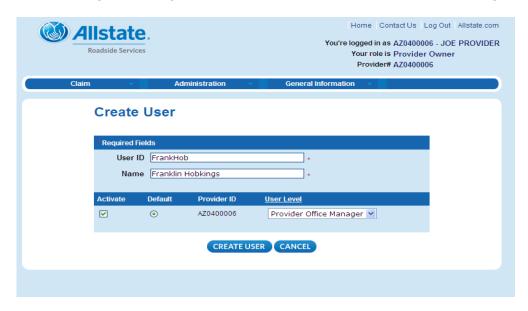


In the example above the secondary user choose a User ID of User ID: FrankHob

and has entered his name as

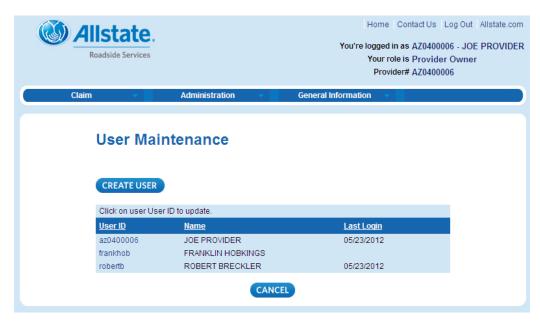
First Name: Franklin *
Last Name: Hobkings

So the owner when adding this through the "Create User" Screen will fill in the following as



And at this point the owner will add the security level he feels the user should have (See pg 12)

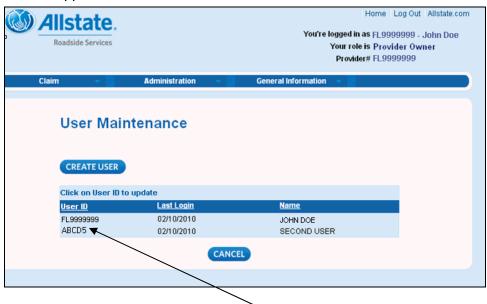
Once this has been done the Owner can then hit the CREATE USER and will be given the "User Maintenance" Screen showing that the secondary user has now been added.



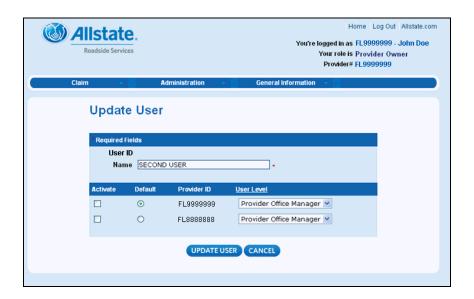
At this point Franklin Hobkings has now been added as a user and can now process on the WEB using The ID and password that they created through the TAM Screen

Update User

The following screen can be used by owners and office managers to update access for additional users in the Web Claims application.



From the User Maintenance Screen just Click on the ID you want to modify to get access to the Update screen below



To update access levels for an existing user:

- Click Activate next to the user's Provider ID(s) to either grant access or deny access
- Click **Default** to set a Provider ID as the user's default when they log in (used by providers with multiple locations to grant access to only one location or all)
- Select the appropriate User Level from the **User Level** drop down box.
- Click UPDATE USER to save the new user settings.
- Click CANCED to cancel the save and return to the User Maintenance screen.

User security access levels

Level 1: Owner

- User maintenance
- Provider maintenance
- Submit for claim payments
- View processed claim history
- View Payment Statements

Level 2: Office Manager

- Same access as Level 1: Owner

Level 3: Claims User

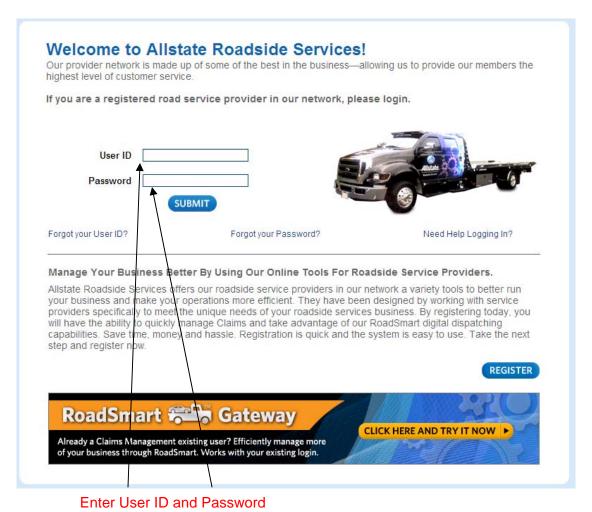
- View processed claim history
- Submit for claim payments
- View Payment Statements

Level 4: View Only

- View claim history
- View Payment Statements

Processing Login

When logging into the web site the following screen will appear for all users.

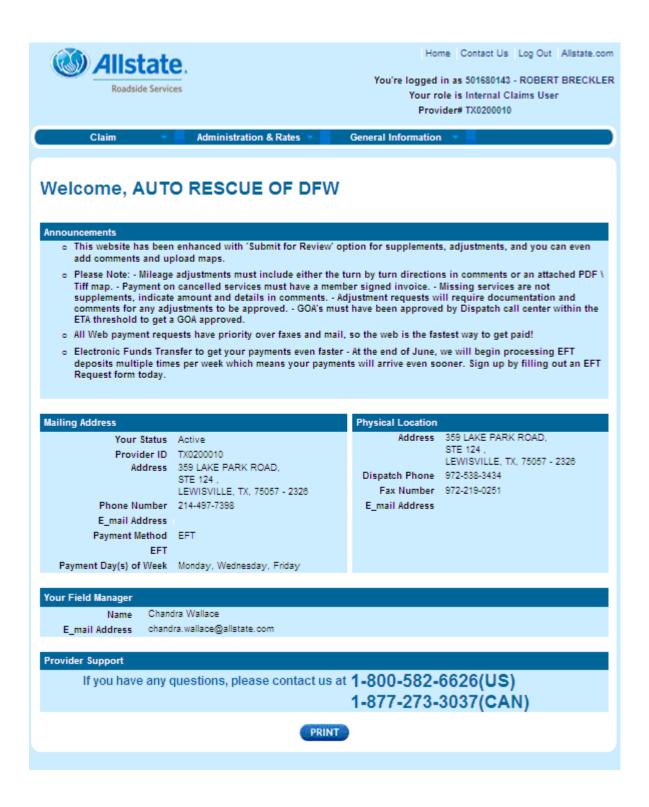


Once the ID and password are entered hit the SUBMIT key

If an error occurs during login, or you are unsure of your User ID, click Forgot your User ID? or if you've forgotten your password, click Forgot your Password? and provider the necessary information to get either your ID or Password E-Mailed to you

If an error occurs during the login process that is not User ID or Password related or you have exhausted your 3 attempts at logging in, please call **800-582-6626(US)** and follow the prompts to Network Support or **877-273-3037(CAN)** and following the prompts to the Network Support.

WELCOME PAGE



From the welcome page, you can navigate to the **Claim**, **Administration** or **General Information** section. You also see any important Announcements from Allstate Roadside Services.

Claims

This section allows you to do the following:

- Find Claims submit claims for payment or view processed claims.
- Payment Statements view payment statements.



Administration

From this screen you can:

- Select Provider change to a different Provider ID. This section only applies if you need to maintain multiple Provider IDs.
- User Maintenance grant or remove access for other employees of your company who should have access to the Web Claims application. It also allows you to update each user's info.
- Maintain Multiple Providers link multiple Provider IDs that you may have with ARS, unlink Provider IDs, or select a Provider ID as your default. This section only applies if you need to maintain multiple Provider IDs.
- Change password change your account password.
- Manage User Profile change your name, email address and/or password challenge question.



General Information

This screen provides:

- Terms and Conditions view ARS terms and conditions.
- Tools and Resources access information such as the FAQ, User Manual, Provider Handbook, EFT Request Form (US Only) and Provider Ticket. It also allows you to access links to other websites such as Service Provider Apply and Service Provider Training.



MULTIPLE PROVIDER ID MAINTENANCE

Overview

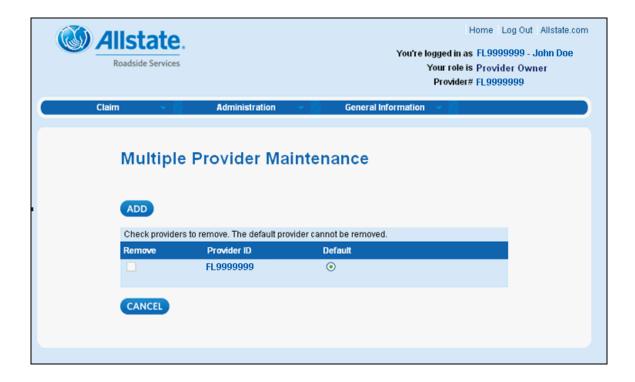
If an owner has multiple Provider IDs, you can use this screen to add or remove other Provider IDs, or set a default Provider ID that is displayed upon login.

Multiple Provider Maintenance Screen

- The following screen is used by an owner to manage other Provider IDs that are attached to the owner's initial Provider ID.
- Using this screen, you can change the default Provider ID. Click UPDATE to save the new default selection.

Remove a Provider ID

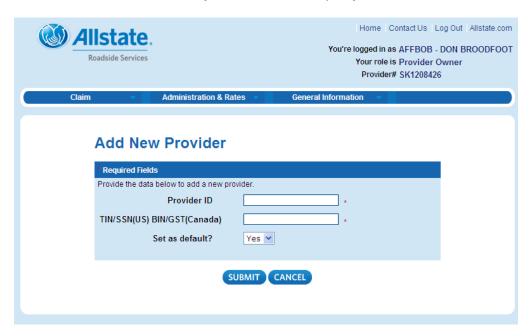
- To disable a Provider ID, click on **Remove**.
- The default Provider ID cannot be removed.
- Click **UPDATE** to remove the Provider.



Add a Provider ID

- To add a new Provider ID, click on ADD.
- Enter the Provider ID and (USA)TIN/SSN (Canada) BIN/SIN number.
- Choose whether to set the new Provider as the default or not.
- Click SUBMIT to complete the process.
- Click CANCEL to return to the Provider List Maintenance screen.

Note: A Provider ID can be attached to only one owner/company.



Please remember that the first 2 digits are the State/Province code and the next 7 are supplied by ARS, an example of that would be IL0000323 as the original office and a second office located in a different area with the number IL0000333.

To activate that new ID (IL0000333) you will need to add the ID IL0000333 and the (USA) Tax ID Number / (CANADA) Business Identification Number used for this office, remember that the (USA) Tax ID / (CANADA) Business ID needs to match the one used on the application

The last thing to set up would be the default setting, if you wish to keep IL0000323 as the main location just click on the dropdown and choose NO, if you would like to make IL0000333 the new default ID just choose Yes from the dropdown menu. Again setting the default only changed which provider comes up first when logging in to the web site.

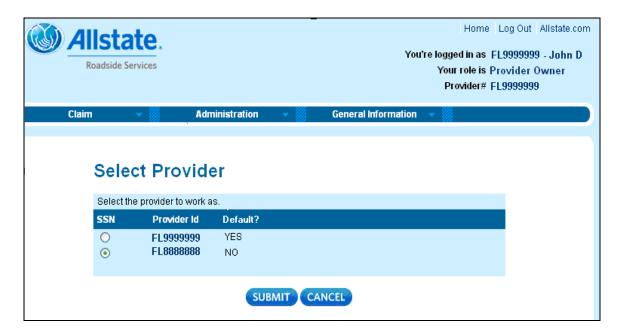
At this point you can just hit the SUBMIT key to continue

Selecting an ID for Multiple ID Providers

If an **owner** has more than one service Provider ID attached to his/her initial Provider ID, the user can toggle between the multiple providers by using the screen below. This will allow the user to manage more than one Provider ID with one User ID.

Select Provider Screen:

- Click **SUBMIT** to display the information of the Provider selected.
- Click CANCEL to return to the Welcome Page.



FINDING CLAIM(S) INFORMATION

Overview

Open claims can be submitted for payment and paid claims can be viewed. You can also view the payment history on claims.

Claims from 12/19/2009 to present are available in the Web Claims application.

Claim details can be printed directly from the Claim View page.

Find Claims

Claims can also be searched by the following:

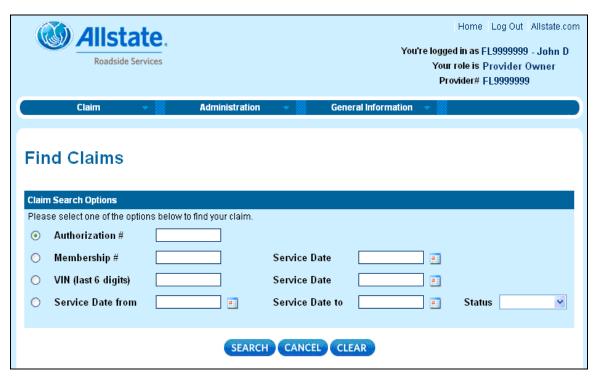
• Authorization # requires only the PO number



- To search by the last six digits of the VIN number and the Service Date (will only work with Certain memberships
- VIN (last 6 digits) Service Date
- "Service Date from" and "Service Date to" date range with status



- Enter the appropriate search criteria and click SEARCH to display the Claims List.
- If an input error is made in any field, click CLEAR and re-enter the information.
- Click CANCEL to return to the Welcome Page.



Claims List

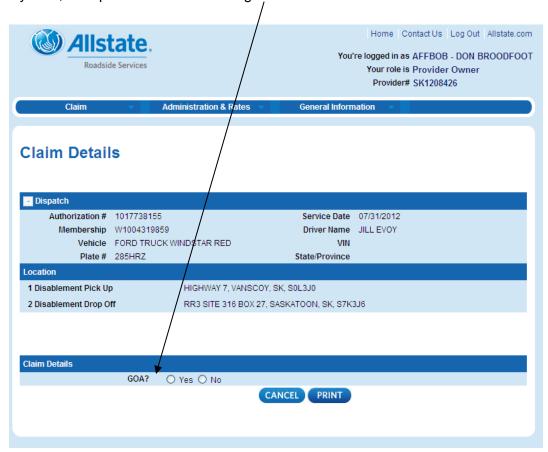
- The Claims List screen displays all the claims that fit the search criteria when using the "Membership",
 "VIN" or "Service Date from" search functions, PO' search will go directly to
- Submit Date indicates the date the claim is submitted for payment.
- Payment Date indicates the date the payment was prepared to be sent.
- Click on the **Authorization #** link to go to the "Claim Details" screen.
- There may be multiple pages of claims. You can view additional pages by clicking on **Next** in the bottom left hand corner of the page or click on the **page** drop-down box and select a particular page number.
- You can also select how many claims you would like to view per page by clicking on the Claims Per
 Page drop-down box and selecting the desired number.
- To return to the Find Claims screen, click on the BACK button.



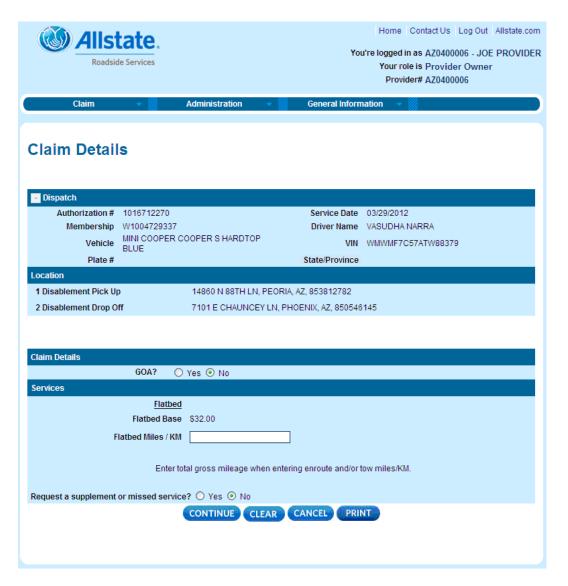
Claim Detail

Submitting a claim:

- If claim services are shown on the screen
 - The following screen displays when the claim(s) service is known.
 - The Provider answers whether the service is a GOA or not. If a GOA has already been indicated in the system, this question is not asked again.



Initial Claims Submission Screen

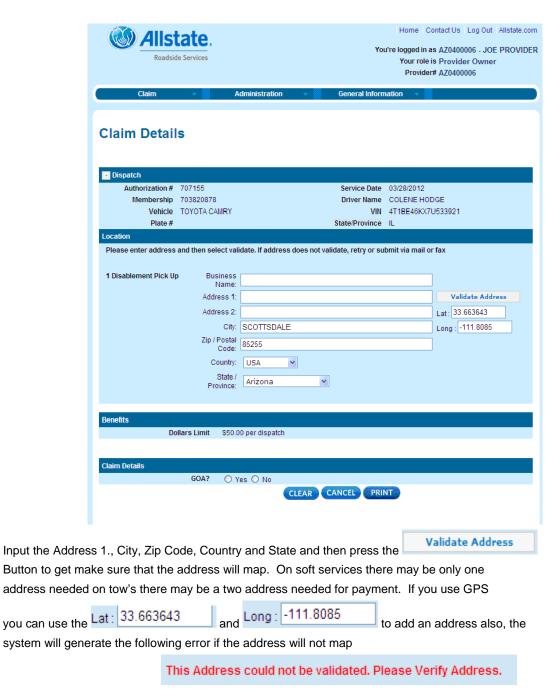


- The Provider is then shown the base for that service and allowed to input additional information.
- Please Enter GROSS MILES/KM, HOURS, ½ HOURS or LOCKS TO BE REKEYED,
 (with miles Include any Free Units or Free Miles)
- For fuel, you may be asked to enter either the number of Gallons/Liters or the actual cost of the fuel in dollars depending on the partner being serviced

If information is correct hit CONTINUE to proceed to the Confirm Claim screen.

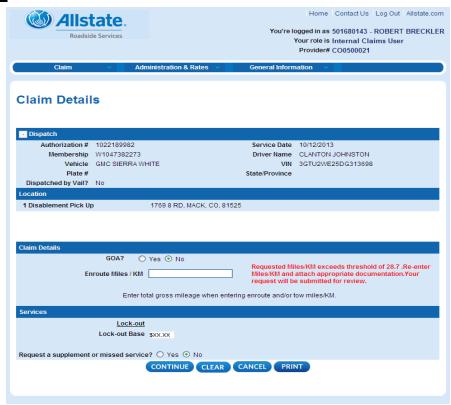
Missing Address(s)

If on initial payment of a claim the address(s) are missing you will need to update the record with the correct address and validate it before submitting for miles

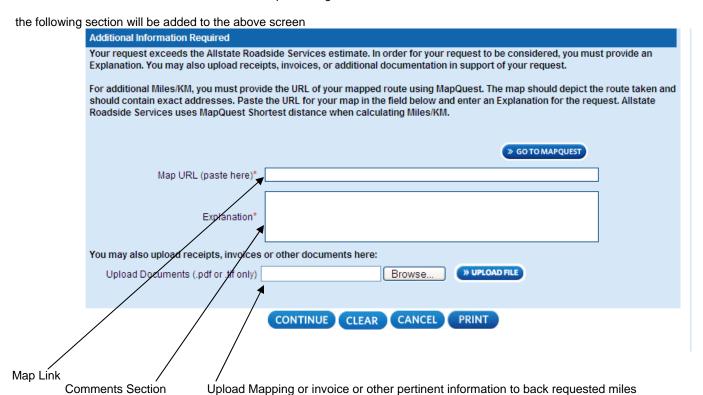


You will need to validate the location of the vehicle.

Mileage Adjustment

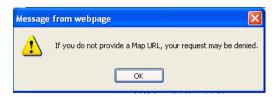


If the gross miles input is in excess of the estimated miles (MapQuest Maps), the system will produce the above notice explaining that the miles/Km's requested is in excess of estimated miles/Km's for this call. If the miles is in excess of the estimated, you can overwrite the estimate with the miles/Km's requested again.



<u>Please note</u>: all attached document need to be in a PDF or TIF format any other type of documents will not get uploaded also the mapping link needs to be a MapQuest link, if you are using something other than MapQuest please leave the URL box empty and past the link in the Explanation box.

If you leave the URL box blank you will receive the following Warning message



You can just click OK on this box and then the click on the CONTINUE to process the claim, this is just a warning message and will NOT stop the claim from being processed.

Remember though if you do not upload any link either through the Link Box, Comments box or upload scanned images of the mapping, any additional miles above the system estimate may be denied.

PDF/TIF Note: There are numerous free application available on the internet most notably Adobe's PDFLite that will allow you to convert other forms of document into a PDF file that you will the be able to upload into the Web Submission application.

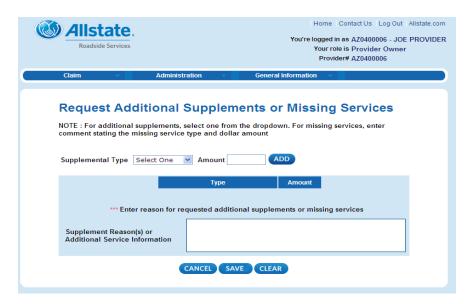
Adding for Missing Services

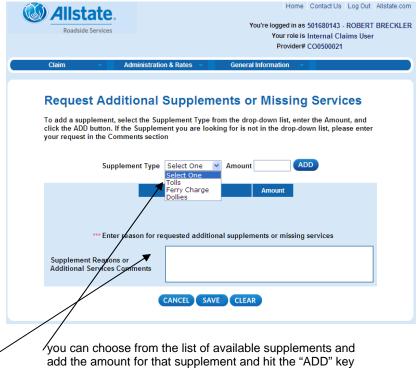
If you see that a service or supplement that was performed was missed at dispatch and need to include that service, you are now allowed to add a <u>request</u> for that additional service/supplement, please remember that as with any additional service/supplement you are required to call dispatch back at the time of the call and request the additional service/supplement



Click on the radio button "Request a Supplement or missed service?"

And you can now click on the "Add Claim Supplement" button to add your additional supplement/services

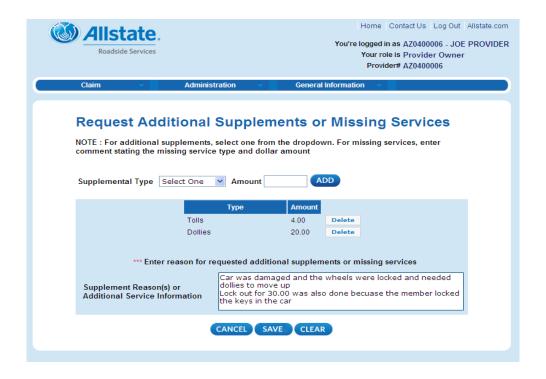




Or if your missing a Service (Jump start, Lock Out, Storage) you may add that in the comments section

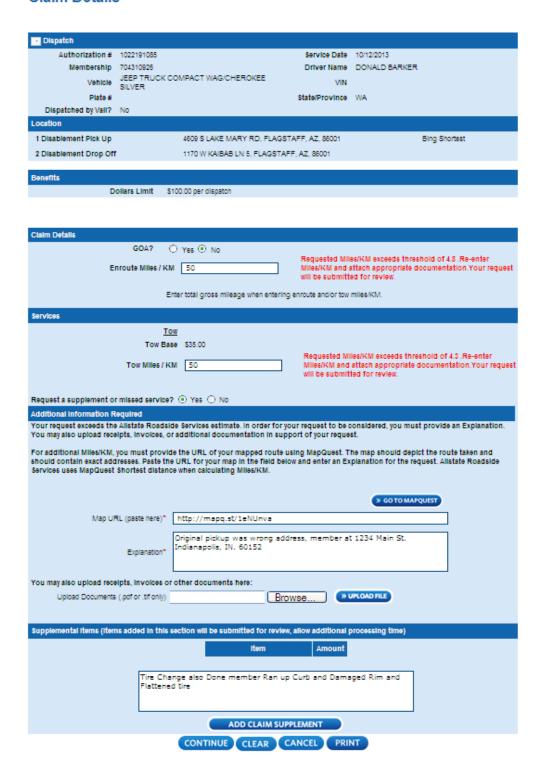
Please remember DO NOT use the drop down to pay for additional services, if it's not listed on the drop down, please add a comment to the claim requesting the additional services or supplement(s), the drop down is only to be used for those items listed

Just enter the SAVE key when finished to add these supplement/services for review



Pre-Submission

Claim Details

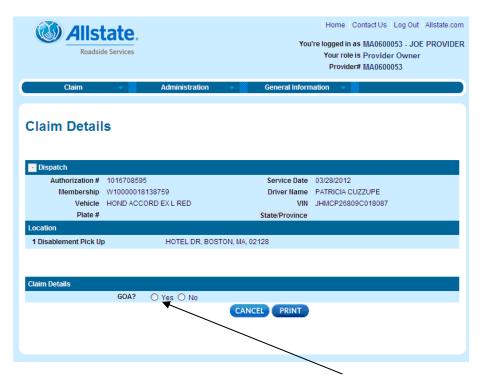


Once all the information for the claim has been added, you can now submit the claim for review by hitting the CONTINUE button

Supplement/Service for Closed Claims or PBD Claims (this is in the USA only)

If you have a closed claim where the service was actually performed, you can request services or supplements through the web. If you a provider in the USA on Pay By Dispatch (PBD) and have a Fuel dispatch that needs to have the Fuel added or a Tow that you need to add Tolls or miles/km's, you can request those through the web.

After pulling up the claim through the normal process you will get the following screen



You can start by submitting for either by clicking on the GOA Yes/No buttons, if you click yes the claim will be submitted for review as a GOA, if you click on No, the following screen will come up



On the above screen if you click on the continue you will be given the standard Confirm page (see page 32),

If you need to add additional services or supplements to the claim i.e. Fuel, Tolls, on the above screen click Yes on the "Request a Supplement or Missed Service?" line



At this point you can follow the Adding for Missing Services process (see pg.27)

Confirm Page

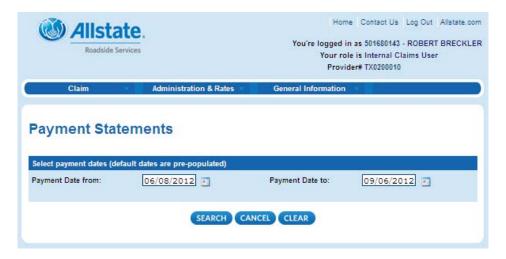


Before you can submit the claim, please click on the check box above for approval then click on the SUBMIT to submit the claim for Approval by the Claims Department. All modified claims will processed by a claims representative at ARS for approval or denial of supplements/services that were added on above the initial dispatched claim

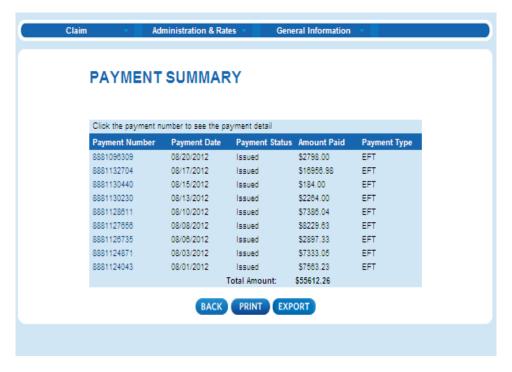
PAYMENT STATEMENTS

Overview

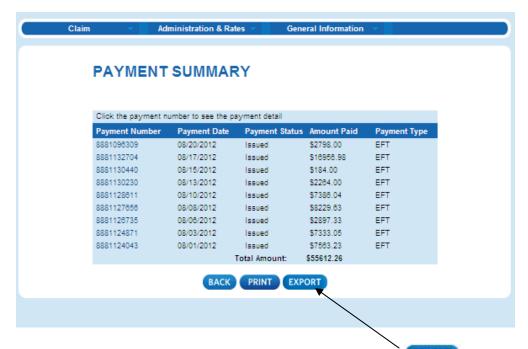
- The Statement screen displays Provider Payments (some payments may not be reflected prior to July 2011).
- Search by Date Range
- On the Payment Summary screen select Payment Number to view all the details.
- The information may be printed directly from the Payment Information screen.



Once you've entered the date range you would like to search, hit the search key and you will get the following screen



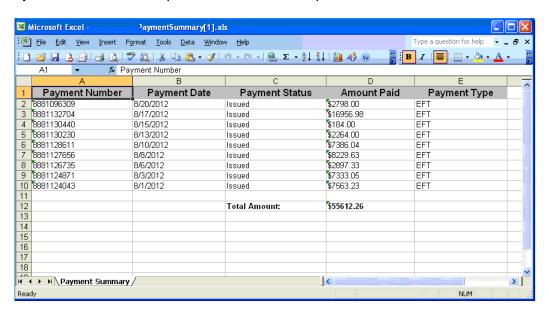
From the Payment Summary page, you have a couple of options, you can click on each individual payment to see the Authorization number(s) or you can click on the export to a copy of the listed payments.

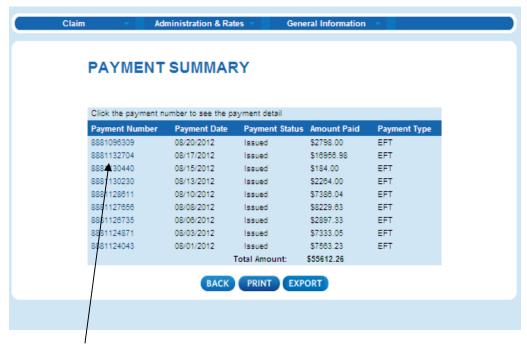


Or if you only wanted to get a list of the check(s) you can click on the EXPORT button to download a spreadsheet of the check

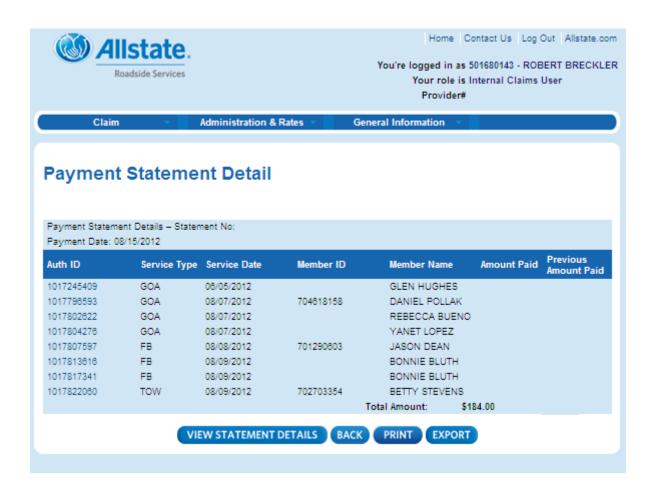


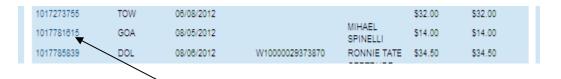
You can click on either the Save button which will prompt you to direct the file to a location on your computer or you can click on the Open Button which will open the statement in Excel like the following



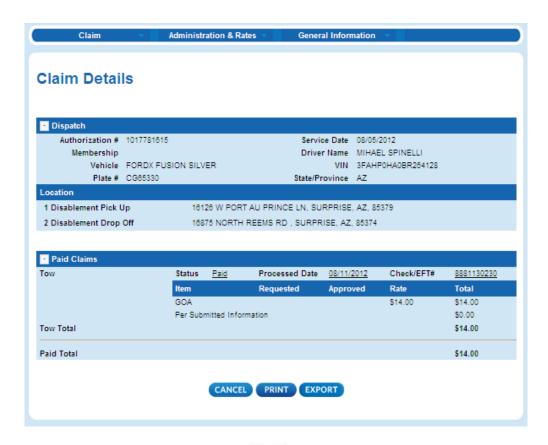


If you click one of the check items on the list you will be given the following screen which will display all of the PO that are being paid





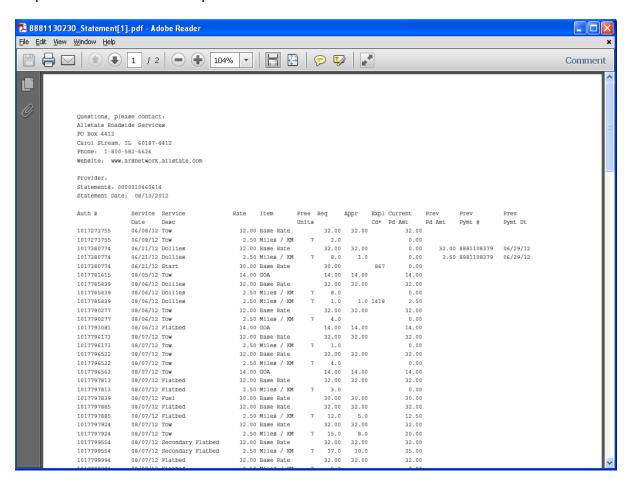
From the above screen, you can click on the individual Authorization number to get the detail as In the below screen



At this point in the process you can click on the CANCEL to go back to the PO list or you can click on the EXPORT to export the screen information to an Excel format that you can save to your computer



Once you click on the button the following Adobe statement will open on your machine at which point you can print the document to the printer.



After printing the above form just close it down.



You can now begin to click on the BACK key to begin backing out to the original search form