

Agency Portal

INCIDENT REPORTING



Overview

- ▶ Within the next couple of weeks, DRM will be launching an “Agency portal” to our Agency users.
- ▶ The Portal includes new functionality that allows Agency users to enter Incidents (claim notices) for Liability and Property claims directly into Origami. The process for reporting WC claims is unaffected.
- ▶ Many Agency Safety and WC coordinators are already familiar with and using the Origami system, and we appreciate everyone who has participated in focus groups, trainings, used the system, and provided feedback to us. We have had many opportunities to improve your experience through this feedback.
- ▶ With the release of the Portal, we anticipate extending Origami to Agency Property Coordinators and Liability investigators.

What is an “Incident” in Origami?

- ▶ Incidents and Claims are the same thing, at different points in the process. Incidents can *become* claims.
- ▶ An Incident is a proposed claim. The Division has to review the incident to determine if it meets the necessary criteria to become a claim.
- ▶ Some kinds of incidents stay incidents for a long time – sometimes for good. When a liability accident happens, but the claimant isn't seeking damages just yet, the incident captures all the information without creating a new claim to open and immediately close.
- ▶ In Origami, Incidents have the same data fields as claims, and claim reports can be configured to include incidents or not. Going forward, you will want to be aware of whether a report includes incidents or not.

Who can report an incident?

- ▶ Any logged-user of Origami that has the right permissions can create an incident. This includes DRM employees and Agency users.
- ▶ Only DRM reviewers (Liability claim administrators) can “convert” an incident to a claim.
- ▶ Each Agency is budgeted to have up to four Origami users. DRM is requesting that each Agency send the contact information of the individual(s) that will be responsible for submitting Liability and Property incidents in Origami no later than the end of this month.

What information is required to submit an Incident?

- ▶ The same basic information that is required to report a claim is needed to report an incident. The required fields for an Auto Liability Claim, for example, are:

Claimant Name	State Driver
Cost Center Location	Incident Cause Code
Accident Date	Incident Description
Report Date	Whether the claimant suffered either personal injury or damaged property
Description of injury or damage	Whether the claimant is seeking compensation at this time.

What information is required to submit an Incident? (continued)

- ▶ One helpful aspect of Incidents is the ability to create multiple incidents at once, with minimal data entry. If one accident results in four different claimants, all four incidents can be created at the same time, with only the claimant name and injury or damage descriptions changing.
- ▶ Another new feature with the Portal is the ability for Agency users to upload Incident attachments to Origami. Different types of Incidents will require different support documents. The Division will provide a list for your reference on the Incident of the documents that should be included in the submission

What happens after an Incident is reported?

- ▶ A Claim Administrator reviews each submitted Incident to determine if it has sufficient information.
- ▶ If the Claim Administrator identifies missing information, he or she will mark the Incident as "Returned for Additional Information" and will enter a note on the Incident listing the missing elements.
- ▶ Agency users will see Incidents that have been returned to them in a separate list on their Agency dashboard.
- ▶ The Agency user can edit the Incident and resubmit it.
- ▶ When the Claims Administrator has a complete submission, he or she will either Convert the Incident to a Claim; Confirm the Incident, when the Incident should not yet be converted, or Reject the Incident if it is not within DRM's scope.

Questions?