

**User Help Guide**  
**Insurance RISKMASTER**



# Table of Contents

<b>1. Welcome To RISKMASTER</b>	<b>19</b>
Introduction to RISKMASTER	19
Welcome to RISKMASTER	20
<b>2. Introduction</b>	<b>21</b>
The User Interface	21
What's New in	25
Key Features	26
Introduction	26
<b>3. Getting Started</b>	<b>29</b>
Getting Started	29
To Search	29
To Get Help	29
To Change your Password	30
To Work with Records	30
To Create a Record	31
To Delete a Record	31
Flow of event and claim information	32
To Log In and Log Out	32
To Log In	32
To Log Out	33
To Recover a Forgotten Password	33
To Quit RISKMASTER	33
<b>4. Claims</b>	<b>34</b>
Events and Claims Overview	34
Processing Claims	35
Pending Claims	35
Open Pending Claims List	35
Claim Type	36
General Claims	36
Health Claim	43
Workers Compensation	47
Vehicle Accident	51
button dialogs	58
Non Occupational	68
ISO Claim Submission Window	68
property claim	69
How To	69
To Add Litigation Information	69
To Enter a General Claim	72
To Submit Claim to ISO	80
To Enter a Property claim	81
To Enter a Non-Occupational Claim	89
To Activate ISO Claim Submission Feature	106
To Find Vehicle Claims History for a Unit	107
To Enter a Vehicle Accident Claim	107
Workers Compensation	112
<b>5. Events</b>	<b>131</b>
Events Overview	131

Processing Events	131
Dialog	131
OSHA Information Window	131
MedWatch Window: Equipment Indicator Tab	133
MedWatch Window	134
MedWatch Window: MedWatch Info Tab	135
Event Window	137
MedWatch Window: Medication Indicator Tab	137
Intervention/Evaluation Window: Time & Expense Tab	138
Intervention/Evaluation Window: Evaluation/Intervention Tab	139
Intervention/Evaluation Window: Employee Tab	140
Event Window: Follow Up Tab	140
Quality Management Level: Physical Advisor Review Window	141
Event Window: Event Info Tab	142
Intervention/Evaluation Window	143
Fall Information Window	143
Event Window: Reported Info Tab	144
Event Window: Event Detail Tab	145
Event Window: Quality Management Tab	146
Quality Management Level: Initial Review Window	146
Event Dated Text Window	147
How To	147
To Enter OSHA Information	147
To Enter Evaluation/Intervention Information	149
To Enter MedWatch Information	151
To Enter Fall Information	155
To Enter Quality Management Information	156
To Enter an Event	158
To Delete an Event	161
To Edit an Event	162
To Enter Exposure Information	162
<b>6. MMSEA</b>	<b>163</b>
Field Help	163
MMSEA Data Window	163
Field definitions	163
Field definitions	164
MMSEA Data Details Window	164
MMSEA Party to Claim Window	165
Field definitions	165
Field definitions	166
Field definitions	166
How To	167
To Add an MMSEA Responsible Reporting Entity	167
To Access the MMSEA Data Fields	169
To Create MMSEA Claim Party Entities	170
To Set Client Information Parameters	171
To Add a New TPOC Date Record	172
To Add New MMSEA Parties to the Claim Record	173
To Update Self Insured Details in the Organization Hierarchy	175
To Add MMSEA Data in the Entity Window	176
<b>7. Diaries</b>	<b>179</b>
Diaries Overview	179
Dialog	179
Diary List (Calendar) Window	179

(User's) Diaries Window	180
Create Diary Window	184
(User's)Diary History Window	185
Attach Diary Window	186
View Record Diary	187
Diary Header Configuration Window	189
Diary Task Completion Window	189
Tool Bar Buttons	190
Fields Definition	191
Edit Diary Window	191
How To	192
To Create a Diary Task	192
To Delete a Diary	193
To Work with Diary Utilities	194
To Work with a Diary	194
To Attach a Diary	197
To Configure Diary List Header	198
To Generate an Auto Diary	199
To Print Diary Tasks	204
To View Record Diaries	205
<b>8. Payment</b>	<b>209</b>
Dialog	209
Supervisor Approval Of Funds Transactions Window	209
Funds Split Detail Window	210
Apply Payments to Coverages Window	212
Payment History Window	213
How To	215
To Approve Funds Transactions	215
To Void Payments	216
To Apply Payments to Coverages	216
To Edit Payment Data	216
To Enter Payment for a Claim	217
To Release a Payment	222
To Customize Payment History window	223
Payments Overview	223
<b>9. Checks</b>	<b>225</b>
Checks Overview	225
Dialog	225
Schedule Automatic Check Processing Window	225
Void Checks Window	225
Mark Checks Cleared Window	227
Print Check Window	228
Check Stocks Window	228
Schedule Automatic Check Processing: Detailed Information Tab	229
Print Checks Window: Precheck Register Tab	230
Print Checks Window: Postcheck Register Tab	231
Schedule Automatic Check Processing: Scheduled Checks Tab	232
Schedule Automatic Check Processing: Third Party Payees Tab	235
Payment Detail Entry Window	235
Check Stocks Window: Check Image Tab	236
Check Stocks Window: Basic Options Tab	238
Check Stocks Window: Alignment Options Tab	239
Un-Clear Checks	240
Third Party Payment Detail Entry Window	241

Reset Printed Check	243
Check Stocks Window: Advanced Options Tab	244
Print Checks Window: Print Check Batch Tab	247
Re-Create Check File	247
How To	248
To Set Up Check Stock	248
To Set Up Schedule Date	249
To Un-Clear Checks	250
To Set Up Automatic Checks	251
To Print Checks	257
To Void Printed Checks	258
To Reset Printed Checks	259
To Clear Checks	259
To Re-Create Check File	260
<b>10. User Document</b>	<b>261</b>
User Documents and Attachments Overview	261
Dialog	261
Document List window	261
Add New Document Window	262
Attachments Window	263
How To	263
To Attach Files to Events and Claims	263
To Work with User Documents	264
To Create User Documents	265
<b>11. Enhanced Notes</b>	<b>267</b>
Enhanced Notes Overview	267
GUI	267
Enhanced Notes Window	267
Templates Window	269
Enhanced Notes Entry Window	269
Advanced Search Window	270
How To	271
To Create an Enhanced Note	271
To Print Enhanced Notes	272
To Create Enhanced Notes Templates	273
To Search for an Enhanced Note	273
To Configure Enhanced Notes Header	276
Executive Summary Scheduler	276
<b>12. Activity log</b>	<b>279</b>
Activity Log Overview	279
How To	279
To Setup Activity Log	279
To View Claim Activity Log	280
To Enable Activity Log	280
Field Help	280
Claim Activity Log Setup Details Window	280
<b>13. Export to Excel Feature</b>	<b>283</b>
Export to Excel Overview	283
Export to Excel Overview	283

<b>14. Move Financial</b>	<b>285</b>
Overview	285
To Move Financials	285
Move Financials window	285
<b>15. Supervisory Approval</b>	<b>287</b>
Introduction	287
How to	287
To Navigate Supervisory Approval window	287
Reserve	287
Supervisory Approval window: Reserve Tab	287
Payment	288
Payment Tab	288
<b>16. Reserve worksheet</b>	<b>291</b>
Reserve Worksheet Overview	291
Field Help	291
Field definition	291
Field definitions	292
Field definitions	292
Field definition	293
How To	293
To Delete a Reserve Worksheet	293
To Approve or Reject a Reserve Worksheet	294
To Approve or Reject Reserve Worksheet on Reserve Current Window	294
To Submit a Reserve Worksheet for Approval	295
To Activate Reserve Worksheet	295
To Create a Reserve Worksheet	295
<b>17. Collections</b>	<b>297</b>
Collections Overview	297
Dialog	297
Funds Management (Collections) Window: Transaction Tab	297
How To	300
To Work with Collection Data	300
To Enter Collection Data	301
<b>18. Reserves</b>	<b>305</b>
Reserves Overview	305
How To	307
To View Reserve History	307
To Create a Reserve	307
To Edit a Reserve	308
To Edit Existing Reserve- Carrier Claim	308
New Folder	310
Dialog	311
Insufficient Reserve Window	311
Reserve for Claim Window	312
Add New Reserve Window- Carrier Claim	313
Edit Existing Reserve Window - Carrier Claim	314
Reserve window- Carrier Claims	316
<b>19. Policies</b>	<b>319</b>
Policy Tracking Overview	319

Diary Notification for Coverage/Policy Issues Overview	319
To Schedule Policy System Update Task	320
How To	320
To Edit a Policy	320
To Attach a Policy to a Claim	320
To Review Policies	321
To Add a Policy	321
To Enter Triangle Policy Coverage	326
Dialog	327
Policy Tracking Window: Broker Information Tab	327
Policy Coverage Window: Coverage Information Tab	327
Policy Tracking Window	329
Policy Tracking Window: Insurer Information Tab	329
Policy MCO Window	330
Policy Tracking Window: Policy Information Tab	330
Policy Insurer Window	332
Policy Coverage Window: Policy System Data Tab	333

**20. Funds 335**

---

Funds Management Overview	335
Dialog	335
Funds Management Window	335
Custom Payment Notification Window	339
Bill Review System Window: Bill Item Detail Tab	339
Bill Review System Window: Dates, Zip and Fee Table Tab	341
Bill Review System Window: Calculate Tab	341
Print Single Check Window	342
Funds Window: Transaction Details Tab	343
Field definitions	344
Funds Management (Payments) Window: Transaction Tab	344
How To	349
To Add a Payment	349
To Select Funds Transaction Type	355
To Print a Single Check	355
To Calculate a Bill	355
To Work with Transaction Details	358
To Add a Collection	358
To View Custom Payment Notification	362
Firstand Final Collection	363

**21. Codes List 365**

---

Codes Lists Overview	365
Codes Import File Layout	365
Definitions	365
Examples:	366
Parent and Child Codes	366
Dialog	367
Table Maintenance Window	367
Codes Import Window	368
Enter Code Detail Window	369
Enter Table Detail Window	369
How To	370
To Add Code Tables	370
To Add a Code	371
To Import Code	372

<b>22. Search</b>	<b>373</b>
Search Overview	373
How To	373
To Search for Codes	373
To Set Up Custom Search Parameters	373
To Lookup Existing Records	374
To Search for Saved Records	374
To Search for Claims	374
Dialog	375
Field definitions	375
Field definitions	376
Field definitions	376
Field definitions	377
Field definitions	378
<b>23. XML Import</b>	<b>379</b>
How To	379
To Import XML File	379
To Generate XML Import File	379
XML Import Overview	379
<b>24. Admin Tracking</b>	<b>381</b>
How To	381
To Use Administrative Tracking Tables	381
Dialog	381
Administrative Tracking Window	381
Administrative Tracking Overview	382
<b>25. Media Management</b>	<b>385</b>
Media Management Overview	385
How To	385
To Attach Multiple Files	385
To Attach Document Using Multi Media View Document Management System	386
Dialog	389
Multi Media Search Window	389
Media Management Window: Multi Attach Tab: New Document Section	389
Media Management Window: Multi Media Tab	390
<b>26. Loss Code Mapping</b>	<b>393</b>
Field Help	393
Loss Code Mapping window: Loss Code Mapping tab	393
Loss Code Mapping window: Import Loss Code Mapping tab	393
Loss Code Mapping window: Export Loss Code Mapping tab	393
Loss Code Mapping window: Replicate Loss Code Mapping tab	394
<b>27. Combined Payments</b>	<b>395</b>
Combined Payments Overview	395
How To	395
To Setup Combined Payment	395
Field Help	396
Combined Payment Setup Window: Schedule Setup Tab	396
Combined Payment Setup Window: Combined Payment Tab	397
Combined Payment Setup Window: Stop Payment Tab	398



<b>28. Mail Merge</b>	<b>399</b>
Mail Merge Overview	399
How To	399
To Create a Mail Merge Document	399
To Set Up a Merge Form Letter Template	400
To Attach a Mail Merge Document to a Claim	400
Set Up Auto Mail Merge Letters	401
To Schedule a Auto Mail Merge Task	402
Auto Mail Merge Setup Overview	402
Setting Merge Letter Details	402
Edit Merge Letter Wizard	403
Dialog	403
Filter Merge Letter Window	403
Edit Merge Letter Wizard	404
Available Merge Form Letters Window	404
<b>29. Outlook Integration</b>	<b>407</b>
To Attach an E-mail to a Claim from Outlook	407
To Activate Microsoft Outlook Feature and Set File Size	408
RISKMASTER Outlook Integration	408
To E-mail Claim Attachments From RISKMASTER Using Outlook	408
To Upload an E-mail from Outlook	410
<b>30. Point Claim Balancing</b>	<b>411</b>
Point Claim Balancing Overview	411
Dialog	411
Policy System Web Settings Window	411
How To	412
To Add New Data Source	412
To Schedule a Claim Balancing Task	413
To Schedule Claim Balancing Task using the Standalone Utility	414
<b>31. Stataware</b>	<b>417</b>
StrataWare Bill Review System	417
To Set Up StrataWare	417
To Access StrataWare Bill Review System from RISKMASTER	417
<b>32. Policy Interface</b>	<b>419</b>
Policy Interface Overview	419
How To	419
To Activate and Setup Policy System Interface in RISKMASTER	419
To Work with Policy System Download	420
To Work with Policy Interface Code Mapping	421
To Work with Policy System Web Settings	422
To Add Policy System Web Settings Details	422
Field Help	424
Policy System Download	424
Policy Interface Code Mapping	426
Activate Policy System Interface in RISKMASTER	427
Policy System Download Search Result Window	428
Policy System Web Settings Window	429
Policy System Setup	431

<b>33. PSO Reporting</b>	<b>433</b>
Field Help	433
Patient Safety Event Reporting Form window: Healthcare- Associated Infection section	433
Patient Safety Event Reporting Form: Surgery or Anaesthesia	434
Patient Safety Event Reporting Form: Pressure Ulcer	436
Patient Safety Event Reporting Form: Neonatal Patient Information	437
Patient Safety Event Reporting: Perinatal Section	438
Patient Safety Event Reporting Form window: Fall section	440
Patient Safety Event Reporting Form window: Blood or Blood Product section	441
Patient Safety Event Reporting Form window: Patient Information section	442
Patient Safety Event Reporting: Summary Of Initial Report (SIR) section	443
Patient Safety Event Reporting: Device Or Medical/Surgical Supply section	444
Patient Safety Event Reporting: Medication Or Other Substance section	444
Patient Safety Event Reporting Form window: Health Care Reporting Form section	446
PSO Reporting Overview	447
PSO Reporting Overview	447
To Setup PSO Reporting Parameters	447
To Setup PSO Reporting Parameters	447
<b>34. FAS</b>	<b>449</b>
Fraud Analytics Suite Overview	449
How To	449
To Set Up FAS Permissions	449
To Mark Supplemental Fields for FAS Reporting	449
Work with FAS Settings	450
To Enable Fraud Analytics Suite	450
To Schedule FAS Task in Task Manager	450
Dialog	451
Field definitions	451
Field definitions	452
Field definitions	453
<b>35. VSS</b>	<b>455</b>
VSS Interface Overview	455
Field Help	456
VSS Assignment window: VSS Assignment tab	456
VSS Assignment window: Vendor Info tab	456
VSS Interface Log	457
How To	458
To View VSS Interface Log	458
To Enable VSS Interface	459
To View VSS Assignment Information	459
<b>36. Schedule Check Printing</b>	<b>463</b>
Schedule Check Printing Overview	463
Field Help	463
Print Check Batch Related Parameters Window	463
How To	464
To Schedule a Print Check Batch	464
To Setup Print Check Batch Related Parameters	464
<b>37. Financial to Policy</b>	<b>467</b>
How To	467
To Work with Policy Batch File Update	467
Field Help	467

Policy Batch File Update Window	467
<b>38. Weblinks</b>	<b>469</b>
Web Links Overview	469
How To	469
To Setup Web Links	469
To Access the Specified Web Link	470
Field Help	471
Web Links Setup Window	471
<b>39. Control Requests</b>	<b>473</b>
Control Requests Overview	473
How To	473
To Setup Control Request to Correct Payment	473
<b>40. Policy Management</b>	<b>475</b>
Policy Management System Overview	475
Policy	475
Policy Overview	475
Field Help	476
Policy Overview	490
How To	490
Premium Calculation Overview	496
Quotes	499
Quote Overview	499
How To	499
Policy Billing	520
How To	520
Field Help	529
Policy Billing Overview	537
Billing Items Reconciliation Overview	537
Policy Management and Billing Work Flow	539
Billing Overview	540
<b>41. Contracts</b>	<b>541</b>
How To	541
To Override Contract Amounts with See Schedule Amounts	541
Dialog	541
Contracts Window	541
Provider Contracts Overview	543
<b>42. EFT</b>	<b>545</b>
EFT Overview	545
Field Help	545
Banking Information Setup Window	545
How To	546
To View and Enter Banking Status	546
To Enter Banking Information for Entity	546
To Enable EFT for Bank Account	547
Funds Transactions and EFT	548
<b>43. Bill Review Fee</b>	<b>551</b>
How To	551
Activating Bill Review Fee Payments and Setting Up Org Hierarchy level	551

---

---

To Bulk Release Checks	551
Set Up and Work with Bill Review Fee Payments	553
Field Help	554
Bulk Check Release Window	554
Field definitions	556
<b>44. Address Master</b>	<b>559</b>
Address Deletion	559
Address Maintenance	559
<b>45. Medical Case Management</b>	<b>561</b>
Dialog	561
Treatment Plan/Medical Guidelines Window	561
Case Manager History Window	561
Medical Management Savings Window	562
Accommodations Window	563
Vocational Rehabilitation Window	564
Treatment Plan/Utilization Review Window	565
Treatment Plan Window: Review Tab	566
Treatment Plan Window: Criteria Tab	566
Treatment Plan Window: Provider Tab	567
Treatment Plan/Utilization Review Window: Treatment Plan Tab	567
Treatment Plan Window: Appeal Tab	568
How To	568
To Enter Case Manager Information	569
To Enter Medical Case Management Savings Information	570
To Enter Medical Case Management Treatment Plan	571
To Enter Medical Case Management Accommodation Information	573
To Estimate the Length of disability based on Medical Disability Advisor	574
To Enter a Medical Case	575
To Open the Medical Disability Advisor Help File	577
To Activate Medical Disability Advisor in Utilities	578
To Configure Executive Summary Medical Case Management Information	578
To Enter Medical Case Management Vocational Rehabilitation Information	578
Medical Case Management Overview	580
<b>46. Bank Account</b>	<b>580</b>
Bank Accounts Overview	580
Dialog	581
Bank Account Deposit Window	581
Bank Accounts Window: General Information Tab	582
Account Balance Information Window	583
Reports Window	584
Bank Account Reconciliation Window	585
Bank Account Window: Account Owner Tab	585
How To	586
To Record Bank Deposits	586
To Set Up a Bank Account	587
To View Account Balance Information	589
To Reconcile a Bank Account	590
To Create Bank Account Management Reports	591
To Clear or Void Bank Deposits	592
<b>47. Leave Management</b>	<b>593</b>
Leave Management Overview	593

---

Field Help	593
Leave Management Window	593
Leave Plan Management Window	594
Leave Management Window: Leave Information Tab	594
Leave Plan Management Window : Plan Information Tab	595
Leave Plan Management Window : Eligibility & Update Tab	596
Leave Management Window: Leave Detail Tab	597
Leave History Window	597
Leave Detail Window	598
Leave Management Window: Leave Availability Tab	599
How To	600
To Set Up a Leave Plan	600
To Work with Leave Details	603
To Enter Leave Information	604
<b>48. Time Expense</b>	<b>609</b>
Time and Expense Overview	609
Dialog	609
Time and Expense Window	609
Time and Expense (Billed Expenses) Window	610
Time Expense Details Window	611
Time and Expense Invoice Window	613
New Rate Table Window	614
Rate Detail Window	615
Rate Tables Window	615
How To	616
To Send an Invoice to Customers	616
To Create an Invoice	617
To Set Up T & E Rate Tables	619
To Work with Invoices	620
<b>49. Orghier</b>	<b>623</b>
Organization Hierarchy Overview	623
Exposures and Organization Hierarchies Overview	624
Dialog	624
Org. Hierarchy Window	624
Exposure Information Window	626
Organization Level: Department/Facility/Location, and so on Window: Client Tab	627
Self Insured Details Window	629
Addresses Window	630
Organizational Level (Department/Facility/Location, and so on) Window: Department Info Tab	630
Organizational Level (Department/Facility/Location, and so on) Window: Department Tab	632
Organization Level: Department/Facility/Location, and so on Window: Contact Info Tab	633
Organization Level: (Department/Facility/Location, and so on) Window: Addresses Tab	634
Contact Info Window: Contact Information Tab	634
Organization Level: Department/Facility/Location, and so on Window: Client Limits Tab	635
Self Insured Jurisdictions Window	635
Organization Level: Department/Facility/Location, and so on Window: Client Info Tab	637
Contact Info Window: FROI/ACORD/Letters Tab	638
Organization Level: Department/Facility/Location, and so on Window: Operating As Tab	638
How to	639
To Add a Self Insured Jurisdiction	639
To Add Exposures to Organization Hierarchies	640
To Clone an Organization Level	641
To Work with Organization Hierarchy	642

---

<b>50. Persons Involved</b>	<b>645</b>
Persons Involved Window	645
Field definitions	645
How To	645
To Add Adjuster Information	645
To Add Defendant Information	647
To Add Persons Involved	649
To Add Claimant Information	649
To Add Injury Details	652
To Add Arbitration Information	655
Dialog	656
Defendant Window: Defendant Info Tab	656
Claimants for Claim Window	657
Claimant Window: Claimant Attorney Tab	657
Defendant Window: Defendant Attorney Tab	658
Claimant Window: Claimant Info Tab	659
Injury Loss: Injury Detail Tab	661
Injury Loss: Employment Info Tab	662
<b>51. Summaries</b>	<b>665</b>
Executive Summaries Overview	665
Executive Summary Scheduler	665
How To	666
To View an Executive Summary	666
To Get a Quick Summary	666
To Configure an Executive Summary	666
Dialog	667
Executive Summary Configuration Window	667
<b>52. FDH</b>	<b>669</b>
Financial Detail History	669
<b>53. Claims Made Handling</b>	<b>Error! Bookmark not defined.</b>
Overview	<b>Error! Bookmark not defined.</b>
<b>54. TPA</b>	<b>671</b>
Overview	671
How To	671
To Setup Policy Search data Parameters	671
<b>55. Deductible and Retention</b>	<b>673</b>
To Activate Deductible and Retention Erosion Detection Tracking feature	673
<b>56. Pop-ups</b>	<b>675</b>
Claim Executive Summary window	675
Field definitions	676
Claim Comment window	676
Field definitions	676
<b>57. Common Functions</b>	<b>679</b>
Supplementals Window	679
RISKMASTER Editor	679
Field definitions	679

---

---

Search Window	680
Field definitions	680
To Enter Memo Text	681
<b>58. Backup Withholding</b>	<b>683</b>
Backup Withholding Overview	683
how to	683
To Setup Backup Withholding	683
<b>59. Reports</b>	<b>685</b>
Reports Overview	685
Dialog	685
Add New/Edit Template Window	685
Post Draft Reports Window	685
Job Queue Window	686
DCC Window	687
Edit DCC Report Window	687
DCC Template Window	688
Post New Reports Window	689
Available Reports Window	689
Delete Available Report window	690
E-Mail Report Jobs Window	690
Post OSHA Reports Window	691
Schedule Reports Window	691
Run Reports Window	692
Add New Report Window	693
How To	694
To Post SORTMASTER Draft Reports	694
To Edit a DCC Report	694
To Create a DCC Report Template	695
To Post SORTMASTER World Draft Reports	696
To Archive Reports	696
To Run a DCC Report	697
To Create a DCC Report	697
To Post OSHA Reports	697
To E-mail a Report	698
To Schedule Reports	698
To Run an Available Report	699
To Edit a DCC Report Template	701
To Delete Reports	702
To View Scheduled Reports	702
<b>60. UX Dashboard</b>	<b>703</b>
Introduction	703
User interface	703
User Setting & Configuration	704
Widgets	704
How To	705
Login to UX Dashboard	705
<b>61. Sortmaster</b>	<b>707</b>
SORTMASTER Overview	707
Report Designer Overview	707
Multi Query	708
Multi-Query Report Overview	708

---

---

As Of reports Overview	708
How To	708
Dialog	726
Graphs	737
Graphs Overview	737
To Create a Graph	738
General Info	739
Linking Criteria Overview	739
Preview and Run SORTMASTER Reports	739
Key Features	740
Tips for Creating Reports	740
Tables and Fields	740
Derived Fields	741
Derived Fields Window	741
Add/Edit Derived Fields Window	741
Derived Fields Overview	743
<b>62. Glossary</b>	<b>744</b>
<b>63. Index</b>	<b>745</b>

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# Introduction to RISKMASTER

RISKMASTER, the most reliable and widely used risk & claims management software, is known to provide a wide range of powerful, scalable RMIS analysis and reporting capabilities available independently or as part of a comprehensive, integrated claims and risk management solution. It can help you evaluate injuries, control legal costs, identify potential fraud, automate policy administration and much more.

CSC's Risk Management Software is developed with an objective to cater to the need of all industries from transportation, manufacturing, healthcare, retail, energy, telecommunications, education, government entities to third-party administrators.

RISKMASTER components include:

## **General Claims —**

1. Manage all liabilities including products, services, directors and officers
2. Track and administer claims within a single line of business
3. Segregate general claims into narrower coverages.

## **Workers' Compensation —**

1. Handle all aspects of medical case management and return-to-work processes
2. Monitor illness characteristics and body part injuries
3. Analyze causes
4. Administer all financial tasks, including reserves, payments, auto-payments and collections.

## **Property and Liability —**

Track and maintain an inventory of property claims, location and address information as well as demographics on construction, occupancy, protection and exposure.

## **Vehicle Accidents —**

Track vehicle information, accident data, maintenance schedules, driver training and other data points that could help identify risk exposure trends.

Incident Tracking — Access claims and loss reports, databases and other information over the Web to create reports and assess risks.

## **Reporting —**

Quickly create detailed, accurate reports, graphs, and interactive dashboards using any data field in the network.

**Financial —**

Capture detailed financial information, including reserves, payments and recoveries in a transactional history model.

**Workflow Management —**

Take full advantage of digital imaging technology to streamline management of documents and media files.

**Policy —**

Improve productivity in managing policies and verifying coverage. Quickly determine how to best underwrite, rate and issue policies with easy-to-maintain rules.

**Integrated Disability Management —**

Manage workers' compensation, short-term and long-term disability, non-occupational disability, and FMLA programs with an all-in-one system.

**Legal Management —**

Work strategically with outside counsel to manage the legal bill review process and improve outcomes.

**Data Integration —**

Easily interface sources of data for 1099 processing, HR/payroll information, Claims Index Bureau, state-required EDI and accounting system updates.

**OFAC and MMSEA Compliance —**

Comply with regulations using our hassle-free solution.

**Rules Scripting Engine —**

Design and automate workflow and business rules to manage email generation, correspondence, diary creation and alerts, adjuster assignments, reserve settings, and field defaults.

## **More About RISKMASTER**

RISKMASTER is a powerful and flexible tool that maximizes your risk management operations. The software supports high-volume data entry, swift processing in multi-user environments, and provides a dynamic information interchange in network systems.

The tool has been developed and adapted after anticipating potential hazards and frail areas in industries' operation together with the behavior of numerous control variables.

RISKMASTER is a 100 % browser-based tool, leverages the latest Service Oriented Architecture based, contemporary client technology to cater to the divergent need of the industry.

This easy-to-use platform possesses all the high-class attributes and ability which are expected from a competent Internet application.

Using RISKMASTER, you can process, manage and analyze various claims data and risk impeccably with all your stakeholders anytime, anywhere across the world.

## Introduction

### The User Interface

The RISKMASTER user interface is designed to emulate the paper methods used in the risk management industry. RISKMASTER follows standard Internet navigation conventions.

#### Portal

is accessed from within a portal. You can use the portal tabs to switch between and other sites or applications in your portal.

#### Navigation Tree and Bread Crumbs

You can open multiple records in multiple windows simultaneously. Every time you open a window, it is added to the navigation tree and to the bread crumbs at the top of the window.

Use the navigation tree to move between windows and to work with, open and close windows.

Use the bread crumbs to move to parent records for the open record.

#### The Main Menu

The main menu gives you access to all RISKMASTER modules. Each item on the main menu gives you a drop down list that lets you open all the functions available in that **module**.

The table below lists the main menu items and the functions under each item. Select a function to open the help topic for that function.

Use this button	To open
Document	<a href="#">Events</a> _ <a href="#">General Claims</a> <a href="#">Workers' Compensation Claims</a> Vehicle Accident Claims <a href="#">Property Claims</a> <a href="#">Non-occupational Claims</a>
Policy	<LOB> <a href="#">Policy</a>
Diaries	<a href="#">Diary List</a> <a href="#">Diary Calendar</a>
User Documents	<a href="#">Documents List</a> Word Merge Setup
Funds	<a href="#">Transactions</a> <a href="#">Approve Transactions</a> <a href="#">Bank Accounts</a> <a href="#">Deposits</a>

	<a href="#">Void Checks</a>	
	<a href="#">Mark Checks Cleared</a>	
	<a href="#">Custom Payment Notification</a>	
	Payment Notification	
	<a href="#">Print Checks</a>	
	Apply Payments to Coverage	
	<a href="#">Automatic Checks</a>	
Maintenance	State Maintenance	
	<a href="#">Org Hierarchy</a>	
	<a href="#">Table Maintenance</a>	
	Employee	
	Entity	
	People	
	Plan Management	
	<a href="#">Leave Plan Management</a>	
	<a href="#">Policy Tracking</a>	
	<a href="#">Policy Billing</a>	
	Batches	
	<a href="#">Billing Scheduler</a>	
	Physician	
	Medical Staff	
	Vehicles (Units)	
	Patient Tracking	
Reports		
	+ <a href="#">Executive Summary</a>	
		<a href="#">Configurations</a>
		Claim
		Event
	+ Std. Reports Queue	
		<a href="#">Available Reports</a>
		<a href="#">Job Queue</a>
		<a href="#">Delete Reports</a>

[Scheduled Reports](#)

[View Scheduled Reports](#)

Std. Reports Designers

[SM Designer](#)

[SM Draft Reports](#)

[Post SM/World Reports](#)

Post SM Draft Reports

Search

[Claim](#)

[Event](#)

[Employee](#)

[Entity](#)

[Vehicles](#)

[Policy Management](#)

[Funds \\_\\_\\_\\_\\_](#)

[Admin Tracking](#)

[Patients](#)

[Physician](#)

[Med Staff](#)

[Disability Plan](#)

[Leave Plan](#)

Security

Security Mgt System

Change Database

[Change Password](#)

Business Entity Security

User Privileges Setup

Utilities

Manager

Technician

Tools & Designers

UI Admin

Help

Online Help

User Manual

Tutorials

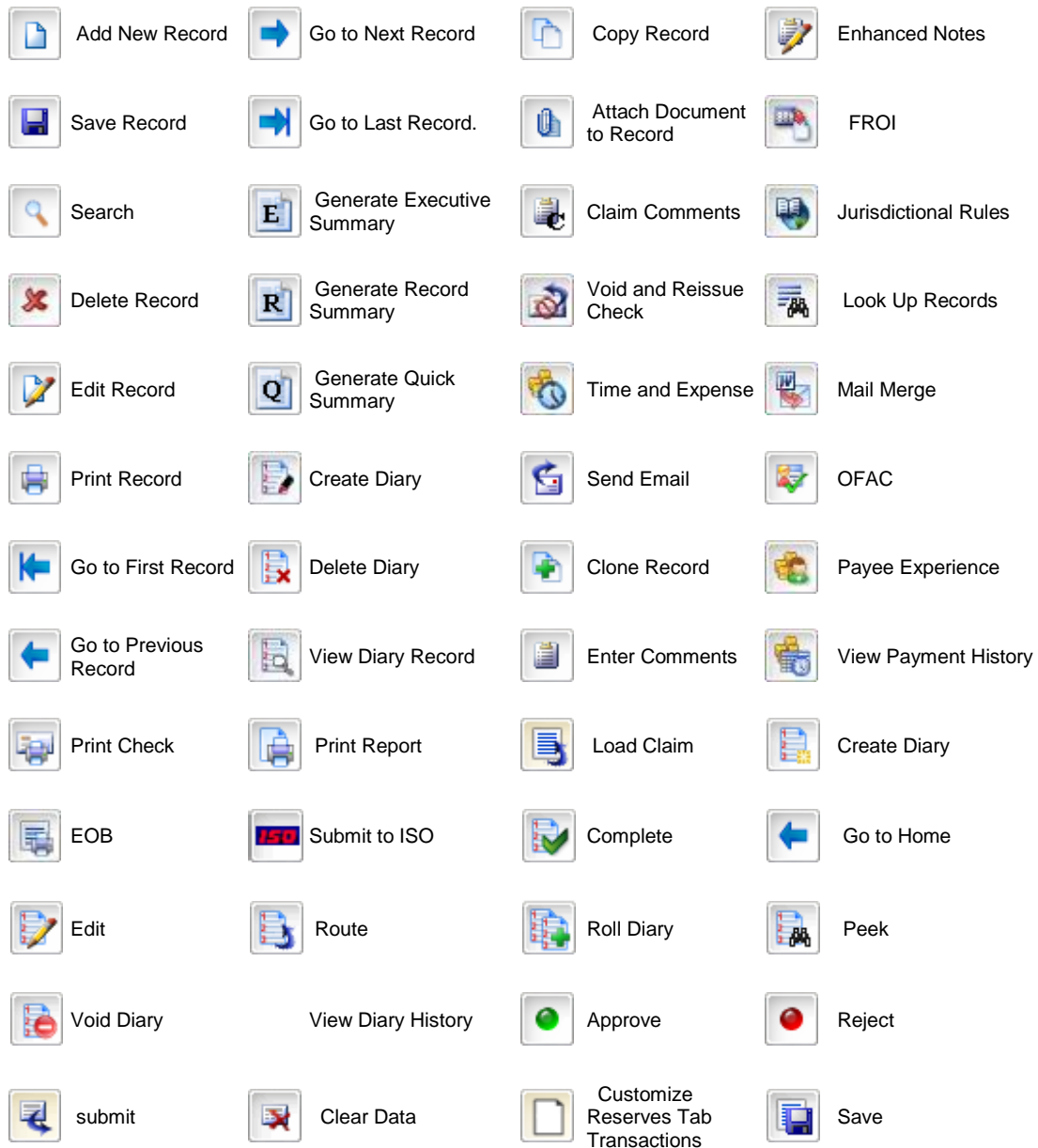
Business Analytics

Data Analytics

### The RISKMASTER Toolbar

Use the RISKMASTER toolbar to perform actions on open records.

To see what each button does, move your mouse cursor over an image.



Clone Image of  
Printed Check

Print Preview

## Field Level Buttons

Use the field level buttons to perform actions on data in fields within a window.

To see what each button does, move your mouse cursor over an image.



## What's New in

Feature			RISKMASTER for Windows	RISKMASTER for Browser
		<i>Browser-based</i>	<i>Windows-based</i>	<i>Browser-based dependent on Windows install</i>
<b>All RISKMASTER 7.0 Base Functionality</b>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
E X C E P T I O N S	Utilities Module	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Check Printing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Quick Entry Module	Uses Power Views	<input checked="" type="checkbox"/>	
	Power Views	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	Non Occupational	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Long Term Disability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	FMLA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	In-line Supplemental Fields	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
	Choice of tabs or scrolling windows	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
N E W	Field Level Help	<input checked="" type="checkbox"/>		
	Portal	<input checked="" type="checkbox"/>		
	Memo RISKMASTER Editor	<input checked="" type="checkbox"/>		
	navigation tree	<input checked="" type="checkbox"/>		



F E A T U R E S	Single Sign On	<input checked="" type="checkbox"/>		
	Xtra Button	<input checked="" type="checkbox"/>		
	Enhanced Claim /Event Comments	<input checked="" type="checkbox"/>		
	Mail Merge Form Letter Sorting	<input checked="" type="checkbox"/>		
	Organizational Hierarchy Cloning	<input checked="" type="checkbox"/>		
	100% Server Deployment	<input checked="" type="checkbox"/>		

## Key Features

RISKMASTER is a web enabled application that lets you:

- Share claims data and reports faster and at a lower cost through e-mail, browser, file and live feeds, whether you are a self-insured organization, third party adjuster, insurance pool, or an insurance company.
- Import and export data from and to external database sources and programs.
- Create supplemental data fields to hold extra information, your organization specifically needs.
- Attach multimedia documents to records. RISKMASTER also integrates with Microsoft Office programs.
- Record an event that precedes a claim or multiple claims. When you record claims, RISKMASTER uses the event information to complete some claim fields. This speeds up claim entry and maintains consistency in event information for all claims related to a single event. You can also track events and related claims by category.
- Work simultaneously on multiple claims.
- Generate actuarial, financial, statistical, and policy management reports, and export this data to third-party spreadsheets.
- Generate and e-mail reports in PDF to selected recipients.
- Monitor payments and collections, complaints, litigation and settlements, workers' compensation and OSHA compliance.
- Use a central calendar in diaries and e-mail to schedule and track meetings and appointments. You can also coordinate priorities and receive notification of critical events.
- Manage current and future legal costs.
- Create return-to-work programs.

## Introduction

RISKMASTER is a powerful and flexible tool that maximizes your risk management operations. The software supports high-volume data entry, process in multi-user environments and provides a dynamic information interchange in network systems.

It is a newly redesigned, 100 % browser-based edition of RISKMASTER created using web services based on **Service Oriented Architecture** .

RISKMASTER combines the capabilities & features as well as the power, flexibility, and ease of use expected from an Internet application.

Using RISKMASTER, you can process, manage and analyze your various claims data and **risk** seamlessly with all your stakeholders anytime, anywhere around the world.

# Getting Started

## Getting Started

provides you flexibility and ease to work seamlessly with claims and policies. The Getting started module walks you through the basic functions that help you use the application efficiently. It also familiarizes you with the flow of claims and events.

***RISKMASTER does not recommend the use of browser “refresh” and “back” button. Doing so will result in loss of all current and unsaved data.***

## To Search

You can search for events, claims, entities and any other records in the RISKMASTER database. You can search specifically for a record by record number, or you can search by attributes like last names, status (open/closed), and so on.

You can only search for records in the database from the data source you selected when you logged in.

1. From the main menu, select Search.  
The Search menu opens.
2. From the Search menu, select the record type (claims, entities, etc.) which you want to search for.  
The [Search window](#) for that record type opens.

Note: The fields on the Search window change based on the type of record you choose to search for.

3. Enter information in as many fields as possible.

Note: If you do not know the complete information for a field, enter as much as you know plus an asterisk (\*). For example, in the Last Name field, you can type P\* to find all records with last names beginning with the letter P.

4. In the Sort By section, select the fields by which you want to sort the results of your search.
5. Select the Use Sound-Alike (Soundex) Match on Last Names Check box, if you are uncertain of the last name.
6. Select the Default search view check box, if you want to set the current search view as the default search view.
7. Select the Submit Query button.  
The search window opens displays the results of your search.
8. Select the link for the record you want to open.  
The selected record opens in the appropriate window.

## To Get Help

To help you use RISKMASTER optimally, CSC offers you:

### Online Help

This online help is designed to assist you in using RISKMASTER. The online help consists of three types of windows:

- **Conceptual information:** These topics have green headings and they help you understand the basics of RISKMASTER.
- **How to:** These topics have brown headings and they give you procedural instructions on how to use RISKMASTER.
- **Field help:** These topics have blue headings and they explain all the fields and buttons on each RISKMASTER window.

### Printed Documentation

A printed user guide is available. The user guide is also available in PDF format. To Download the PDF:

1. From the main menu, select Help.

The Help menu opens.

2. From the Help menu, choose User Manual (PDF)

You can download the latest version of the printed guide from <http://www.RISKMASTER.com/secure/documentation.html>.

You can either navigate through the PDF user guide using Acrobat Reader or print it.

## Technical Support

Your RISKMASTER service contract explains the conditions for obtaining technical support.

To contact technical support, do one of the following:

- Go to <http://RISKMASTER.com/>
- Call 877-275-3676.

Before you contact technical support have the following information available:

- Your RISKMASTER client number.
- Error message numbers for any errors you encountered and could not resolve.
- A list of the steps you performed just before a problem occurred.

To shorten the time you spend on a call, fax a description of your problem to 734-462-3151. This gives the technical support staff time to become familiar with your situation before you call.

## Training

CSC offers you two types of training when you purchase RISKMASTER:

- **Prototype setup training:** System administrators learn how to set up RISKMASTER, including setting up code lists, check stock, permissions, and so on.
- **End user training:** You learn how to use RISKMASTER optimally.

## To Change your Password

To change your RISKMASTER password you need to change your password in the Security Management System. You can change your password at any time.

1. From the menu bar, select Security.
2. From the Security menu, choose Change Password.  
The Change Password window opens.
3. In the Old Password field, enter your current password.
4. In the New Password field, enter a new password.
5. In the Confirm New Password field, re-enter the new password.

6. Select the  button.

## To Work with Records

When you enter new information or modify previously saved information, RISKMASTER creates records in your database. For example


- Information you enter about each event becomes an event record,
- Information you enter about each claim becomes a claim record,
- Information you enter about each payment becomes a payment record, and so on.

To work with a record, you have to use a data-entry screen or window. For example, you can use the Event window to create an event record. The text, codes, and dates you enter in the Event window fields become part of that event record.


Note: You can only access records if you have the appropriate permission. Your system administrator sets up the security and permissions for your system. For questions about your permissions, see your system administrator.

## To Create a Record

To create a record, open a window that has blank fields and then enter information into the fields.

1. From the RISKMASTER main menu, select the type of record you want to open. For example, From the Documents menu, select the Claims to open a claim related window.  
From the menu, select the type of record you want to create. For example, to create a new event select the Events.
2. The appropriate window opens. For example, from the main menu, if you selected Events, the Events window opens.
3. Complete the fields on the window.
  - To enter information into a code field, select the search button  and from the Code Selection window that opens, select a code.
  - To enter information into a text field, type directly into the field.


**Note:** You must complete all the required fields before you can save the record. Field captions for all required fields are underlined. Completing the remaining fields is optional.

4. From the toolbar, select the Save button .  
RISKMASTER creates a new record and saves in your database.

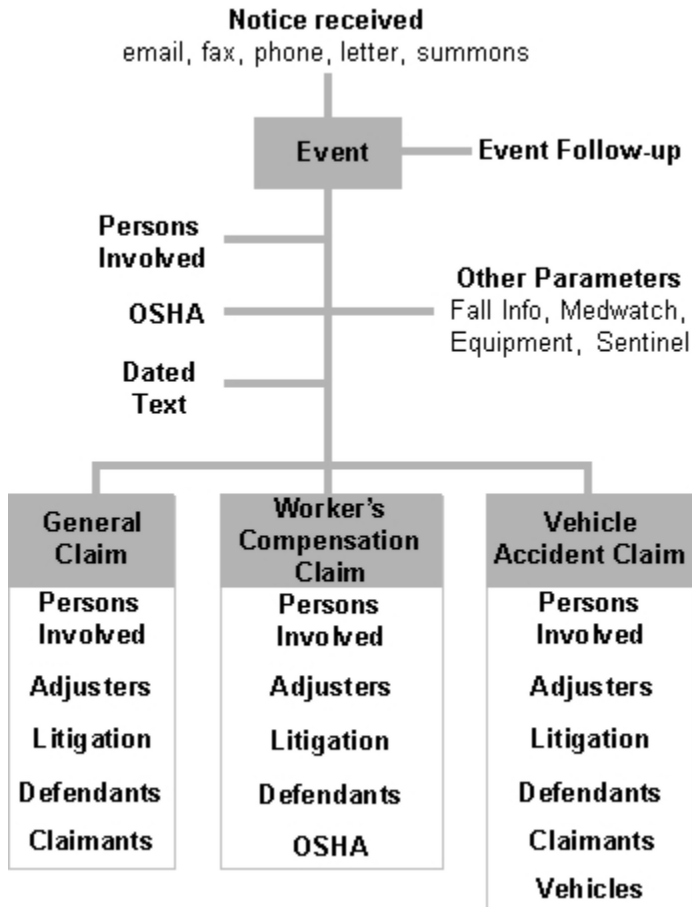
## To Delete a Record

You can delete records only if you have the appropriate permissions. Your system administrator is responsible for setting up your permissions. If you delete a record in error, contact your system administrator or RISKMASTER Customer Support for assistance.

Note: CSC recommends that you do not delete records. When you delete records, all records attached to the record are also deleted.

1. Open the record you want to delete.
2. From the toolbar, select the Delete button .  
A window opens and displays a warning message.
3. To delete the record, select OK.  
RISKMASTER deletes the record and all attached records.

## Flow of event and claim information



## To Log In and Log Out

When you open RISKMASTER, you have to log into a data source, which is the link between RISKMASTER and your database. You must have a user name and password before you can use RISKMASTER. Your system administrator defines the data source on the workstation during installation.

While setting up RISKMASTER, your system administrator uses RISKMASTER's Security Management System to create your user account and specify the data sources you can use.

Note: If you have questions about the data source or your user privileges, see your system administrator.

## To Log In

1. Do one of the following:
  - In your browser address bar, enter the RISKMASTER URL. Your system administrator can give you this URL.
  - If you have an icon set up on your desktop, double click the RISKMASTER icon.

The RISKMASTER Home window opens.

2. In the Login Name field, enter your user name.
3. In the Password field, enter your password.
4. Select Login.  
The RISKMASTER Database Login window opens.
5. From the Database drop down list, select a data source.  
RISKMASTER connects you to the data source you selected. You can select the menu items from the main menu, to open the required RISKMASTER window.

## To Log Out

When you close your browser, RISKMASTER automatically logs you out. You can also log out without closing your browser. This is helpful if you need to log in as a different user.

- From the RISKMASTER Home window, select the Logout link at the upper right hand corner.
- RISKMASTER logs you out and the RISKMASTER Home window opens.

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## To Recover a Forgotten Password

1. On the RISKMASTER login window, select the Forget Password link. A message box displays,
2. Enter a valid user ID.


**Note:** A valid e-mail address should be specified in the Security Management System for the entered user ID.

A temporary password is sent to the e-mail address specified in Security Management System.

3. Login to RISKMASTER using the temporary password. The New Password window opens.



Temporary Password	<input style="width: 60%; height: 25px;" type="text"/>
New Password	<input style="width: 60%; height: 25px;" type="text"/>
Confirm New Password	<input style="width: 60%; height: 25px;" type="text"/>

4. In the Temporary Password field, enter the temporary password sent in the email.
5. In the New Email field, enter the new password you want to use to login to RISKMASTER.
6. In the Confirmed Password field, enter the password once again.
7. Select the  button.

## To Quit RISKMASTER

1. On any RISKMASTER window, select the Logout link in the upper right hand side corner.  
RISKMASTER logs you out and the RISKMASTER Home window opens.



2. Close your browser or navigate to a different web site.

## Claims

### Events and Claims Overview

In RISKMASTER, you must associate every claim with an event . You can enter event information when an incident is reported and then add claims to the event when claimants file claims related to the event. You can also directly enter a claim. When you directly enter a claim, RISKMASTER creates an event for the claim using the information you enter into the claim.

CSC recommends that you enter event information before entering claim information.

You enter financial information in claim records but not in event records.

You can use the data contained in any of the claims to generate reports, such as the First Report of Injury or OSHA reports, or a wide variety of standard management reports.

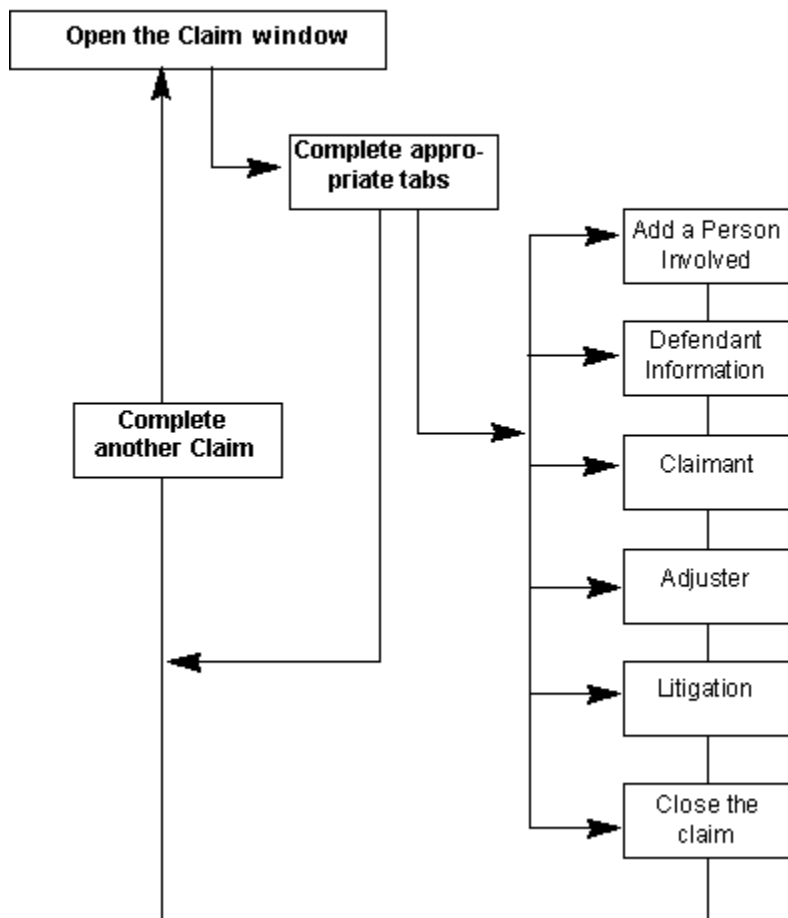
Once you save a claim, you can attach documents, faxes, video, and audio files to the claim.

You can view the LOB, Claim Number and Claimant Name in the navigation tree when ever you save any claim or open any saved claim.

You can also merge and print standard letters and memoranda with data and attach this information to a claim.


## Processing Claims

### Processing Claims



## Pending Claims

### Open Pending Claims List

1. From the main menu, select My Work.
2. From the My Work menu, select My Pending Claims.
3. The My Pending Claims window opens.
4. The pending claims for the logged in user are displayed
5. Select the Show All Claims checkbox, to view all the pending claims for the user
6. From the Show Pending From drop down list, select the user for which you want to see the pending claims
7. Note: Show Pending For dropdown shows all reportees to the Adjuster logged in, only those who are also an adjuster.
8. Select the Save button to save the preferences.
9. Select the  button to restore the default settings.
10. Select the Export to Excel button to retrieve all the records in an excel sheet
11. Select the Save button to save your preferences

# Claim Type

## General Claims

### General Claims

This type of claim involves incidents resulting in bodily injury and/or property damage.

In you can create and process general liability claims. A general liability claim must be associated with an event.

### Introduction

#### General Claims Window: Claim Info Tab


Use the Claim Info tab to enter general information about a general liability claim.

**To open** From the [General Claims window](#), select the Claim Info tab.


#### Field definitions


- Event Number**
- If you open the General Claims window from the Event window, displays the event number.
  - If you open the General Claims window directly, RISKMASTER will create a new event and add the event number to this field when you save the claim.


**Claim Number** Enter a unique identifying number for the claim or leave blank and RISKMASTER will generate a claim number when you save.


**Policy LOB** Enter the code that best describes the insurance line of the policy against which the claim is made or select the  button to select from the code selection window.

**Note:** The Policy LOB field is visible only when **the Use Carrier Claims check box on the General System Parameter Setup: Carrier Claim Settings tab is selected.**


**Claim Type** Enter the code that best describes the claim or select the  button to select from the Code Selection window.


**Department** Enter the department, the individual or equipment involved in the event or select the  button to select from the Org Hierarchy window.

**Instr** Select the  button to display special claim instructions for the department you entered.

**Claim Status** Enter the code that best describes the claim status, select the  button to select from the Code Selection window.


**Date Closed** For a closed claim, displays when the claim was closed.

**Close Method** When you close a claim, enter the code that best describes how the claim was closed or select the  button to select from the Code Selection window.


**Date of Event** Enter the date on which the event occurred or select  button to select from a calendar.

**Time of Event** Enter the time when the event occurred.


Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.

**Date of Claim** Enter the date on which your organization learned of the claim or select  button to select from a calendar.

**Time of Claim** Enter the time when your organization was informed of the claim.


**Event Date Rptd.** Enter date on which the event was reported or select the  button to select from a calendar.

**Event Time Rptd** Enter the time when the event was reported.


**Claim Date Rptd.** Enter the date when claim was reported or select the  button to select from a calendar.

**Est. Collect** Enter the dollar amount that you expect to collect on this claim.

**File Number** Enter any special identification number that your organization uses such as the box number or the insurance company's case number.

**Policy Name** Enter a policy name that you want to attach to the claim or select the  button to select from the Policies window.

Note: RISKMASTER displays all policies that meet the criteria based on the claim's Department, Claim Type, Effective Dates, Policy Status, and Trigger Method. You can attach a policy to a claim only when it fulfills the five filters.

Select the  Download External Policy button to open the Policy System Download Search window. The button is visible only when the Use Policy System Interface check box on the Carrier Claim Settings tab is checked.

**Open** Select to open the Policy Maintenance window for the policy attached to the claim.


**Service Code** Enter the code that best describes who is responsible for processing the claim or select the search button to select from the Code Selection window.


**Payments Frozen** Select the check box to stop all payments on this claim.

Note: The claim remains open but no payments are made until you clear this check box. You can only use this check box if you have the appropriate permissions.

**Email ACORD To** Enter the e-mail address to which you want to send ACORD.

**LSS Claim** Select the check box if you want the claim to be sent to Legal Solution Suite (LSS).

**Jurisdiction** Enter the state in which you must file OSHA reports for the claim or select the  button to select from the States window.

**Currency Type** Enter the currency type or select the search  button to select from the Code Selection window.

Note: By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Catastrophe Type** Select the button to select the required catastrophe type associated with the claim.

Note : The catastrophe can be of various types

- Death
- Ice
- Earthquake
- Multiple Vehicle Accident
- Fire
- Theft
- Flood
- Tornado
- Hail
- Workers Compensation Accident
- Hurricane
- Windstorm

Note: From the Catastrophe Type field when you select a type of catastrophe, the Catastrophes window opens and lists all the catastrophes present in database based on chosen type. Select 'Yes' and then choose a catastrophe record. The Catastrophe No. of the selected record displays in the Catastrophe Number field.

**Catastrophe Number** Displays the number of the catastrophe record attached to the claim.  
 Note: The number displays based on selection made in Catastrophe Type field.

**ACORD Tab**

Use the tab to enter information that you want to use on the ACORD form.

Note: ACORD forms are sent to the Association for Cooperative Operations Research and Development, which is a global, nonprofit insurance association to facilitate the development and use of standards for the insurance, reinsurance and related financial services industries.


**To open** From the [General Claims window](#), select the ACORD tab.

**Field definitions**

**Remarks** Enter any remarks related to the claim or the ACORD form.

**Amount of Total Loss** Enter the total amount of loss.


**Reported To** Enter the name of the contact to whom the loss was reported.


**Contact Insured** Enter the code that best describes the insurance status of the contact, or select the  button to select from the Code Selection window.

**Type Of Premises** Enter the premises type on which the event took place.

**Type of Product** Enter the product type.

**Contact Res Phone** Enter the contact's residential phone number.

**Premises/ Insured Is** Enter the code that best describes the type of premises or insured or select the  button to select from the Code Selection window.

**Products/ Insured Is** Enter the code that best describes the type of products or insured or select the  button to select from the Code Selection window.


**Where Can Product Be Seen** Enter the address where you can see the damaged product.

**Other Liability** Enter details of any other liability involved with the event.

**Injured Employee Name/ Addr** Enter the injured employee's name and address.

<b>Injured Employee Phone</b>	Enter the injured employee's phone number.
<b>Where to Contact</b>	Enter the address where you can contact the injured employee.
<b>When to Contact</b>	Enter the time when you can contact the injured employee.
<b>Describe Property Damaged</b>	Enter a description of the damaged property.
<b>Damaged Property Company Name</b>	Enter the name of the company to which the damaged property belonged.
<b>Damaged Property Policy Num</b>	Enter the policy number for the damaged property.
<b>Damaged Owner Name/Addr</b>	Enter the name and address of the person who owns the damaged property.
<b>Damaged Owner Res Phone</b>	Enter the owner's residential phone number.
<b>Damaged Owner Bus Phone</b>	Enter the owner's business phone number.
<b>Describe Damage</b>	Enter a description for the damage.
<b>Damage Estimate Amount</b>	Enter the estimated amount for the damage.
<b>Where Can Damage Be Seen</b>	Enter the address of the location where you can see the damaged property.
<b>Other Veh/Prop Ins</b>	Enter the insurance status of the other vehicle or property or select the search button to select from the Code Selection window.
<b>Driver Same As Owner</b>	Enter whether the vehicle driver and owner is the same or select the search button to select from the Code Selection window.
<b>Report Number</b>	Enter the number of the event report.
<b>Violations / Citations</b>	Enter any violations/citations regarding the event.

**Property Damaged Vehicle**

Enter the damaged property or vehicle or select the  button to select from the Code Selection window.

**ACORD Forms**

Select the button to view the ACORD forms attached to the selected general claim.

**General Claims Window: Event Detail Tab**

Use the Event Info tab to enter general information about the event related to this claim . RISKMASTER automatically updates this tab, if you open the Claim window from the Event window.

If you enter a claim before entering an event, RISKMASTER uses the information on this tab to create a new event for this claim.

**To open** From the [General Claims window](#), select the Event Detail tab.

**Field definitions**


**Location Address**

Enter the address where the event occurred. Enter the City, State, Zip, and Country in the appropriate fields.


**County of Injury**

Enter the county where the event occurred.

**Location Description**

Enter a description for the location where the event occurred or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.

**Authority Contacted**


Enter the person who was informed of the event, or select the  button to open the Standard Entity Search window and search for the authority contacted.

**Event On Premise**


Select the check box if the event occurred,

- on your organization's property (if you are self-insured).
- on the insured organization's property (if you are a TPA ).


**Primary Location**

Enter the code that best describes the exact location where the event occurred or select the  button to select from the Code Selection window.

**Location Type**

Enter the code that best describes the location type where the event occurred or select the  button to select from the Code Selection window.

**Cause Code**

Enter the code that best describes the event cause or select the  button to select from the Code Selection window.

**Number of Injuries**


Enter the number of persons injured as result of the event.

**Number of Fatalities**

Enter the number of deaths that resulted from the event.



**Event Description**

Enter a description for the event or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.

**General Claim Window**

Use the General Claim window to enter detailed information about general liability claims. The General Claim window has two tabs. Select the buttons on the General Claim window to open additional windows.

Note: Every claim must be associated with an event . CSC recommends that you record the event information before the claim. This ensures that multiple claims related to a single event are properly linked to that event record.

**To open**

- From the main menu, select Document.
- From Document menu, choose General Claim.

**Field definitions**

[Claim Info tab](#)

[Event Info tab](#)

[ACORD tab](#)

[Loss Information tab](#)

**Persons Involved** From the left navigation tree, select Persons Involved under the General claim node to open Persons Involved window.

**Adjuster** From the left navigation tree, select Adjuster under the General claim node to open the [Adjuster Information window](#).

**Litigation** From the left navigation tree, select Litigation under the General claim node to open the [Litigation window](#).

[Claimant](#) From the left navigation tree, select Claimant under the General claim node to open the Claimant window.

**Defendant** From the left navigation tree, select Defendant under the General claim node to open the [Defendant window](#).

**Financials** From the left navigation tree, select Financials under the General claim node to open the [Reserves window](#).

**General Claims Window: Loss Information Tab**


**To open** From the [General Claims window](#), select the Loss Information tab.

**Field definitions**

**Special Handling Flag** Select the check box to flag the claim for special handling.

**Self Insured Flag** Select the check box to indicate if the policy holder sets aside money to cover possible losses rather than purchasing an insurance policy.


**AIA Codes**

Enter the six-byte, alphanumeric Accident Injury Analysis codes or select the  button to select from the Code Selection window.

**Report Number**

Enter the reference number given to the official report by the Authority Contacted.

**Date of Discovery**

Enter the date on which the theft of property was first discovered missing or select the  button to select from a calendar.

## Health Claim

### Health Claims

This type of claim involves incidents resulting in disability, death or a severe accident.

In you can create and process Health liability claims. A Health liability claim must be associated with an event.

A Health claim encompasses several claims:

- Disability Claims
- Policy Supplemental Claims
- Accident Claim

Note: It is supported for carrier clients.

### How to Navigate

1. From the main menu, select Document.  
The Document menu opens.
2. From the Utilities menu, select Health Claim.  
The Health Claim Window opens.

### Field Help

#### Claim Info Tab

Use the Claim Info tab to enter general information about a Health claim.

**To open** From the Health Claim Window, select the Claim Info tab.

#### *Field definitions*

- Event Number** Enter the event number.
- If you open the Worker's Compensation window from the Event window, displays the event number.
  - If you open the Worker's Compensation window directly, RISKMASTER will create a new event and add the event number to this field when you save the claim.

- Claim Number** Enter a unique number for the claim. If you leave blank and RISKMASTER generates a claim number when you save.
- Policy LOB** Enter the code that best describes the insurance line of the policy against which the claim is made or select the Lookup Active button to select from the code selection window.
- Note:** The Policy LOB field is visible only when **the Use Carrier Claims check box on the General System Parameter Setup: Carrier Claim Settings tab is selected.**
- Claim Type** Enter the claim type or select the Search button to select from the Code Selection window.
- Department** Enter the department, the individuals or equipment involved in the event belonged to or select the Toolbar Search button to select from the Org Hierarchy window.
- Note:** If the department you enter requires special instructions, instructions for that department will automatically open.
- Claim Status** Enter the code that best describes the claim status, select the Toolbar Search button to select from the Code Selection window .
- Date Closed** Displays the date on which a claim was closed.
- Note:** This field is active when the Claims Status is selected as Closed.
- Close Method** Enter the code that best describes the claim closure method or select the Toolbar Search button to select from the Code Selection window.
- Current Adjuster** Displays the current adjuster name.
- Note:** RISKMASTER automatically displays the name as filled in the Adjuster window.
- Date of Event** Enter the date on which the event occurred or select the Toolbar Calender button to select the date from the calendar.
- Time of Event** Enter the time when the event occurred.
- Note:** You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.
- Date of Claim** Enter the date on which the insured or the carrier is given notice of the claim or select the Toolbar Calender button to select the date from the calendar.
- Time of Claim** Enter the time on which the insured or the carrier is given notice of the claim.
- Date Reported** Enter date on which the event was reported or select the Toolbar Calender button to select the date from the calendar.
- Event Date Rptd.** Enter the date on which the event was reported

- Event Time Rptd.** Enter the time at which the event was reported.
- Claim Date Rptd.** Enter the date on which claim is reported or select the Toolbar Calender button to select the date from the calendar.
- File Number** Enter any special identification number that your organization uses such as the box number or the insurance company's case number.

**Policy Name** Enter a policy name that you want to attach to the claim or select the Toolbar Ellipses button to select from the Policies window.

Note: RISKMASTER displays all policies that meet the criteria based on the claim's Department, Claim Type, Effective Dates, Policy Status, and Trigger Method. You can attach a policy to a claim only when it fulfills the five filters.

**LSS Claim** Select the check box if you want the claim to be sent to Legal Solution Suite (LSS).

**Payments Frozen** Select the check box if you want to prevent any payments to be made against the claim.

Note: The claim remains open but no payments are made until you clear this check box. You can only use this check box if you have the appropriate permissions.

**Jurisdiction** Enter the state in which you must file OSHA reports for the claim or select the Toolbar Search button to select from the Codes Selection window.

**Currency Type** Enter the currency type or select the search button Look-up Active to select from the Code Selection window.

Note: By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

### Event Detail Tab

Use the Event Info tab to enter general information about the **event** related to **Health claim** . RISKMASTER automatically updates this tab, if you open the Claim window from the Event window.


If you enter a claim before entering an event, RISKMASTER uses the information on this tab to create a new event for this claim.

**To open** From the [Health Claims window](#), select the Event Detail tab.


#### Field definitions

**Location Address** Enter the address where the event occurred. Enter the City, State, Zip, and Country in the appropriate fields.

**County of Injury** Enter the county where the event occurred.

**Location Description** Enter a description for the location where the event occurred or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.

**Authority Contacted**


Enter the person who was informed of the event, or select the  button to open the Standard Entity Search window and search for the authority contacted.

**Event On Premise**


Select the check box if the event occurred,

- on your organization's property (if you are self-insured).
- on the insured organization's property (if you are a TPA ).


**Primary Location**

Enter the code that best describes the exact location where the event occurred or select the  button to select from the Code Selection window.

**Location Type**

Enter the code that best describes the location type where the event occurred or select the  button to select from the Code Selection window.

**Cause Code**

Enter the code that best describes the event cause or select the  button to select from the Code Selection window.


**Number of Injuries**

Enter the number of persons injured as result of the event.

**Number of Fatalities**

Enter the number of deaths that resulted from the event.

**Event Description**

Enter a description for the event or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.

**Loss Information Tab**

**To open** From the [Health Claims window](#), select the Loss Information tab.

*Field definitions*


**Special Handling Flag**

Select the check box to flag the claim for special handling.

**Report Number**

Enter the reference number given to the official report by the Authority Contacted.

**Date of Discovery**

Enter the date on which the theft of property was first discovered missing or select the  button to select from a calendar.

**Claim Loss Type**

Select the Claim Loss Type.

**Loss Description**

Enter a description detailing the loss.

<b>Notice Date</b>	Enter the notice date of the claim.
<b>Error Date</b>	Enter the error date of the claim. .
<b>Underlying Loss Date</b>	Enter the underlying loss date of the claim.

## Workers Compensation

### Workers' Compensation Claims

Use the Workers' Compensation claims window to enter detailed information about the claims related to work injuries. You can add information related to exposures, coverages, persons Involved, work loss information in it.

### Workers' Compensation: Jurisdictionals Tab

Use the Jurisdictionals tab to enter information that you want RISKMASTER to enter into FROI forms for the jurisdictional state you selected.

Note: From this tab, you can open the completed First Report of Injury forms in Adobe Acrobat Reader. You can then enter additional information into the forms and print the forms.

**To open** From the [Workers' Compensation window](#), select the Jurisdictionals tab.

#### Field definitions

**Data entry fields** RISKMASTER uses the information you enter into these fields along with other information you entered into RISKMASTER to populate the First Report forms.

**EDI History** Select the button to open the EDI History window and view EDI extraction history for a claim.

**FROI** Select the button to display the Preparer Information window and enter preparer information for the FROIs. After you enter preparer information you can view the First Report forms available for the state you selected.

For example:

- California: Employer's Report of Occupational Injury or Illness
- Michigan: Employer's Basic Report of Injury
- Alabama: Employer's First Report of Injury or Occupational Disease, and so on.


Select a form to open the form in Adobe Acrobat.

**WC PDF Forms** Select to open the WC PDF Forms window and display the claim forms available for this claim.


## Primary Diagnosis History Window

Use the Primary Diagnosis History window to select the ICD-9 primary diagnosis code for a case.

Note: You can get more information from the medical disability advisor.

**To open** On the [Workers' Compensation window: Medical Info tab](#) , or [Non-Occupational window: Medical Info tab](#) from the ( ICD-9 ) Primary Diagnosis field, select the  button.


### Field definitions

**ICD9 (Primary Diagnosis)** Enter the code that best describes the primary diagnosis or select the  button to open the Code Selection window.

**Date** Enter the date on which the primary diagnosis was made or select from the calendar.

**Changed By** Displays the name of the current system user entering the information.

**Approved By** Enter the name of the person who approved the primary diagnosis.

**Reason** Select the  button to open the RISKMASTER Editor and enter the reasons for primary diagnosis.

**OK** Select the button to save the changes to the ICD9 primary diagnosis field.

**Cancel** Select the button to close the Primary Diagnosis History window.


*table* Displays the available ICD-9 primary diagnosis.


## Workers' Compensation: Medical Info Tab


Use the Medical Info tab to enter information about the medical treatment rendered to the injured employee.


**To open** From the [Workers' Compensation window](#) or [Non-Occupational Claims window](#) , select the Medical Info tab.

### Field definitions


**Hospital** Select the  button to open the Standard Entity Search window to search for and select the hospital where the employee was treated.

Note: To remove an existing hospital from the Hospital field, select the record and  select .

**Hospital Date Range** Enter the date range for which the employee was hospitalized or select  button to select the date from the calendar.


**Disability Type** Enter the code for the employee's disability type or select the  button to select from the Code Selection window.

**Illness Type**

Enter the code for the employee's illness type or select the  button to select from the Code Selection window.

Note: The field is active only when you select the Disability Type as Illness.

**Injuries**

Enter the code that best describes the injuries the employee sustained or select the  button to select from the Code Selection window.

Note: The field is active only when you select the Disability Type as Injury.


**(ICD9 ) Primary Diagnosis**

Select the  button to open the [Primary Diagnosis window](#) and select ICD 9 codes.


**(ICD10 ) Primary Diagnosis**

Select the  button to open the [Primary Diagnosis window](#) and select ICD 10 codes.

**Physicians**

Select the  button to open the Standard Entity Search window and select the physician who made the primary diagnosis.

**MDA Topic**

Select the  button to open the RISKMASTER Editor and enter the Medical Disability Advisor topic.


**Disability Guideline**

Select to open the disability guideline.


**MDA Factor**

Displays the Medical Disability Advisor factor based on the MDA topic you select.


**Treatment**

Enter the code that best describes the treatment for the injury or illness or select the  button to select from the Code Selection window.


**Other Treatment**

Enter any other treatment other than those described by the codes or select the  button to open the RISKMASTER Editor.


**Diagnosis**

Enter the code that best describes the diagnosis or select the  button to select from the Code Selection window.

**Body Parts**

Enter the code that best describes the limbs, bones, or organs involved in the injury or select the  button to select from the Code Selection window.

**Medical Conditions**


Enter the code that best describes any existing medical conditions or select the  button to select from the Code Selection window.



**Other Medical Conditions**

Select the  button to open the RISKMASTER Editor and enter any other medical conditions.

**Major Hand**

Enter whether the Right or the Left hand is the major hand or select the  button to select from the Code Selection window.

**MMI Date**

Enter the date on which the injured/ ill employee reached Maximum Medical Improvement (MMI).

**Case Managers**

Select the button to open the [Case Manager History window](#).

**Treatment Plan**

Select the button to open the [Treatment Plan/Medical Chronology window](#).

**Medical Mgt Savings**

Select the button to open the [Medical Management Savings List window](#).

## Workers' Compensation Window

Use the Workers' Compensation window to enter detailed information about claims related to work injuries.

Note: Every claim must be associated with an event . CSC recommends that you record the event information before the claim. This ensures that multiple claims related to a single event are properly linked to that event record.

**To open**

- From the main menu, select Document.
- From the Document menu, choose Workers' Comp.

### Field definitions

Claim Info tab

Event Detail tab

Employee Info tab

Employment Info tab

[Medical Info tab](#)

Case Mgt/RTW tab

[Jurisdictionals tab](#)

**Persons Involved**

From the left navigation tree, select Persons Involved under the Workers Compensation claim node to open Persons Involved window.

**Adjuster**

From the left navigation tree, select Adjuster under the Workers compensation claim to open the [Adjuster Information window](#).

**Litigation**

From the left navigation tree, select Litigation under the Workers Compensation claim node to open the [Litigation window](#).

**Defendant**

From the left navigation tree, select Defendant under the Workers Compensation claim node to open the [Defendant window](#).

- OSHA** From the left navigation tree, select OSHA Information under the Workers Compensation claim node to open the [OSHA Information window](#).
- Financials** From the left navigation tree, select Financials under the Workers Compensation claim node to open the [Reserves window](#).
- WC PDF Forms** Select to open the WC PDF Forms window to view and open the available workers compensation forms.
- FROI** Select to open the Preparer Information window.  
  
On the Preparer Information window, enter the preparer information and select Attach form to Claim to attach the First Report form to the claim record.

### Workers' Compensation: Jurisdictionals Tab

Use the Jurisdictionals tab to enter information that you want RISKMASTER to enter into First Report of Injury forms (FROIs) for the jurisdictional state you selected.

Note: From this tab, you can open the completed First Report of Injury forms in Adobe Acrobat Reader. You can then enter additional information into the forms and print the forms.

- To open** From the [Workers' Compensation window](#), select the Jurisdictionals tab.

#### Field definitions

- Data entry fields* RISKMASTER uses the information you enter into these fields along with other information you entered into RISKMASTER to populate the First Report forms.
- FROI** Select the button to display the Preparer Information window and enter preparer information for the FROIs. Once you enter preparer information you can view the First Report forms available for the state you selected.  
  
For example:  
  
California: Employer's Report of Occupational Injury or Illness  
  
Michigan: Employer's Basic Report of Injury  
  
Alabama: Employer's First Report of Injury or Occupational Disease  
  
And so on.  
  
Select a form to open the form in Adobe Acrobat.
- WC PDF Forms** Select to open the WC PDF Forms window and display the claim forms available for this claim.

## Vehicle Accident

### Vehicle Accident Claim

Use the Vehicle Accident window to enter detailed information about vehicle accident claims.

## Vehicle Accident Claims: Claim Info Tab


Use the Claim Info tab to enter general information about a vehicle accident claim.


**To open** From the [Vehicle Accident window](#), select the Claim Info tab.

### Field definitions


- Event Number**
- If you open the Claim window from the Event window, displays the event number.
  - If you open the Claim window directly, RISKMASTER will create a new event and add the event number to this field when you save the claim.

**Claim Number** Enter a unique number for the claim or leave blank and RISKMASTER will generate a claim number when you save.


**Claim Type** Enter the code that best describes the claim or select the  button to select from the Code Selection window.


**Department** Enter the department, the individuals or equipment involved in the event belonged to or select the  button to select from the Org Hierarchy window.

**Instr** Select the button to display special claim instructions for the department you entered.

**Claim Status** Enter the code that best describes the claim status, select the  button to select from the Code Selection window .


**Date Closed** For a closed claim, displays when the claim was closed.

**Close Meth.** When you close a claim, enter the code that best describes how the claim was closed or select the  button to select from the Code Selection window.


**Date of Event** Enter the date on which the event occurred or select the  button to select from a calendar.

**Time of Event** Enter the time when the event occurred.


Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.

**Date of Claim** Enter the date on which your organization learned of the claim or select the  button to select from a calendar.

**Time of Claim** Enter the time when your organization learned of the claim.


**Event Date Rptd.** Enter date on which the claim was reported or select the  button to select from a calendar.

**Event Time Rptd.** Enter the time when the claim was reported.

**Claim Date Rptd.** Enter the date on which claim is reported or select the  button to select from a calendar.

**Est. Collect** Enter the dollar amount that you expect to collect on this claim.


**File Number** Enter any special identification number that your organization uses such as the box number or the insurance company's case number.

**Policy Name** Enter a policy name that you want to attach to the claim or select the  button to select from the Policies window.


Note: RISKMASTER displays all policies that meet the criteria based on the claim's Department, Claim Type, Effective Dates, Policy Status, and Trigger Method to display the policies on the Code Selection window. You can attach a policy to a claim only when it fulfills the five filters.

**Open** Select to open the Policy Maintenance window for the policy attached to the claim.

**LSS Claim** Select the check box if you want the claim to be sent to Legal Solution Suite (LSS).

**Service Code** Enter the code that best describes who is responsible for processing the claim or select the  button to select from the Code Selection window.

**Payments Frozen** Select the check box to stop all payments on this claim. The claim remains open but no payments are made until you clear this check box. You can only use this check box if you have the appropriate permissions.

**Currency Type** Enter the currency type or select the search button  to select from the Code Selection window.

Note: By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Catastrophe Type** Select the button to select the required catastrophe type associated with the claim.

Note : The catastrophe can be of various types

- Death
- Ice
- Earthquake
- Multiple Vehicle Accident
- Fire

- Theft
- Flood
- Tornado
- Hail
- Workers Compensation Accident
- Hurricane
- Windstorm

Note: From the Catastrophe Type field when you select a type of catastrophe, the Catastrophes window opens and lists all the catastrophes present in database based on chosen type. Select 'Yes' and then choose a catastrophe record. The Catastrophe No. of the selected record displays in the Catastrophe Number field.

**Catastrophe Number** Displays the number of the catastrophe record attached to the claim.

Note: The number displays based on selection made in Catastrophe Type field.

## Vehicle Accident Window

Use the Vehicle Accident window to enter detailed information about vehicle accident claims.

Note: Every claim must be associated with an event . CSC recommends that you record the event information before the claim. This ensures that multiple claims related to a single event are properly linked to that event record.

- To open**
- From the main menu, select Document.
  - From the Document menu, choose Vehicle Accident.

### Field definitions

[Claim Info tab](#)

[Event Detail tab](#)

[Vehicle Accident tab](#)

**Persons Involved** From the left navigation tree, select Persons Involved under the Vehicle Accident Claim node to open Persons Involved window.

**Adjuster** From the left navigation tree, select Adjuster under the Vehicle Accident Claim node to open the [Adjuster Information window](#).

**Litigation** From the left navigation tree, select Litigation under the Vehicle Accident Claim node to open the [Litigation window](#).

**[Claimant](#)** From the left navigation tree, select Claimant under the Vehicle Accident Claim node to open the Claimant window.

**U nit** From the left navigation tree, select Unit link from Financials node under the Vehicle Accident Claim node to open the Claimant window. open the Unit Involved window.

- Defendant** From the left navigation tree, select Defendant under the Vehicle Accident Claim node to open the [Defendant window](#).
- Financials** From the left navigation tree, select Financials under the Vehicle Accident Claim node to open the Reserves window.







## Vehicle Accident Claims: Event Detail Tab

Use the Event Detail tab to enter general information about the event related to this claim . RISKMASTER automatically updates this tab , if you open the Claim window from the Event window.

If you enter a claim before entering an event, RISKMASTER uses the information on this tab to create a new event for this claim.

**To open** From the [Vehicle Accident window](#), select the Event Detail tab.

### Field definitions

- Event On Premise** Select the check box if the event occurred,
- on your organization's property (if you are self-insured).
  - on the insured organization's property (if you are a TPA ).
- Location Address** Enter the address where the event occurred. Enter the City, State, Zip, and Country in the appropriate fields.
- County of Injury** Enter the county where the event occurred.
- Location Description** Enter a description for the location where the event occurred or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.
- Location Type** Enter the code that best describes the location type where the event occurred or select the  button to select from the Code Selection window.
- Primary Location** Enter the code that best describes the exact location where the event occurred or select the  button to select from the Code Selection window.
- Authority Contacted** Enter the person who was informed of the event, or select the  button to open the Standard Entity Search window and search for the authority contacted.
- Event Description** Enter a description for the event or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.
- Cause Code** Enter the code that best describes the event cause or select the  button to select from the Code Selection window.

**Number of Injuries** Enter the number of persons injured as result of the event.

**Number of Fatalities** Enter the number of deaths that resulted from the event.


## Vehicle Accident Claims: Vehicle Accident Tab

Use the Vehicle Accident tab to enter details about a vehicle accident.


**To open** From the [Vehicle Accident window](#), select the Vehicle Accident tab.

### Field definitions


**Accident Type**

Enter the code that best describes the accident type or select the  button to select from the Code Selection window.


**Accident Desc**

Enter the code that best describes the accident occurred or select the  button to select from the Code Selection window.

**Date of Federal DOT Report**

Enter the date on which a federal Department of Transportation report was filed or select the  button to select from a calendar.

**Date of State Spill Report**

Enter the date on which a state Department of Transportation report was filed or select the  button to select from a calendar.

**DOT Report #**

If you filed a state Department of Transportation report, enter the identifying number for the report.

**In Traffic**

Select the check box if the accident occurred in moving traffic.

**Reportable**

Select the check box if you need to report the accident to another organization.

**Preventable**

Select the check box if the accident was preventable.


## Unit Information Window




Use the Involved Unit window to enter details about a vehicle involved in an accident.

**To open** From the left navigation frame, select Units link under Financials under the Vehicle Accident node.

### Field definitions

**Vehicle ID**

Enter the unique identifying number your organization uses to identify the vehicle involved in the accident, or select the  button to open the Standard Vehicle Search window and search for the vehicle.

<b>Vehicle Make</b>	Enter the vehicle manufacturer.
<b>Vehicle Model</b>	Enter the vehicle model name.
<b>Vehicle Year</b>	Enter the year in which the vehicle was manufactured.
<b>Unit Type</b>	Enter the code that best describes the vehicle or select the  button to select from the Code Selection window.
<b>Department</b>	Enter the entity in your organization hierarchy to which the vehicle is assigned, or select the  button to select from the Org Hierarchy window.
<b>license Number</b>	Enter the vehicle's license plate number.
<b>State</b>	Enter the state where the vehicle is registered.
<b>Damage</b>	Enter a description of the damage to the vehicle or select the  button to open the RISKMASTER Editor. In the RISKMASTER Editor enter the damage description and then select OK.
<b>Claim History</b>	Select to open the Claim Involvement History window.
<b>Back to Vehicle Claim</b>	Select to open the Vehicle Claim window.

## Reserves Window

Use the Reserves window to enter payment, collection , and reserve information related to this claim.

- To open**
- Search for the claim to which you want to add Financials Information.
  - From the left navigation tree, under the required claim node, select Financials link.
  - A Lookup results window opens.
  - From the Lookup results window, select the required Financials.

## Field definitions

**Reserve** Displays the reserve categories your organization uses.

Note: To edit a reserve, select the reserve. This opens the Reserve for claim window.

**Balance** Displays the reserve balance for each reserve category.



- Paid** Displays the payments that you have entered for claim or claimant.  
**Note:** When you enter a payment, you have to select a Transaction Type code to determine the reserve category.
- Collections** Displays any income related to the claim for each reserve category.  
**Note:** Recoveries or subrogation are also Collections.
- Incurred** Displays the balance (plus payments less collections) for each reserve category.
- Status** Displays the status of the reserve.
- Payment History** Select to open the Payment History for claim window.
- Time and Expense** Select to open the [Time and Expense window](#).  
**Note:** You can only see this button if you activated the Time and Expense module in RISKMASTER Utilities .
- Add Payment** Select to open the Funds Management window.
- Add Collection** Select to open the [Funds Management window](#).
- Schedule Checks** Select to open the [Schedule Automatic Check Processing window](#).
- Back to Claim** Select to return to the claims window.  
**Note:** When you navigate through the Search > Funds > on the Funds window, select Back To Financials button from toolbar you are able to view Back To Claim button.
- Currency Type** From the drop down list, select a currency type.  
**Note:** The Currency Type field is visible only when the Use Multiple Currency check box on the General System Parameter Setup: Globalization Settings tab is selected.



Select the button to open the Enhanced Notes for the associated parent claim record.

- Allocated Amount** Displays the total of all the Funds Transactions which are not printed and not voided and also includes sum of the Scheduled Checks transactions.

## button dialogs

### Benefit Calculator Window

Use the Benefit Calculator window to calculate temporary total, permanent partial and permanent total rate in workers' compensation claims.

**Note:** The benefit calculator is not available for all jurisdictions.

**To open** On the Workers' Compensation window, Employment Info tab, select the Indemnity Rate Calculations button.

**Field definitions**

<b>Avg Weekly Wage</b>	Displays the average weekly wage of the employee calculated on the Work Comp Average Weekly Wage window.
<b>Waiting Period</b>	Displays the waiting period for start of the indemnity benefit payments.
<b>Current MMI Date</b>	Displays the current maximum medical improvement (MMI) date.
<b>Satisfied</b>	Displays the check box as selected when the waiting period is satisfied.
<b>Accident Date</b>	Displays the date when the event occurred.
<b>Retroactive Period</b>	Displays the number of days that have passed since indemnity benefit payments began.
<b>Satisfied</b>	Displays the check box as selected when the retroactive period is satisfied
<b>Current Disability %</b>	Displays the percentage current disability rating of the employee.
<b>Curr. Disability Date (From Work Loss)</b>	Displays the current disability date from the work loss date.
<b>Most Recent RTW (From Bank Accounts Work Loss)</b>	Displays the most recent return to work (RTW) from the work loss date.
<b>TT Rate</b>	Displays the jurisdiction's abbreviation and jurisdictional rate for temporary total disability benefit payment rate. Enter the override rate for temporary total disability benefit payment rate.
<b>PP Rate</b>	Displays the jurisdiction's abbreviation and jurisdictional rate for permanent partial disability benefit payment rate. Enter the override rate for permanent partial disability benefit payment rate.
<b>PT Rate</b>	Displays the jurisdiction's abbreviation and jurisdictional rate for permanent total disability benefit payment rate. Enter the override rate for permanent total disability benefit payment rate.
<b>Save</b>	Select to save the changes made in the override rate fields.
<b>Reset</b>	Select to reset the values in the override rate fields.

**Adjuster Window: Claim Adjuster Information Tab**

Use the Adjuster window: Claim Adjuster Information tab to enter details about the adjusters.

- To open**
- Search for the claim to which you want to add Adjuster Information.
  - From the left navigation tree, under the required claim node, select Adjuster link.
  - A Lookup results window opens.
  - From the Lookup results window, select the required Adjuster.

## Field definitions


### Adjusters Last Name

Enter the adjuster's last name or select the  button to open the Standard Entity Search window and search for an adjuster.

When you search for an adjuster, RISKMASTER automatically updates the other fields on the tab.

Note: Before you enter new data, search for the adjuster in existing records. This prevents duplicate entries in the database.

### RISKMASTER Login

Enter the RISKMASTER user ID or select the  button to open the [Customize User List window](#) and select a RISKMASTER user ID.

### First Name

Enter adjuster's first name.

### Middle Name

Enter adjuster's middle name.

### Address

Enter the adjuster's address. Enter the City, State, Zip, and Country in the appropriate fields.

### Current Adjuster

Select the check box if you want this adjuster to work on this claim.

### Title

Enter the adjuster's title.

### Office Phone

Enter the adjuster's office phone number.

### Alt. Phone

Enter the adjuster's home phone number.

### Fax

Enter the adjuster's fax number.

### Dated Text

Select the button to open the [Adjuster Dated Text window](#).

### Back to Claim

Select to open the Claim window.



Select the button to open the Enhanced Notes for the associated parent claim record.

## Litigation Window

Use the Litigation window to enter lawsuit details for a litigated claim.

### To open

- Search for the claim to which you want to add Litigation Information.
- From the left navigation tree, under the required claim node, select Litigation link.
- A Lookup results window opens.
- From the Lookup results window, select the required Litigation.

**Field definitions**

[Litigation Info tab](#)

[Attorney Information tab](#)

**Expert** Select to open the [Expert Witness window](#).

**Back to Claim** Select to return to the Claim window.



Select the button to open the Enhanced Notes for the associated parent claim record.

**Customize User List Window**

**To Open**

From Adjuster window, select the  button from the RISKMASTER Login field

**Field definitions**

**First Name** Enter the first name of the user whom you want to search.

**Last Name** Enter the last name of the user whom you want to search.

**User Type** Select the authentication type of the user.

**List All** Select the button to list all the users.

**System User(s)**

**Login Name** Displays the user ID of system users.

**Name** Displays the name of system users.

**User Type** Displays the authentication type of system users.

**OK** Select to save the changes.

**Cancel** Select to cancel the process.


**Litigation Window: Litigation Info Tab**

Use the Litigation Information tab to enter litigation details for a litigated claim .


**To open** From the [Litigation window](#), select the Litigation Info tab.

**Field definitions**


**Docket Number** Enter the identification number assigned by the court to the filed lawsuit.

**Suit Date** Enter the date on which the lawsuit was filed or select the  button to select the date from the calendar.

**Court Date**

Enter the date for the next court hearing or select the  button to select the date from the calendar.


**Venue State**

Enter the state of jurisdiction for the claim or select the  button to select from the Code Selection window.


**County**

Enter the county where the lawsuit is filed.


**Litigation Type**

Enter the code that best describes the litigation type or select the  button to select from the Code Selection window.

**Litigation Status**

Enter the code that best describes the litigation status or select the  button to select from the Code Selection window.

**Demand/Allegations**

Select the  button to open the RISKMASTER Editor. Enter the specific allegations made in the lawsuit, the issues under litigation, and the demands made by the claimant , usually in terms of a financial amount and then select OK.

**Judge Last Name**

Enter the judge's last name or select the  button to open the Standard Entity Search window and search for the judge.

Note: Before you enter new data, search for the judge in existing records. This prevents duplicate entries in the database.

**First Name**

Enter the judge's first name.

**Address**

Enter the court address. Enter the City, State, Zip, and Country in the appropriate fields.

## Expert Witness Window

Use the Expert Witness window to enter details about an expert witness in a litigation .

**To open** From the [Litigation window](#), select the Expert button.

### Field definitions

**Expert Last Name**





Enter the witness's last name or select the  button to open the Standard Entity Search window and search for a witness.

When you search for an witness, RISKMASTER automatically updates the other fields on the tab.

Note: Before you enter new data, search for the [claimant](#) in existing records. This prevents duplicate entries in the database.

**First Name**

Enter witness's first name.


<b>Middle Name</b>	Enter witness's middle name, if any.
<b>Address</b>	Enter the witness's address. Enter the City, State, Zip, and Country in the appropriate fields.
<b>Witness Type</b>	Enter the code that best describes the witness type or select the  button to open the Code Selection window.
<b>Office Phone</b>	Enter the witness's office phone number.
<b>Home Phone</b>	Enter the witness's home phone number.
<b>Fax</b>	Enter the witness's fax number.
<b>Title</b>	Enter the witness's title.
<b>Rate</b>	Enter the rate the expert witness charges for services.
<b>Notes</b>	Enter notes about the expert witness or select the  button to open the <a href="#">RISKMASTER Editor</a> . In the RISKMASTER Editor, enter the description and then select OK.
<b>Specialty</b>	Enter notes about the expert witness's specialty or select the  button to open the <a href="#">RISKMASTER Editor</a> . Enter the description and then select OK.
<b>Case Description</b>	Enter a description of the lawsuit or select the  button to open the <a href="#">RISKMASTER Editor</a> . Enter the description and then select OK.
<b>Back to Litigation</b>	Select to open the Litigation window.

### Litigation Window: Attorney Information Tab

Use the Attorney Information tab on the Litigation window to enter attorney details for a litigated claim .

**To open** From the [Litigation window](#), select the Attorney Information tab.


#### Field definitions

**Attorney Last Name** Enter the attorney's last name or select the  button to open the Standard Entity Search window and search for an attorney.

When you search for an attorney, RISKMASTER automatically updates the other fields on the tab.

Note: Before you enter new data, search for the [claimant](#) in existing records. This prevents duplicate entries in the database.

**First Name** Enter attorney's first name.

<b>Address</b>	Enter the attorney's address. Enter the City, State, Zip, and Country in the appropriate fields.
<b>Attorney Firm</b>	Enter the name of the firm with which the attorney is associated or select the  button to open the Standard Entity Search window and search for the firm.
<b>Office Phone</b>	Enter the attorney's office phone number.
<b>Home Phone</b>	Enter the attorney's home phone number.
<b>Fax</b>	Enter the attorney's fax number.

### Litigation Window: Matter Info Tab

Use the Matter Info tab on the Litigation window to enter **matter** details for a litigated claim .

**To open** From the [Litigation window](#), select the Matter Info tab.

#### Field definitions

<b>Claimants Last Name</b>	Enter the last name of the claimant.
<b>Matter Name</b>	Enter the matter name.
<b>Federal District</b>	Enter the federal district of the claimant.
<b>Case Name</b>	Enter the case name.
<b>Matter Creation Date</b>	Enter the matter creation date.
<b>First name</b>	Enter the first name of the claimant.
<b>Line of Business</b>	Enter the line of business (LOB).
<b>Jurisdiction</b>	Enter the jurisdiction.
<b>Issue of Dispute</b>	Enter the issue of dispute.

### Adjuster Dated Text Window


Use the Adjuster Dated Text window to add any additional comments to the adjuster record.

- To open**
- Search for the claim to which you want to add Adjuster Information.
  - From the left navigation tree, under the required claim node, select Adjuster link.
  - A Lookup results window opens.

- From the Lookup results window, select the required Adjuster.
- From the left navigation tree, under the required Adjuster select the Dated Text link


**Field definitions**


**Entered By User** Enter your name, if you are entering comments.

**Date Entered** Enter the date on which you are entering the comments or select the  button to enter date from the calendar.

**Time Entered** Enter the time when you are entering the comments.

Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.

**Dated Text Type** Enter the code that best categorizes your comments or select the  button to select from the Code Selection window.

**Dated Text** Enter your comments related to the adjuster record or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.

**Back To Adjuster** Select to return back to open the Adjuster window.

**Defendant Window**

Use the Defendant window to enter defendant details and defendant attorney details for a litigated claim .

- To open**
- Search for the claim to which you want to add defendant information.
  - From the left navigation tree, select Defendant under the required Claim node.
  - A Lookup results window opens.
  - From the lookup results window, select the required Defendant.

**Field definitions**

**Claim History** Select to open the Claim Involvement History window. Select Back to return to the Claim window.

**Back to Claim** Select to return to the Claim window.

**Defendant Info tab**

**Defendant Last Name** Enter the defendant's last name, or select the search button to search for a defendant.  
When you search for a defendant, RISKMASTER automatically updates the rest of this tab.

Note: Before you enter newdata, search for the defendant in existing records. This prevents duplicate entries in the database .



<b>First Name</b>	Enter defendant's first name.
<b>Middle Name</b>	Enter defendant's middle name.
<b>Address</b>	Enter the defendant's address. Enter the City, State, Zip, and Country in the appropriate fields.
<b>Office Phone</b>	Enter the defendant's office phone number.
<b>Home Phone</b>	Enter the defendant's home phone number.
<b>Fax</b>	Enter the defendant's fax number.
<b>Defendant Type</b>	Enter the code that best describes the defendant with respect to the lawsuit, or select the search button to select from the Code Selection window.
<b>Insurer</b>	Enter the defendant's insurance provider, or select the search button to open the Search window and then search for the insurance provider.
<b>Policy Number</b>	Enter the Insurance policy provider's number.
<b>Policy Type</b>	Enter the code that best describes the type of coverage , or select the search button to select from the Code Selection window.
<b>Policy Limit</b>	Enter the dollar amount limit on policy coverage.
<b>Expiration Date</b>	Enter the date when the coverage expires or select the button to select from a clock.

**Defendant Attorney tab**

**Attorney Last Name** Enter the attorney's last name, or select the search button to search for an attorney.  
When you search for a defendant, RISKMASTER automatically updates the rest of this tab.

Note: Before you enter new data, search for the attorney in existing records. This prevents duplicate entries in the database.

<b>First Name</b>	Enter attorney's first name.
<b>Middle Name</b>	Enter attorney's middle name.
<b>Address</b>	Enter the attorney's address. Enter the City, State, Zip, and Country in the appropriate fields.
<b>Firm Name</b>	Enter the name of the law firm with which the attorney is employed, or select the search button to select from the Code Selection window.

**Office Phone** Enter the attorney's office phone number.

**Home Phone** Enter the attorney's home phone number.

**Fax** Enter the attorney's fax number.



Select the button to open the Enhanced Notes for the associated parent claim record.


### Arbitration Window: Arbitration Info tab


Use the Arbitration window to enter details about the arbitration.


- To open**
- Search for the claim to which you want to add arbitration information.
  - From the left navigation tree, select Arbitration under the required Claim node.
  - A Lookup results window opens.
  - From the lookup results window, select the required Arbitration.


### Field definitions


#### Arbitration Info tab


**Type** Enter the code that best describes the coverage or matter in dispute or select the  button to select from the Code Selection window.


**Status** Enter the code that best describes the current status of the arbitration process or select the  button to select from the Code Selection window.

**Adverse Party** Select the  button to open the Standard Entity Search window and search for the person selected as the responsible third party.


**Arbitration Party** Enter the code that best describes whether the Adverse Party is the applicant filing allegations or is a respondent to the allegations or select the  button to select from the Code Selection window.

**Company** Select the  button to open the Standard Entity Search window and search for the third party insurer.

**Date Field** Enter the date the arbitration was filed with an arbitration authority or select the  button to select the date from the calendar.

**Adjuster** Select the  button to open the Standard Entity Search window and search for the representative in the arbitration proceedings for the third party.

**Hearing Date**

Enter the date the arbitration hearing is scheduled or select the  button to select the date from the calendar.

**Claim Number**

Enter the number assigned by the third party insurer to the incident relating to the subject claim.

**Award Amount**

Enter the dollar amount of the award from the arbitrator or arbitration board.



Select the button to open the Enhanced Notes for the associated parent claim record.

## Non Occupational

### Non Occupational Claims

Use the Non Occupational Claims window to enter detailed information about the claims related to injuries or illnesses resulting in disability.

### ISO Claim Submission Window

You can mark the claim as eligible for ISO Submission by saving the claim as Initial Submit or Replacement.

**To open**

- [Search](#) for the claim which you want to submit to ISO.

- From the RISKMASTER toolbar, select the ISO button .

**Note:** The ISO Claim Submission button displays on the claim window only when on the Line of Business Parameter Setup window: Claim Options tab, the Use ISO Claim Submission check box is selected.

### Field Descriptions

**Submit To ISO**

Select the check box to submit the claim to Insurance Services Office (ISO).

**Initial Submit**

Select this option, if you are submitting this claim to ISO for the first time.

**Replacement**

Select this option, if you are replacing an initially submitted claim.

### ISO Submission History table

**Date**

Displays the date when the claim was sent to ISO.

**Type**

Displays the type of submission.

**Description**

Displays the description of the type code.



Select the button to save the changes.

## property claim

### Property Claims

Use the Property Claims window to enter detailed information about the claims related to property damages and liability. The Property Claims module enables you to add, edit, delete property claim information efficiently.

You can associate only one property per claim . To attach multiple properties to an event you must create multiple property claims.

## How To


### To Add Litigation Information

1. Search for the claim to which you want to add Litigation Information.
2. From the left navigation tree, under the required claim node, select Litigation link.  
A Lookup results window opens.
3. From the Lookup results window, select the required Litigation.  
The Litigation window opens.
4. Complete the fields on the [Litigation Info tab](#), as shown below.


**Docket Number** Enter the identification number assigned by the court to the filed lawsuit.


**Suit Date** Enter the date on which the lawsuit was filed or select the button to select from calender.


**Court Date** Enter the date for the next court hearing or select the button to select from calender.

**Venue State** Enter the state of jurisdiction for the claim or select the  button to select from the Code Selection window.


**County** Enter the county where the lawsuit is filed.

**Litigation Type** Enter the code that best describes the litigation type or select the  button to select from the Code Selection window.

**Litigation Status** Enter the code that best describes the litigation status or select the  button to select from the Codes Selection window.

**Demand/Allegations** Select the  button to open the RISKMASTER Editor and enter the specific allegations made in the lawsuit, the issues under litigation, and the demands made by the claimant , usually in terms of a financial amount.

**Judge Last Name** Enter the judge's last name.

You can select the  button to open the Standard Entity Search window and search for the judge.

Before you enter new data, search for the judge in existing records. This prevents duplicate entries in the database .


**First Name** Enter the judge's first name.

**Experts**

**Back to Claim** Select to open Claim window.

**Address** Enter the court address. Enter the City, State, Zip, and Country in the appropriate fields.

5. Select and complete the fields on the [Attorney Information tab](#), as shown below.


**Attorney Last Name** Enter the attorney's last name or select the  button to open the Standard Entity Search window and search for an attorney.

When you search for an attorney, RISKMASTER automatically updates the other fields on the tab.

Before you enter new data, search for the claimant in existing records. This prevents duplicate entries in the database.


**First Name** Enter attorney's first name.

**Address** Enter the attorney's address. Enter the City, State, Zip, and Country in the appropriate fields.

**Attorney Firm** Enter the name of the firm with which the attorney is associated or select the  button to open the Standard Entity Search window and search for the firm.

**Office Phone** Enter the attorney's office phone number.


**Home Phone** Enter the attorney's home phone number.

**Email Type** Select the  button to open code selection window and select the type of email account the litigation attorney is using.

**Email** Enter the email address of the litigation attorney

**Fax** Enter the attorney's fax number.

6. Select the Expert button.  
The Expert Witness window opens.
7. Complete the fields on the [Expert Witness window](#) , as shown below .

**Expert Last Name** Enter the witness's last name or select the  button to open the Standard Entity Search window and search for a witness.

When you search for an witness, RISKMASTER automatically updates the other fields on the tab.

Before you enter new data, search for the claimant in existing records. This prevents duplicate entries in the database.

**First Name** Enter witness's first name.

**Middle Name** Enter witness's middle name,if any.

**Address** Enter the witness's address. Enter the City, State, Zip, and Country in the appropriate fields.

**Witness Type** Enter the code that best describes the witness type or select the search button to open the Code Selection window.


**Office Phone** Enter the witness's office phone number.


**Home Phone** Enter the witness's home phone number.

**Fax** Enter the witness's fax number.


**Title** Enter the witness's title.

**Rate** Enter the rate the expert witness charges for services.

**Notes** Enter notes about the expert witness or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.


**Specialty** Enter notes about the expert witness's specialty or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.

**Case Description**

Enter a description of the lawsuit or select the  button to open the [RISKMASTER Editor](#) . In the RISKMASTER Editor, enter the description and then select OK.

**Back to Litigation**

Select to open the Litigation window.

8. From the toolbar, select the Save button .
9. From the toolbar, select the Enhanced Notes  button to open the Enhanced Notes for the associated parent claim record.

## To Enter a General Claim

1. From the main menu, select Document.  
The Document menu opens.
  2. From the Document menu, choose General Claim.  
The General Claim window opens and a General Claim node displays in the navigation tree.
  3. Select and complete the fields in the [Claim Info tab](#) , as shown below.
- 2.


**Event Number**

- If you open the General Claims window from the Event window, displays the event number.
- If you open the General Claims window directly, RISKMASTER will create a new event and add the event number to this field when you save the claim.

**Claim Number**


Enter a unique identifying number for the claim or leave blank and RISKMASTER will generate a claim number when you save.

**Policy LOB**

Enter the code that best describes the insurance line of the policy against which the claim is made or select the  button to select from the code selection window.









The Policy LOB field is mandatory, only when **the Use Carrier Claims check box on the General System Parameter Setup: Carrier Claim Settings tab is selected.**

**Claim Type**

Enter the code that best describes the claim or select the  button to select from the Code Selection window.


The Claim Types are filtered on the basis of the relationship set with Policy LOB on the Code Relationship window under Utilities> Managers.

The Claim Types are filtered on the basis of policy LOB only when on the General System Parameter Setup window: Carrier Claim Settings tab, 'Use Carrier Claims' check box is selected.

- Department** Enter the department, the individuals or equipment involved in the event or select the  button to select from the Org Hierarchy window.
- Instr** Select the  button to display special claim instructions for the department you entered.
- Claim Status** Enter the code that best describes the claim status, select the  button to select from the Code Selection window.
- Date Closed** For a closed claim, displays when the claim was closed.
- Close Method** When you close a claim, enter the code that best describes how the claim was closed or select the  button to select from the Code Selection window.
- Date of Event** Enter the date on which the event occurred or select the  button to select from a calendar.
- Time of Event** Enter the time when the event occurred.
- You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.
- Date of Claim** Enter the date on which your organization learned of the claim or select  the button to select from a calendar.
- Time of Claim** Enter the time when your organization was informed of the claim.
- Event Date Rptd.** Enter date on which the event was reported or select the  button to select from a calendar.
- Event Time Rptd** Enter the time when the event was reported.
- Claim Date Rptd.** Enter the date when claim was reported or select the  button to select from a calendar.
- Est. Collect** Enter the dollar amount that you expect to collect on this claim.
- File Number** Enter any special identification number that your organization uses such as the box number or the insurance company's case number.



**Policy Name**

Enter a policy name that you want to attach to the claim or select the  button to select from the Policies window.

RISKMASTER displays all policies that meet the criteria based on the claim's Department, Claim Type, Effective Dates, Policy Status, and Trigger Method. You can attach a policy to a claim only when it fulfills the five filters.

**Open**

Select to open the Policy Maintenance window for the policy attached to the claim.

**Service Code**

Enter the code that best describes who is responsible for processing the claim or select the search button to select from the Code Selection window.

**Payments Frozen**

Select the check box to stop all payments on this claim.

The claim remains open but no payments are made until you clear this check box. You can only use this check box if you have the appropriate permissions.


**Email ACORD To**

Enter the e-mail address to which you want to send ACORD.


**LSS Claim**

the check box if you want the claim to be sent to Legal Solution Suite (LSS).

**Jurisdiction**

Enter the state in which you must file OSHA reports for the claim or select the  button to select from the States window.

**Currency Type**

Enter the currency type or select the search button  to select from the Code Selection window.

By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Catastrophe Type**

Select the button to select the required catastrophe type associated with the claim.

The catastrophe can be of various types

h

quake

ple Vehicle Accident

t

ado

ers Compensation Accident

cane  
 storm


From the Catastrophe Type field when you select a type of catastrophe, the Catastrophes window opens and lists all the catastrophes present in database based on chosen type and that meet the criteria (Event Date must lie between Loss Start Date and Loss End Date) . Select 'Yes' and then choose a catastrophe record. The Catastrophe No. of the selected record displays in the Catastrophe Number field.


**Catastrophe Number** Displays the number of the catastrophe record attached to the claim.  
 Note: The number displays based on selection made in Catastrophe Type field.

3. Select and complete the fields in the [Event Detail tab](#) , as shown below.

**Location Address** Enter the address where the event occurred. Enter the City, State, Zip, and Country in the appropriate fields.


**County of Injury** Enter the county where the event occurred.


**Location Description** Enter a description for the location where the event occurred or select the  button to open the [RISKMASTER Editor](#) . In the RISKMASTER Editor, enter the description and then select OK.


**Authority Contacted** Enter the person who was informed of the event, or select the  button to open the Standard Entity Search window and search for the authority contacted.

**Event On Premise** Select the check box if the event occurred,

- on your organization's property (if you are self-insured).
- on the insured organization's property (if you are a TPA ).


**Primary Location** Enter the code that best describes the exact location where the event occurred or select the  button to select from the Code Selection window.

**Location Type** Enter the code that best describes the location type where the event occurred or select the  button to select from the Code Selection window.

**Cause Code** Enter the code that best describes the event cause or select the  button to select from the Codes Selection window.

**Number of Injuries** Enter the number of persons injured as result of the event.

**Number of Fatalities** Enter the number of deaths that resulted from the event.


**Event Description** Enter a description for the event or select the  button to open the [RISKMASTER Editor](#) . In the RISKMASTER Editor, enter the description and then select OK.

5.  
6. Select and complete the fields on the [ACORD tab](#) , as shown below.

**Remarks** Enter any remarks related to the claim or the ACORD form.

**Amount of Total Loss** Enter the total amount of loss.

**Reported To** Enter the name of the contact to whom the loss was reported.

**Contact Insured** Enter the code that best describes the insurance status of the contact, or select the  button to select from the Code Selection window.

**Type Of Premises** Enter the premises type on which the event took place.

**Type of Product** Enter the product type.

**Contact Res Phone** Enter the contact's residential phone number.

**Premises/ Insured Is** Enter the code that best describes the type of premises or insured orselect the  button to select from the Code Selection window.


**Products/ Insured Is** Enter the code that best describes the type of products or insured orselect the  button to select from the Code Selection window.

**Where Can Product Be Seen** Enter the address where you can see the damaged product.

**Other Liability** Enter details of any other liability involved with the event.

<b>Injured Employee Name/ Addr</b>	Enter the injured employee's name and address.
<b>Injured Employee Phone</b>	Enter the injured employee's phone number.
<b>Where to Contact</b>	Enter the address where you can contact the injured employee.
<b>When to Contact</b>	Enter the time when you can contact the injured employee.
<b>Describe Property Damaged</b>	Enter a description of the damaged property.
<b>Damaged Property Company Name</b>	Enter the name of the company to which the damaged property belonged.
<b>Damaged Property Policy Num</b>	Enter the policy number for the damaged property.
<b>Damaged Owner Name/Addr</b>	Enter the name and address of the person who owns the damaged property.
<b>Damaged Owner Res Phone</b>	Enter the owner's residential phone number.
<b>Damaged Owner Bus Phone</b>	Enter the owner's business phone number.
<b>Describe Damage</b>	Enter a description for the damage.
<b>Damage Estimate Amount</b>	Enter the estimated amount for the damage.
<b>Where Can Damage Be Seen</b>	Enter the address of the location where you can see the damaged property.
<b>Other Veh/Prop Ins</b>	Enter the insurance status of the other vehicle or property or select the search button to select from the Codes Selection window.
<b>Driver Same As Owner</b>	Enter whether the vehicle driver and owner is the same or select the search button to select from the Codes Selection window.
<b>Report Number</b>	Enter the number of the event report.

**Violations / Citations** Enter any violations/citations regarding the event.


**Property Damaged Vehicle** Enter the damaged property or vehicle or select the  button to select from the Code Selection window.

**ACORD Forms** Select the button to view the ACORD forms attached to the selected general claim.


7. Select and complete the fields on the Loss Information tab, as shown below.

**Special Handling Flag** Select the check box to flag the claim for special handling.

**Self Insured Flag** Select the check box to indicate if the policy holder sets aside money to cover possible losses rather than purchasing an insurance policy.

**AIA Codes** Enter the six-byte, alphanumeric Accident Injury Analysis codes or select the  button to select from the Code Selection window.

**Report Number** Enter the reference number given to the official report by the Authority Contacted.

**Date of Discovery** Manually enter the date on which the theft of property was first discovered missing, or select the  button to select from a calendar.


**Claim Loss Type** Select the claim loss type.

**Loss Description** Enter a description detailing the loss.

**Notice Date** Enter the date on which the insured was given a notice of the claim

**Error Date** Enter the date on which the error was made that caused the claimant to sustain a loss. Example: date on which insurer failed to renew customer's flood policy prior to hurricane season


**Underlying Loss date** Enter the date of customer's loss event. An underlying loss date can be within retro & tail date ranges, not just within the normal effective and expiration dates of a policy.

8. From the toolbar, select the Save button .


9. [To add adjuster information](#), from the navigation tree, select Adjuster under the General claim node and complete the [Adjuster window](#).

10. [To enter litigation information](#), from the navigation tree, select Litigation under the General claim node and complete the [Litigation window](#).

11. [To enter OSHA information](#), from the navigation tree, select OSHA under the General claim node and complete the [OSHA Information window](#).
12. [To add claimant information](#), from the navigation tree, select Claimant under the General claim node and complete the Claimant window.
13. [To add defendant information](#), from the navigation tree, select Defendant under the General claim node and complete the [Defendant window](#).
14. To add financial information, from the navigation tree, select Financials under the General claim node and complete the [Reserves window](#) , as shown below .

<b>Reserve</b>	Displays the reserve categories your organization uses.  To edit a reserve, select the reserve. This opens the Reserve for claim window.
<b>Balance</b>	Displays the reserve balance for each reserve category.
<b>Paid</b>	Displays the payments entered against the claim or claimant. When you enter a payment, you determine which reserve category to use by selecting a Transaction Type code.
<b>Collections</b>	Displays any income related to the claim for each reserve category. Also known as recoveries or subrogation .
<b>Incurred</b>	Displays the balance (plus payments less collections) for each reserve category.
<b>Status</b>	Displays whether the reserve category is open or closed.
<b>Payment History</b>	Select to open the Payment History for claim window .
<b>Time and Expense</b>	Select to open the <a href="#">Time and Expense window</a> .  You can only see this button if you activated the Time and Expense module in RISKMASTER Utilities .
<b>Add Payment</b>	Select to open the Funds Management window (Type: Payment) .
<b>Add Collection</b>	Select to open the <a href="#">Funds Management window (Type: Collection)</a> .
<b>Back to Claim</b>	Select to open the claims window.
<b>Currency Type</b>	From the drop down list, select a currency type.
	Select the button to open the Enhanced Notes for the associated parent claim record.

15. If your organization defined Supplemental data, complete the [Supplemental tab](#).

16. From the toolbar, select the Save button .

Note: Search for information in existing records, before you enter new data . This prevents duplicate entries in the database. You can select the Display Claimant Name in MDI check box on the General System Parameter Setup window: System Settings tab to view the Claimant Name along with LOB and Claim Number in the navigation tree.


## To Submit Claim to ISO

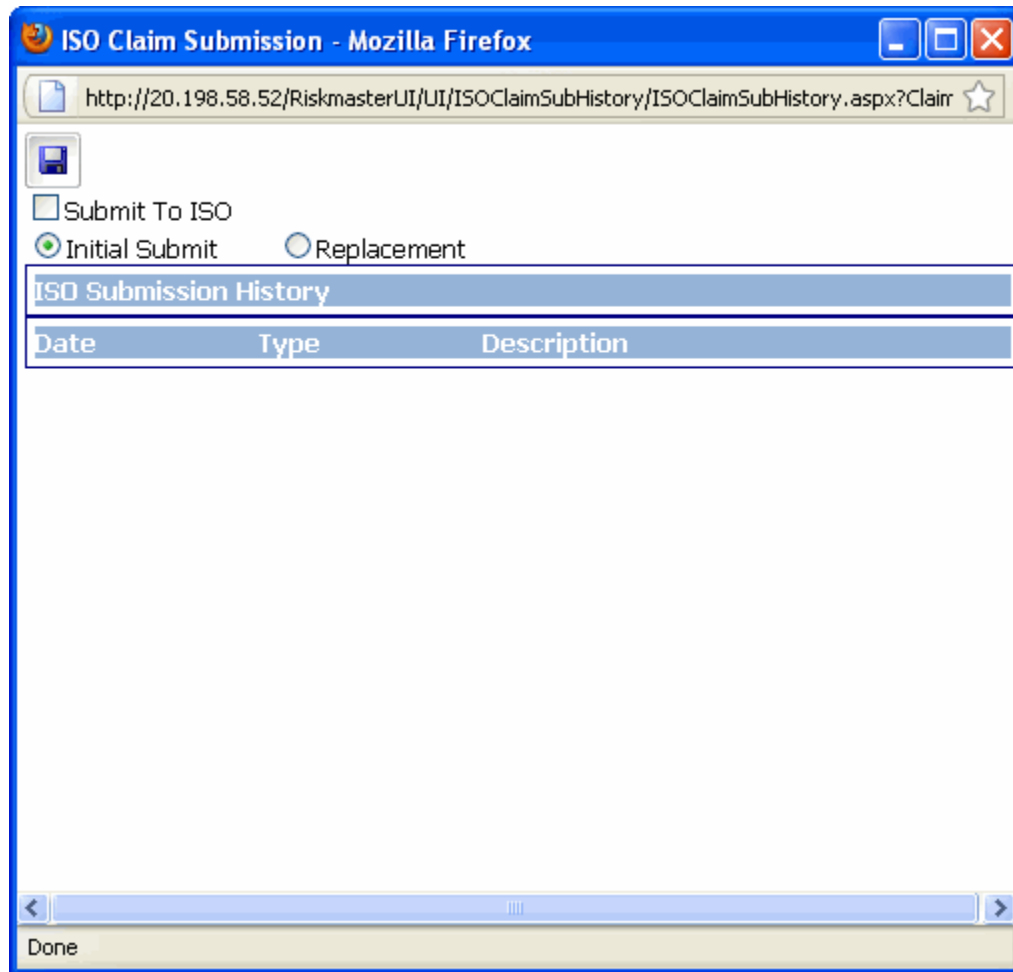
1. [Search](#) for the claim which you want to submit to Insurance Services Office (ISO).


Note: The ISO Claim Submission button displays on the claim window only when on the Line of Business Parameter Setup window: Claim Options tab, the Use ISO Claim Submission check box is selected.

<b>Event Number</b>	EV200129083	<b>Date Of Event</b>	10/18/2002
<b>Claim Number</b>	200129083-1	<b>Time Of Event</b>	12:00 AM
<b>Claim Type</b>	CRIM Crime	<b>Date Of Claim</b>	11/05/2002
<b>Department</b>	079907 - Fort Bend ISD	<b>Time Of Claim</b>	12:00 AM
<b>Claim Status</b>	C Closed	Event Date Rptd.	11/05/2002
Date Closed	09/18/2006 02:25 PM	Event Time Rptd.	12:00 AM
Close Method		Claim Date Rptd.	
Current Adjuster	Langham INACTIVE, Miche	Est. Collection	\$1,000.00
Policy Name	079907-030901	File Number	
Payments Frozen	<input type="checkbox"/>	Service Code	
LSS Claim	<input type="checkbox"/>		
E-mail ACORD To:			

ACORD Forms

2. From the RISKMASTER toolbar, select the ISO button . The [ISO Claim Submission window](#) opens.











3. Select the Submit To ISO check box to submit the claim to ISO and do one of the following:
  - Select the **Initial Submit** option, if you are submitting this claim to ISO for the first time..
  - Select the **Replacement** option, if you are replacing an initially submitted claim.
4. Select the  button.

## To Enter a Property claim

1. From the main menu, select Document.  
The Document menu opens.
2. From the Document menu, choose Property Claim.  
The Property Claim window opens and a Claims node displays in the navigation tree.
3. Select and complete the fields in the Claim Info tab , as shown below.




- Event Number** Enter the event number.
- If you open the Property Claim window from the Event window, it displays the event number automatically.
  - If you open the Property Claim window directly, RISKMASTER will create a new event and add the event number to this field when you save the claim.
- Claim Number** Enter a unique identifying number for the claim or leave blank and RISKMASTER will generate a claim number when you save.
- Claim Type** Enter the code that best describes the claim or select  button to select from the Code Selection window.
- Department** Enter the department, the individual or equipment involved in the event or select the  button to select from the Org Hierarchy window.
- Instr** Select the  button to display special claim instructions for the department you entered.
- Claim Status** Enter the code that best describes the claim status, select  button to select from the Code Selection window.
- Date Closed** For a closed claim, displays when the claim was closed.
- Close Method** When you close a claim, enter the code that best describes how the claim was closed or select  button to select from the Code Selection window.
- Date of Event** Enter the date on which the event occurred or select the  button to select from a calendar.
- Note: The Date of Event cannot be a future date. The Date of Claim and Time of Claim must not be earlier than Date of Event and Time of Event.
- Time of Event** Enter the time when the event occurred.
- Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.
- Date of Claim** Enter the date on which your organization learned of the claim or select the  button to select from a calendar.
- Time of Claim** Enter the time when your organization was informed of the claim.

**Event Date Rptd.** Enter date on which the event was reported or select the  button to select from a calendar.


Note: The Event Date Reported and Time Reported must be after the Date of Event and Time of Event.

**Event Time Rptd** Enter the time when the event was reported.

**Claim Date Rptd.** Enter the date when claim was reported or select the  button to select from a calendar.

**Est. Collect** Enter the dollar amount that you expect to collect on this claim.

**File Number** Enter any special identification number that your organization uses such as the box number or the insurance company's case number.

**Policy Name** Enter a policy name that you want to attach to the claim or select the  button to select from the Policies window.

When Policy Management System is active:


**This field is required.**

**RISKMASTER displays all policies that meet the criteria based on the claim's Department, Claim Type, Effective Dates, Policy Status, and Trigger Method. You can attach a policy to a claim only when it fulfills the five filters.**

When Policy Management System is not active:

In Utilities, on the General Parameters Setup window, if you selected the "Autoselect Policy on Claim" check box, then a policy is selected on the claim automatically when the claim is saved.


**Open** Select to open the Policy Maintenance window for the policy attached to the claim.

**Service Code** Enter the code that best describes who is responsible for processing the claim or select  button to select from the Code Selection window.

**Payments Frozen** Select the check box to stop all payments on this claim.

Note: The claim remains open but no payments are made until you clear this check box. You can only use this check box if you have the appropriate permissions.

**LSS Claim** Select the check box if you want the claim to be sent to Legal Solution Suite (LSS).

**Currency Type** Enter the currency type or select the search button  to select from the Code Selection window.

Note: By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Catastrophe Type** Select the button to select the required catastrophe type associated with the claim.

Note : The catastrophe can be of various types

- Death
- Ice
- Earthquake
- Multiple Vehicle Accident
- Fire
- Theft
- Flood
- Tornado
- Hail
- Workers Compensation Accident
- Hurricane
- Windstorm


Note: From the Catastrophe Type field when you select a type of catastrophe, the Catastrophes window opens and lists all the catastrophes present in database based on chosen type and that meet the criteria (Event Date must lie between Loss Start Date and Loss End Date). Select 'Yes' and then choose a catastrophe record. The Catastrophe No. of the selected record displays in the Catastrophe Number field.


**Catastrophe Number** Displays the number of the catastrophe record attached to the claim.  
Note: The number displays based on selection made in Catastrophe Type field.





4. Select and complete the fields in the Event Detail tab , as shown below.

**Location Address** Enter the address where the event occurred. Enter the City, State, Zip, and Country in the appropriate fields.

**County of Injury** Enter the county where the event occurred.

**Location Description** Enter a description for the location where the event occurred or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.

**Authority Contacted** Enter the person who was informed of the event, or select the  button to open the Standard Entity Search window and search for the authority contacted.

- Event On Premise** Select the check box if the event occurred,
  - on your organization's property (if you are self-insured).
  - on the insured organization's property (if you are a TPA ).
  
- Primary Location** Enter the code that best describes the exact location where the event occurred or select the  button to select from the Code Selection window.
  
- Location Type** Enter the code that best describes the location type where the event occurred or select the  button to select from the Code Selection window.
  
- Cause Code** Enter the code that best describes the event cause or select the  button to select from the Code Selection window.
  
- Number of Injuries** Enter the number of persons injured as result of the event.
  
- Number of Fatalities** Enter the number of deaths that resulted from the event.
  
- Event Description** Enter a description for the event or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.

6. Select and complete the fields in the Property Info tab, as shown below.  
 Use the Property Info tab to add a property to a claim. You can add only one property to one claim. If you need to attach multiple properties to an event, you need to create multiple claims.

When you select a property from the database, this tab is automatically populated. You can modify and save the property claim. However the property entity in the database is not changed when you make changes on this tab.

If you use the Policy Management System and the 'Filter Property for Selected Policy' check box is selected in Utilities, when you modify the policy on the claim, the Property Info tab will be cleared.

6.

- Property ID** Select the Search button to select a property from the database.
  - If you do not have Policy Management System turned on:**

There is no validation for properties based on Policy. You can select any property from the database.

Once you select a property, the fields on this tab, the COPE tab, and the Optional COPE tab, are automatically populated and the Schedule tab is blank.
  - If you have the Policy Management System turned on:**
    - If in Utilities, on the Line of Business Parameters window, Claim Options tab, the 'Filter Property for Selected Policy' check box selected, then you can select a property on this tab based on the policy you selected on the Claim Info tab.





If the property you want to select is not on the list you will need to add the property to the policy before you can create the property claim.

Once you select a property, the fields on this tab, the COPE tab, the Optional COPE tab, and the Schedule tab are automatically populated.

- If in Utilities, on the Line of Business Parameters window, Claim Options tab, the 'Filter Property for Selected Policy' check box is **not** selected, there is no validation for properties based on Policy.

You can select any property from the database. Once you select a property, the fields on this tab, the COPE tab, and the Optional COPE tab, are automatically populated and the Schedule tab is blank.










In this case the adjuster is responsible to verify coverage.

<b>Description</b>	Enter a brief description about the property.
<b>Address</b>	Enter the address of the property. Enter the City, State and Zip in the appropriate fields.
<b>Territory Code</b>	Enter the territory code of the property or select  button to select from the Code Selection window.
<b>Category Code</b>	Enter the category code of the property or select  button to select from the Code Selection window.
<b>Appraised Value</b>	Enter the appraised value of the property in dollars.
<b>Appraised Date</b>	Enter the date when the value of the property is appraised or select the  button to select from the calendar.
<b>Appraisal Source</b>	Enter the source of appraisal of the property or select  button to select from the Code Selection window.
<b>Land Value</b>	Enter the land value of the property in dollars.
<b>Replacement Value</b>	Enter the replacement value of the property.
<b>Property Claim History</b>	Select the button to open the Property Claim History window and display the list of claims that have been filed for this property in the past. The fields displayed will be: <ul style="list-style-type: none"><li>• Claim Number</li><li>• Claim Date</li><li>• Property ID</li><li>• Property Description</li><li>• Property Address, City, State, ZIP</li></ul>

8. Select and complete the fields in the COPE Data tab , as shown below.

When you select a property from the database on the Property Info tab, the COPE Data tab is automatically populated. You can modify and save the data on this tab. However the property entity in the database is not changed when you make changes on this tab.


If you use the Policy Management System and the 'Filter Property for Selected Policy' checkbox is selected in Utilities, when you modify the policy on the claim, this tab will be cleared.



- Class of Construction** Enter the property construction class.
- Year of Construction** Enter the year when the property was constructed.
- Square Footage** Enter the square footage of the constructed property.
- No. of Stories** Enter the total number of stories build on the property.
- Avg. Story Height** Enter the average height of a story.
- Wall Construction** Enter the wall construction code of the property or select the  button to select it from the Code Selection window.
- Roof Construction** Enter the roof construction code of the property or select the  button to select it from the Code Selection window.
- Heating System** Enter the code for heating system of the property or select the  button to select it from the Code Selection window.
- Cooling System** Enter the code for cooling system of the property or select  button to select it from the Code Selection window.
- Fire Alarm** Enter the code for fire alarm or select  button to select it from the Code Selection window.
- Sprinklers** Enter the code for sprinkler system or select the  button to select it from the Code Selection window.
- Entry Alarm** Enter the code for entry alarm or select  button to select it from the Code Selection window.
- Roof Anchoring** Enter the code for roof anchoring or select  button to select it from the Code Selection window.
- Strength of Glass** Enter the code for strength of glass or select the  button to select it from the Code Selection window.

9. Select and complete the fields in the Optional COPE Data tab , as shown below.

When you select a property from the database on the Property Info tab, the Optional COPE Data tab is automatically populated. You can modify and save the data on this tab. However the property entity in the database is not changed when you make changes on this tab.

If you use the Policy Management System and the 'Filter Property for Selected Policy' checkbox is selected in Utilities, when you modify the policy on the claim, this tab will be cleared.

- Plot Plans** Enter the plan for the plot or select the  button to select it from the Code Selection window.

- Flood Zone** Enter the flood zone certification details of the property or select  button to select it from the Code Selection window.
- Earthquake Zone** Enter the earthquake zone information of the property or select  button to select it from the Code Selection window.
- GPS Altitude** Enter the Global Positioning System altitude of the property.
- GPS Latitude** Enter the Global Positioning System latitude of the property.
- GPS Longitude** Enter the Global Positioning System longitude of the property.

10. Select and complete the fields in the Schedule tab , as shown below.

**Schedule Data**

The Schedule tab displays the list of scheduled property items on a policy attached to the Property claim.

The Schedule tab is populated only if the Policy Management is activated for Property Claims and the 'Filter Property For Selected Policy' checkbox is selected in Utilities.


When you create a property you can schedule items within the property. The schedule is created on the property/policy entity. It only shows up on this tab if a policy is attached and it has scheduled items.

You cannot make changes to items on this tab.

This tab is available only if you have purchased the Policy Management module. This tab will appear blank unless there is a policy attached to the claim and the policy contains scheduled property items. .

**Schedule Name** Displays the list of units attached to the property.

**Amount** Displays the cost of units attached to the property.

- 11. From the toolbar, select the Save button .
- 12. [To add adjuster information](#), from the navigation tree, select Adjuster under the General claim node and complete the [Adjuster window](#).
- 13. [To enter litigation information](#), from the navigation tree, select Litigation under the General claim node and complete the [Litigation window](#).
- 14. [To enter OSHA information](#), from the navigation tree, select OSHA under the General claim node and complete the [OSHA Information window](#).
- 15. [To add claimant information](#), from the navigation tree, select Claimant under the General claim node and complete the Claimant window.
- 16. [To add defendant information](#), from the navigation tree, select Defendant under the General claim node and complete the [Defendant window](#).
- 17. To add financial information, from the navigation tree, select Financial under the General claim node and complete the [Reserves window](#) , as shown below .

**Reserve** Displays the reserve categories your organization uses.

Note: To edit a reserve, select the reserve. This opens the Reserve for claim window.


**Balance** Displays the reserve balance for each reserve category.

**Paid** Displays the payments that you have entered for claim or claimant.

Note: When you enter a payment, you have to select a Transaction Type code to determine the reserve category.

<b>Collections</b>	Displays any income related to the claim for each reserve category.  <div style="background-color: #e0e0e0; padding: 2px;">Note: Recoveries or subrogation are also Collections.</div>
<b>Incurred</b>	Displays the balance (plus payments less collections) for each reserve category.
<b>Status</b>	Displays the status of the reserve.
<b>Payment History</b>	Select to open the Payment History for claim window.
<b>Time and Expense</b>	Select to open the <a href="#">Time and Expense window</a> .  Note: You can only see this button if you activated the Time and Expense module in RISKMASTER Utilities .
<b>Add Payment</b>	Select to open the Funds Management window.
<b>Add Collection</b>	Select to open the <a href="#">Funds Management window</a> .
<b>Schedule Checks</b>	Select to open the <a href="#">Schedule Automatic Check Processing window</a> .
<b>Back to Claim</b>	Select to return to the claims window.  Note: When you navigate through the Search > Funds > on the Funds window, from the tool bar, select Back To Financials button; you are able to view Back To Claim button.

18. If your organization defined Supplemental data, complete the [Supplemental tab](#).

19. From the toolbar, select the Save button .

Note: Search for information in existing records, before you enter new data. This prevents duplicate entries in the database. You can select the Display Claimant Name in MDI check box on the General System Parameter Setup window: System Settings tab to view the Claimant Name along with LOB and Claim Number in the navigation tree.



## To Enter a Non-Occupational Claim

1. From the main menu, select Document.  
The Document menu opens.
2. From the Document menu, choose Non Occupational.  
The Non Occupational Claim window opens and a Claim node displays in the navigation tree.
3. Complete the fields on the following tabs.
4. Select and complete the fields on the [Claim Info tab](#) , as shown below.



- If you open the Claim window from the Event window, displays the event number.


**Event Number**

- If you open the Claim window directly, RISKMASTER will create a new event and add the event number to this field when you save the claim.


**Claim Number**

Enter a unique identifying number for the claim. If you leave the field blank RISKMASTER will generate a claim number when you save the claim.

**Claim Type**

Enter the code that best describes the claim type or select the  button to select from the Code Selection window.


**Employee No.**

Enter the a unique number that an organization assigns to an individual employee or select the  button to open the Standard Entity Search window and select the employee associated with the claim.

When you select the Employee No. RISKMASTER automatically updates the Employee Info tab.


Note: Search for the Employee No. before you enter a new Employee No. This prevents duplicate entries in the database.

**Department**

Enter the department, the individuals or equipment involved in the event belong to or select the  button to select from the Org Hierarchy window.


Note: If the department you enter requires special instructions, instructions for that department automatically opens.







**Instr**




Select to  open the Claim Entity Instructions window and view the claim instructions for the selected department.

Note: You see this button if a user defined claim instructions for the department you selected for this claim.

**Claim Status**

Enter the code that best describes the claim status, or select the  button to select from the Code Selection window.

<b>Detail</b>	Select to open the Claim Status History window and review or print the claim status history for this claim.
<b>Date Closed</b>	For a closed claim, displays when the claim was closed.
<b>Close Method</b>	When you close a claim, enter the code that best describes claim closure method or select the  button to select from the Code Selection window.
<b>Current Adjuster</b>	If an adjuster is assigned to the claim, displays the adjuster's name. Use the Adjuster Information window to assign an adjuster to a claim. Enter the time when the event occurred.
<b>Time of Event</b>	<div style="background-color: #f0f0f0; padding: 5px;">Note: If you don not enter a time, the time defaults to 12.00 Am. If you want the time field to stay blank by default, you must set this up in the System Setup Parameters window in Utilities .</div>
<b>Date of Event</b>	Enter the date when the event occurred or select the  button from the calendar.
<b>Date of Claim</b>	Enter the date when your organization learned of the claim or select the  button from the calendar.
<b>Time of Claim</b>	Enter the time when your organization learned of the claim.
<b>Date Reported</b>	Enter the date when your organization learned of the event or select  button from the calendar.
<b>Time Reported</b>	Enter the time when your organization learned of the event.
<b>Disability Start Date</b>	Enter the first day on which the disability benefits become effective or select the  button from the calendar.
<b>Disability To Date</b>	Enter the last day on which the disability benefits will remain effective or select the  button from the calendar.
<b>Benefit Disability Type</b>	If the employee is eligible for multiple Benefit Disability types, enter the code for the Benefit Disability type that you will use for this claim or select the  button to select from the Code Selection window. <div style="background-color: #f0f0f0; padding: 5px;">Note: RISKMASTER uses the waiting period that matches the Disability Type you select from the Alternate Waiting Period tab on the Non-Occupational Plan Class window.</div>
<b>File Number</b>	Enter the insurance company's case number. Enter a Non-Occupational Disability Plan applicable to the claim or select the  button to select from the Plans window.
<b>Plan Name</b>	<div style="background-color: #f0f0f0; padding: 5px;">Note: RISKMASTER displays all plans that meet the criteria based on the claim's Department, Claim Type, Effective Dates, Plan Status, and Trigger Method.</div>
<b>Open</b>	Select to open the Non-occupational disability plan administration window for the plan associated with the claim.

<b>Class Name</b>	From the drop down list, select a plan class.
<b>Service Code</b>	Enter the code that best describes who is responsible for processing the claim or select the  button to select from the Code Selection window.
<b>Payments Frozen</b>	Select the check box to stop all payments on an open claim. You can only use this check box if you have the appropriate permissions.
<b>Email FROI To</b>	Enter the e-mail address to which you want to send Fist Report of Injury (FROI).
<b>LSS Claim</b>	Select the check box if you want the claim to be sent to Legal Solution Suite (LSS).
<b>Leave Only</b>	Select the check box if the claim only involves a leave and is used for tracking leave time only and does not include disability benefit payments. When you select this check box you can save a claim without completing all the required fields, specifically Disability Start Date, Jurisdiction and Plan Name.
<b>Jurisdiction</b>	Enter the state in which you must file OSHA reports for the claim or select the  button to select from the States window.
<b>Currency Type</b>	Enter the currency type or select the search button  to select from the Code Selection window. <div data-bbox="680 989 1370 1062" style="background-color: #e0e0e0; padding: 5px;"><p>Note: By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.</p></div>
<b>Catastrophe Type</b>	Select the button to select the required catastrophe type associated with the claim. <div data-bbox="680 1165 1370 1820" style="background-color: #e0e0e0; padding: 5px;"><p>Note : The catastrophe can be of various types</p><ul style="list-style-type: none"><li>• Death</li><li>•Ice</li><li>•Earthquake</li><li>•Multiple Vehicle Accident</li><li>•Fire</li><li>• Theft</li><li>•Flood</li><li>• Tornado</li><li>•Hail</li><li>•Workers Compensation Accident</li><li>•Hurricane</li><li>• Windstorm</li></ul></div>

Note: From the Catastrophe Type field when you select a type of catastrophe, the Catastrophes window opens and lists all the catastrophes present in database based on chosen type and that meet the criteria (Event Date must lie between Loss Start Date and Loss End Date). Select 'Yes' and then choose a catastrophe record. The Catastrophe No. of the selected record displays in the Catastrophe Number field.

Displays the number of the catastrophe record attached to the claim.


**Catastrophe Number**

Note: The number displays based on selection made in Catastrophe Type field.

5. Select and complete the fields on the Event Info tab, as shown below.

5.

**Location Description**

Select the  button to open RISKMASTER Editor and enter a description for the location where the event occurred.

**Event On Premise**

Select the check box if the event occurred,

- on your organization's property (if you are self-insured).
- on the insured organization's property (if you are a TPA ).


**Location Address**

Enter the address where the event occurred. Enter the City, State, Zip, and Country in the appropriate fields.


**County of Injury**

Enter the county where the event occurred.


**Primary Location**

Enter the code that best describes the exact location where the event occurred or select the  button to select from the Code Selection window.

**Location Type**

Enter the code that best describes the location type where the event occurred or select the  button to select from the Code Selection window.

**Cause Code**

Enter the code that best describes what caused the event, or select the  button to select from the Codes Selection window.

**Number of Injuries**

Enter the number of persons injured as result of the event.

**Number of Fatalities**

Enter the number of deaths that resulted from the event.

**Event Description**

Select the  button to open the RISKMASTER Editor and enter additional event information that is used in FROI.

**Injury From and To**

If the injury occurred over a period of time, enter the beginning and end dates for the period over which the injury occurred or select the button to select from a calendar.

**Time Workday Began**

Enter the time when the employee started working every day.


**Lost Consciousness**

Select the check box if the employee lost consciousness as a result of the injury.

**PI OSHA Recordable**

Select the check box if the event is PI OSHA recordable.






**PI OSHA Accident Description**




Select the  button to open RISKMASTER Editor and enter PI OSHA accident description.


**Regular Job at Time of Event**

Select the check box if the employee was working on a task associated with the employee's regular job, when injured.






6.  
7. Select and complete the fields on the [Employee Info tab](#), as shown below.







Non Occupational Claim															
Claim Info		Event Info		Employee Info		Employment Info		Medical Info		Case Mgt/RTW		Supplementals			
<b>Last Name</b>	<input type="text"/>	<b>Soc.Sec No.</b>	<input type="text"/>	First Name	<input type="text"/>	Date Of Birth	<input type="text"/>		Age	<input type="text"/>	Initials	<input type="text"/>	Home Phone	<input type="text"/>	
Middle Name	<input type="text"/>	Office Phone	<input type="text"/>	Also Known as	<input type="text"/>	Fax	<input type="text"/>	Sex	<input type="text"/>		Title	<input type="text"/>	Zip/Postal Code	<input type="text"/>	
Address 1	<input type="text"/>	City	<input type="text"/>	Address 2	<input type="text"/>	State	<input type="text"/>		County	<input type="text"/>	Country	<input type="text"/>		Attorney	<input type="text"/>
Cost Center	<input type="text"/>														
<input type="button" value="Non-Occ Payments"/>															

<b>Last Name</b>	Displays the employee's last name based on the Employee No. you enter on the Claim Info tab.
<b>First Name</b>	Displays the employee's first name.
<b>Middle Name</b>	Displays the employee's middle name, if any.
<b>Also Known as</b>	Enter employee's nick name, or any other name that the employee was known by.
<b>Initials</b>	Enter employee's name initials.
<b>Address</b>	Enter the employee's address. Enter the City, State, Zip, County, and Country in the appropriate fields.
<b>Soc. Sec. No.</b>	Enter employee's social security number .
<b>Date of Birth</b>	Enter employee's date of birth or select the  button from the calendar.
<b>Age</b>	Based on the date of birth you entered, RISKMASTER displays the employee's age at the time of the event .
<b>Office Phone</b>	Enter the employee's office phone number.
<b>Home Phone</b>	Enter the employee's home phone number.
<b>Fax</b>	Enter the employee's fax number.
<b>Sex</b>	Enter the code for the employee's gender or select the  button to select from the Code Selection window.
<b>Title</b>	Enter the employee's official title, if any.
<b>Cost Center</b>	Enter the employee's assigned accounting cost center or select the  button to select from a Codes Selection window.
<b>Custom Tax Percentages</b>	
<a href="#">you enter new tax percentages in these fields, it will override the tax percentages that are specified in the associated plan.</a>	
<b>Federal</b>	Enter the Federal tax you want to deduct from the gross calculated payment.
<b>SS</b>	Enter the Social Security tax you want to deduct from the gross calculated payment.

- Medicare** Enter the Medicare tax you want to deduct from the gross calculated payment.
- State** Enter the State tax you want to deduct from the gross calculated payment.
- Employee Claim History** Select the button to open the Claim Involved History window.
- Dependents** Select the button to open the Employee Involved Dependent window.
- Attorney** Enter the employee's attorney or select the  button to open the Standard Entity Search window and select the attorney.


8. Select and complete the fields on the [Employment Info tab](#), as shown below.

- Date Hired** Enter the date of hiring of the employee or select  button to select from the calendar.
- Termination Date** If the employee no longer works for your organization, enter the last day that the employee worked or select the  button to select from the calendar.
- Position Code** Enter the code that best describes the employees job or select the  button to select from the Code Selection window.
- Department** Enter the code for the department the employee worked for or select the  button to select from the Org Hierarchy window.
- Supervisor** Enter the employee's supervisor or select the  button to open the Standard Entity Search window and select the supervisor.

- Pay Type** Enter the code that indicates whether an employee is salaried or is paid hourly or select the  button to select from the Code Selection window.
- Work Week** Select the check boxes for all the days of the week that the employee works.
- Pay Amount** If the employee is salaried, enter the employee's salary.
- Hourly Rate** If the employee is paid hourly, enter the employee's hourly pay or.
- Hours Per Week** Enter the employee's regularly scheduled number of work hours per week.
- Weekly Rate** RISKMASTER calculates the employee's weekly rate based on the hourly rate and the hours per week. You can enter a different hourly rate.
- Monthly Rate** RISKMASTER calculates the employee's monthly rate based on the weekly rate and the hours per week.
- Date of Death** If the employee died as a result of the injury, enter the date of death or select the  button to select from a calendar.
- Marital Status** Enter the code that best describes the employees marital status or select the  button to select from a Codes Selection window.
- Work Permit Date** Enter the date the work permit was issued or select the  button to select the date from a calendar.
- Work Permit #** Enter employee's work permit number.
- NCCI Class** Enter the code for the job class as determined by the National Council of Compensation Insurers or select the  button to select from the Code Selection window.
- Job Classification** Enter the code for the job classification or select the  button to select the code from the Code Selection window.
- Active** Select the check box if the employee is currently employed by your organization.
- Full Time Employee** Select the check box if the employee works at least 40 hours per week.
- Exempt** Select the check box if the employee is a salaried employee.




**Hired in Jurisdiction** Select the check box if the employee was hired in the same OSHA jurisdiction as the one you selected on the [Claim Info tab](#).


**Disability Option** Enter the code that best describes the disability option available to the employee or select the  button to select from the Code Selection window.


**AWW Rate Calculations** Select the button to open the Work Comp Average Weekly Wage window.  
 This window is only available for a few jurisdictions.


**Leave Mgt** Select the button to open the [Leave Management window](#).


9. Select and complete the fields on the [Medical Info tab](#), as shown below.

**Hospital** Select the  button to open the Standard Entity Search window to search for and select the hospital where the employee was treated.


To remove an existing hospital from the Hospital field, select the record and select .

**Hospital Date Range** Enter the date range for which the employee was hospitalized or select the  button to select from the calendar..

**Disability Type** Enter the code for the employee's disability type or select the  button to select from the Code Selection window.


**Illness Type** Enter the code for the employee's illness type or select the  button to select from the Code Selection window.


The field is active only when you select the Disability Type as Illness.

**Injuries** Enter the code that best describes the injuries the employee sustained or select the  button to select from the Code Selection window.


The field is active only when you select the Disability Type as Injury.


**( ICD9 ) Primary Diagnosis** Select the  button to open the [Primary Diagnosis window](#).


**Physicians** Select the  button to open the Standard Entity Search window and select the physician who made the primary diagnosis.


**MDA Topic** Select the  button to open the RISKMASTER Editor and enter the Medical Disability Advisor topic.


**MDA Factor** Displays the Medical Disability Advisor factor based on the MDA topic you select.


**Treatment** Enter the code that best describes the treatment for the injury or illness or select the  button to select from the Code Selection window.


**Other Treatment** Select the  button to open the RISKMASTER Editor and enter any other treatment.


**Diagnosis** Enter the code that best describes the diagnosis or select the  button to select from the Code Selection window.

**Body Parts** Enter the code that best describes the limbs, bones, or organs involved in the injury or select the  button to select from the Code Selection window.

**Medical Conditions** Enter the code that best describes any existing medical conditions or select the  button to select from the Code Selection window.

**Other Medical Conditions** Select the  button to open the RISKMASTER Editor and enter any other medical conditions.

**Major Hand** Enter whether the Right or the Left hand is the major hand or select the  button to select from the Code Selection window.

**STD Disability Type** Enter the code that best describes the STD disability type or select the  button to select from the Code Selection window.

**MMI Date** Enter the date on which the injured/ ill employee reached Maximum Medical Improvement (MMI).

**Treatment Plan** Select the button to open the [Treatment Plan/Medical Chronology window](#).

**Medical Mgt Savings** Select the button to open the [Medical Management Savings List window](#).

Select and complete the fields on the Case Mgt/RTW tab, as shown below.

The screenshot shows the 'Case Mgt/RTW' tab for a 'Non Occupational Claim [DI2003000296 \* CSC India \* Hall, Kathy]'. The form contains the following fields and controls:

- Primary Case Manager Summary:** Case Manager (text input: manager1), Referral Date (date input), Days With Case Mgr (text input: 0).
- RTW Management:** RTW Status (dropdown menu with search icon).
- Restricted Work:** Current Restricted Days? (checkbox), Actual Last Rst. Day (date input), Total Restricted Days (text input).
- MDA Durations - Days/Date:** Job Classification (text input), Est. Release From Rst. (date input), Est. Len. of Disability (text input).
- Buttons:** Non-Occ Payments (button).

9.

**Primary Case Manager Summary**


**Case Manager** Displays the primary case manager for this case. You select the primary case manager on the Case Manager History window.

**Case Status** Displays the code for the case status. You enter this information on the Case Manager History window.

**Referral Date** Displays the date on which the referral was issued. You enter this date on the Case Manager History window.

**Days with Case Mgr** Displays the number of days the case was with the case manager, based on the Date Closed.

**RTW Management**

**RTW Status** Enter the code that best describes the return to work status for the claimant or select the  button to select from the Code Selection window.

**Restricted Work**

- Current Restricted Days?**
- This check box is selected if you have not entered an actual last restricted day on the Restricted Days window.
  - This check box is not selected if you entered an actual last day on the Restricted Days window.

**Est. Release from Rst.** Enter the estimated date on which the claimant will be released from work restrictions .

The minimum, optimum and maximum restricted work durations for the job classification, ICD-9 code, MDA topic and MDA factor you selected are displayed in the lower section of the window.

**Actual Last Rst Day** Displays the last day you entered on the Restricted Days window, if you set the RTW Status as Released.

**Est. Len. of Disability** Displays the estimated number of days on disability.

This is calculated based on the First Day Restricted you entered on the Restricted Days window, the Estimated Release from Restriction. date and the work week.

**Total Restricted Days** Displays the total number of restricted days based on the First Day Restricted and the Last Day Restricted you entered on the Restricted Days window.

If there is no Last Day Restricted, then the total number of restricted days is based on today's date. The previous durations on the Restricted Days window are also considered in this calculation.

**MDA Duration - Days/Date**

- **Job Classification:** displays the job classification you selected on the Employment Info tab.
- **Minimum:** displays the minimum number of restricted days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected.
- **Optimum:** displays the optimum number of restricted days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected.
- **Maximum:** displays the optimum number of restricted days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected


**Work Loss**

- Current Work Loss?**
- This check box is selected if you have not entered a Return To Work day on the Lost Days window.
  - This check box is not selected if you entered a Return To Work day on the Lost Days window.

**Est. RTW Date** Enter the estimated date on which the claimant can return to work.

The minimum, optimum and maximum work loss durations for the job classification, ICD-9 code, MDA topic and MDA factor you selected are displayed in the lower half of this section.

<b>Actual RTW Date</b>	Displays the return to work date you entered on the Lost Days window, if you set the RTW Status as released.
<b>Est. Len. of Disability</b>	Displays the estimated number of days on disability. This is calculated based on the Last Work Day you entered on the Lost Days window, the Estimated Return to Work date and the work week.
<b>Total Lost Days</b>	Displays the total number of lost days based on the Last Work Day and the Return to Work date you entered on the Lost Days window. If there is no Return to Work date, then the total number of lost days is based on today's date. The previous durations on the Lost Days window are also considered in this calculation.
<b>MDA Durations-Days/Date</b>	<ul style="list-style-type: none"><li>• <b>Job Classification:</b> displays the job classification you selected on the Employment Info tab.</li><li>• <b>Minimum:</b> displays the minimum number of lost days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected.</li><li>• <b>Optimum:</b> displays the optimum number of lost days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected.</li><li>• <b>Maximum:</b> displays the optimum number of lost days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected.</li></ul>
<b>Case Managers</b>	Select to open the <a href="#">Case Manager History window</a> .
<b>Restrictions</b>	Select to open the Restricted Days window.
<b>Work Loss</b>	Select to open the Lost Days window.
<b>Accommodation</b>	Select to open the <a href="#">Accommodation window</a> .
<b>Vocational Rehabilitation</b>	Select to open the <a href="#">Vocational Rehabilitation window</a> .
<b>Medical Disability Guidelines</b>	Select to open the Medical Disability Advisor.

10. From the toolbar, select the Save button .
11. To enter details about the short-term disability period and to make Non-Occupational Disability payments, select the Non-Occ Payments button.
12. Complete the fields on the [Non-Occ Payments window](#) , as shown below.

Non-Occ Payments		
Claim Info	Benefit Period	Payments Calculator
Employee Eligible for Benefits. Eligible On: 4/7/1992		
Disability Start Date	<input type="text"/>	Benefits Start Date <input type="text"/>
Plan Name	<input type="text"/>	Calculation Method <input type="text"/>
Monthly Wage	<input type="text"/>	Monthly Benefit <input type="text"/>
Monthly Supplement	<input type="text"/>	
<input type="button" value="Back to Claim"/> <input type="button" value="Collection"/> <input type="button" value="Printed Payments"/> <input type="button" value="Future Payments"/> <input type="button" value="Calculate Payments"/>		

**Claim Info tab**

**Employee Eligible for Benefits. Eligible On** Displays the date on which the employee becomes eligible to get benefits from the plan you specified on the Claim Info tab. This date depends on the employee's date of hire and the waiting periods you specified on the Non-Occupational Disability Plan Administration window.

**Disability Start Date** Displays the disability start date you entered on the Claim Info tab.

**Benefits Start Date** Displays the date on which disability benefits for this claim will start. RISKMASTER calculates this date based on the disability start date you entered on the Claim Info tab, and the waiting periods you entered on the Non-Occupational Disability Plan Class window .[Note: Date is calculated based on the associated plan's rules.](#)

**Plan Name** Displays the plan class you entered on the Claim Info tab. The short term disability payments for this claim will be made from this plan class.

**Calculation Method** Displays the weekly benefit calculation method you selected on the Non-Occupational Disability Plan Class window.

**Monthly Wage** Displays the monthly wage rate you entered on the Employment Info tab.

**Monthly Supplement** Displays the monthly supplements you selected on the Non-Occupational Disability Plan Class window.

**Monthly Benefit** Displays the monthly benefit amount RISKMASTER calculates, based on the monthly wage you entered on the Employment Info tab, and other disability information you entered.

**Benefit Period**

[Note](#) : You can change the Benefit Through Date calculated based on the rules of associated plan and enter required dates in the field.

**Benefits Start** Displays the date on which disability benefits will start. RISKMASTER calculates this date based on the disability start date you entered on the Claim Info tab, and the waiting periods you entered on the Non-Occupational Disability Plan Class window.

Select the button to select a different date from a calendar.

**Benefits Through** Displays the date on which disability benefits will end. RISKMASTER calculates this date based on the benefit start date or the disability start date you entered on the Claim Info tab, and the maximum duration of disability you entered on the Non-Occupational Disability Plan Class window.

Select the button to select a different date from a calendar.

**Payments Calculator**

Use the calculator to calculate and display the payment for the first pay period within the disability period. This payment can be a partial payment that covers the number of benefit days from the benefits start date to the end of the first pay period.

You must change the Benefits Through Date on the Benefit Period tab in order to change the Payments Through date if you make any changes to the fields on this tab, you must save the record before selecting the Calculate Payments or Future Payments buttons, else the payment calculations will not reflect your changes. The state tax calculation uses the jurisdiction specified on the claim plus any tax and offset mapping information that applies to the state.

**Payments Beginning** Displays the benefits start date. Select the button to select a different date from a calendar.

**Payments Through** Displays the maximum benefits date. Select the button to select a different date from a calendar.

This date cannot be later than the maximum benefits date. To change this date to be later than the maximum benefits date, first change the maximum benefits date and then change the through date.

**Deduct Federal Tax** Select the check box to deduct Federal tax from the gross calculated payment. The amount of federal tax deducted will depend on the taxable portion you specified on the Non-Occupational Disability Plan Class window.

When you deduct federal tax, RISKMASTER makes a payment for the tax amount to the tax entity you selected in Utilities as the payee.

**Deduct Soc Sec Tax** Select the check box to deduct Social Security tax from the gross calculated payment. The amount of social security tax deducted will depend on the taxable portion you specified on the Non-Occupational Disability Plan Class window.

When you deduct social security tax, RISKMASTER makes a payment for the tax amount to the tax entity you selected in Utilities as the payee.

**Deduct Medicare Tax** Select the check box to deduct Medicare tax from the gross calculated payment. The amount of medicare tax deducted will depend on the taxable portion you specified on the Non-Occupational Disability Plan Class window.

When you deduct medicare tax, RISKMASTER makes a payment for the tax amount to the tax entity you selected in Utilities as the payee.

**Deduct State Tax** Select the check box to deduct State tax from the gross calculated payment. The amount of state tax deducted will depend on the taxable portion you specified on the Non-Occupational Disability Plan Class window.

When you deduct state tax, RISKMASTER makes a payment for the tax amount to the tax entity you selected in Utilities as the payee.

**Bank Account** From the drop down list, select the sub bank account from which you want to make the benefits payments.

<b>Transaction Type</b>	From the drop down list, select the transaction type you want to use to set the reserve type from which you want to make the payments.
<b>Reserve Type</b>	Displays the reserve from which you will make the payment.
<b>Other Income Offset</b>	Enter the other income offset that is deductible from the payment.
<b>Social Security Offset</b>	Enter the social security offset that is deductible from the gross calculated payment.
<b>Pension Offset</b>	Enter the pension offset that is deductible from the gross calculated payment.
<b>Gross Calculated Payments</b>	Displays the gross calculated payments based upon the plan selected.
<b>Gross Calculated Supplement</b>	Displays the gross calculated supplement payment based upon the plan selected.
<b>Gross Total Net Offsets</b>	Displays the amount after deducting gross total net offset from the net payment.
<b>Net Payment</b>	Displays the total net payment based on the plan selected.
<b>Calculate Payments</b>	Select to open the Disability Payments window and review all existing disability payments for this claim that you have not yet printed.
<b>Back to Claim</b>	Select to return to the claim.
<b>Printed Payments</b>	Select to review all previously printed payments for this claim.
<b>Collection</b>	Select to open the Short term Disability - Collection window.
<b>Future Payments</b>	Select to save the payment and display the payment batch. The payment batch shows all the payments created for this claim. The first and last payments may be partial payments.

13. [To add persons involved](#), from the navigation tree, select Persons Involved under the Non-Occupational claim node and complete the Persons Involved Window.

14. [To add adjuster information](#), from the navigation tree, select Adjuster under the Non-Occupational claim node and complete the [Adjuster window](#).

15. [To enter litigation information](#), from the navigation tree, select Litigation under the Non-Occupational claim node and complete the [Litigation window](#).

16. [To add defendant information](#), select the Defendant button and complete the [Defendant window](#).

17. To set reserves or to add financial information, complete the fields on the [Reserves window](#).

18. Complete the fields on the [Reserves window](#) , as shown below.

**Reserve** Displays the reserve categories your organization uses.

To edit a reserve, select the reserve. This opens the Reserve for claim window.



<b>Balance</b>	Displays the reserve balance for each reserve category.
<b>Paid</b>	Displays the payments that you have entered for claim or claimant.  When you enter a payment, you have to select a Transaction Type code to determine the reserve category.
<b>Collections</b>	Displays any income related to the claim for each reserve category.  Recoveries or subrogation are also Collections.
<b>Incurred</b>	Displays the balance (plus payments less collections) for each reserve category.
<b>Status</b>	Displays the status of the reserve.
<b>Payment History</b>	Select to open the Payment History for claim window.
<b>Time and Expense</b>	Select to open the <a href="#">Time and Expense window</a> .  Note: You can only see this button if you activated the Time and Expense module in RISKMASTER Utilities .
<b>Add Payment</b>	Select to open the Funds Management window.
<b>Add Collection</b>	Select to open the <a href="#">Funds Management window</a> .
<b>Schedule Checks</b>	Select to open the <a href="#">Schedule Automatic Check Processing window</a> .
<b>Back to Claim</b>	Select to return to the claims window.
<b>Currency Type</b>	From the drop down list, select a currency type.

19. If your organization defined Supplemental data, complete the [Supplemental tab](#).

20. From the toolbar, select the Save button .

Note: Search for information in existing records, before you enter new data. This prevents double entries in the database. You can select the Display Claimant Name in MDI check box on the General System Parameter Setup window: System Settings tab to view the Claimant Name along with LOB and Claim Number in the navigation tree.

## To Activate ISO Claim Submission Feature

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, select System Parameters.  
The System Parameters menu opens.
3. From the System Parameters menu, select Line of Business Parameters.  
The Line of Business Parameters window opens.
4. From the Line of Business drop down list, select the line of business for which you want to use ISO Claim Submission.

5. Select the Claim Options tab.  
The Line of Business Parameters window: Claim Options tab opens.
6. Select the Use ISO Claim Submission check box.
7. From the toolbar, select the Save button.  
The ISO Claim Submission button displays on the claim window.

## To Find Vehicle Claims History for a Unit

You can view or print all the claim information associated with a vehicle.

1. Search for the vehicle accident claim in which the vehicle was involved.  
The [Vehicle Accident Claims window](#) opens and a Vehicle Accident link displays under Document in the left navigation tree.
2. From the left navigation tree, under Vehicle Accident Claim node, select the Unit link.  
The [Unit Involved window](#) opens.
3. In the Vehicle ID field, select the search button and search for the vehicle you want to view a history for.
4. Select Claim History.  
The Claim Involvement History window opens.


## To Enter a Vehicle Accident Claim


1. From the main menu, select Document.  
The Document menu opens.
2. From the Document menu, choose Vehicle Accident.  
The Vehicle Accident Claim window opens and a Claims node displays in the navigation tree.
3. Select and complete the fields in the [Claim Info tab](#), as shown below.

2.


- Event Number**
- If you open the Claim window from the Event window, displays the event number.
  - If you open the Claim window directly, RISKMASTER will create a new event and add the event number to this field when you save the claim.

**Claim Number** Enter a unique number for the claim or leave blank and RISKMASTER will generate a claim number when you save.


**Claim Type** Enter the code that best describes the claim or select the  button to select from the Code Selection window.

**Department** Enter the department, the individuals or equipment involved in the event belonged to or select the  button to select from the Org Hierarchy window.

**Instr** Select the button to display special claim instructions for the department you entered.

**Claim Status** Enter the code that best describes the claim status, select the  button to select from the Code Selection window .

**Date Closed** For a closed claim, displays when the claim was closed.


**Close Meth.** When you close a claim, enter the code that best describes how the claim was closed or select the  button to select from the Code Selection window.

**Date of Event** Enter the date on which the event occurred or select the button to select from a calendar.


**Time of Event** Enter the time when the event occurred.

You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.

**Date of Claim** Enter the date on which your organization learned of the claim or select the button to select from a calendar.

**Event Date Rptd.** Enter the date when your organization learned of the event or select the  button to select from the calendar.


**Event Time Rptd** Enter the time when your organization learned of the event.

**Claim Date Rptd.** Enter the date when the claim was reported or select the  button to select from the calendar.

**Time Reported** Enter the time when the claim was reported.

**Est. Collect** Enter the dollar amount that you expect to collect on this claim.


**File Number** Enter any special identification number that your organization uses such as the box number or the insurance company's case number.

**Policy Name** Enter a policy name that you want to attach to the claim or select the  button to select from the Policies window.


RISKMASTER displays all policies that meet the criteria based on the claim's Department, Claim Type, Effective Dates, Policy Status, and Trigger Method to display the policies on the Code Selection window. You can attach a policy to a claim only when it fulfills the five filters.

**Open** Select to open the Policy Maintenance window for the policy attached to the claim.

**LSS Claim** Select the check box if you want the claim to be sent to Legal Solution Suite (LSS).

**Service Code** Enter the code that best describes who is responsible for processing the claim or select the  button to select from the Code Selection window.

**Payments Frozen** Select the check box to stop all payments on this claim. The claim remains open but no payments are made until you clear this check box. You can only use this check box if you have the appropriate permissions.

**Currency Type** Enter the currency type or select the search button  to select from the Code Selection window.

By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Catastrophe Type** Select the button to select the required catastrophe type associated with the claim.

The catastrophe can be of various types

h

quake

ple Vehicle Accident

t

ado

ers Compensation Accident

cane







storm

From the Catastrophe Type field when you select a type of catastrophe, the Catastrophes window opens and lists all the catastrophes present in database based on chosen type and that meet the criteria (Event Date must lie between Loss Start Date and Loss End Date). Select 'Yes' and then choose a catastrophe record. The Catastrophe No. of the selected record displays in the Catastrophe Number field.



**Catastrophe Number** Displays the number of the catastrophe record attached to the claim.

Note: The number displays based on selection made in Catastrophe Type field.


- 3.
4. Select and complete the fields in the [Event Detail tab](#) , as shown below.
- 4.

- Event On Premise** Select the check box if the event occurred,
- on your organization's property (if you are self-insured).
  - on the insured organization's property (if you are a TPA ).
- Location Address** Enter the address where the event occurred. Enter the City, State, Zip, and Country in the appropriate fields.
- County of Injury** Enter the county where the event occurred.
- Location Description** Enter a description for the location where the event occurred or select the  button to open the [RISKMASTER Editor](#) . In the RISKMASTER Editor, enter the description and then select OK.
- Location Type** Enter the code that best describes the location type where the event occurred or select the  button to select from the Code Selection window.
- Primary Location** Enter the code that best describes the exact location where the event occurred or select the  button to select from the Code Selection window.
- Authority Contacted** Enter the person who was informed of the event, or select the  button to open the Standard Entity Search window and search for the authority contacted.
- Event Description** Enter a description for the event or select the  button to open the [RISKMASTER Editor](#) . In the RISKMASTER Editor, enter the description and then select OK.
- Cause Code** Enter the code that best describes the event cause or select the  button to select from the Codes Selection window.
- Number of Injuries** Enter the number of persons injured as result of the event.
- Number of Fatalities** Enter the number of deaths that resulted from the event.





5.  
6. Select and complete the fields in the [Vehicle Accident tab](#), as shown below.

- Accident Type** Enter the code that best describes the accident type or select the  button to select from the Code Selection window.
- Accident Desc** Enter the code that best describes the accident occurred or select the  button to select from the Code Selection window.

<b>Date of Federal DOT Report</b>	Enter the date on which a federal Department of Transportation report was filed or select the button to select from a calendar.
<b>Date of State Spill Report</b>	Enter the date on which a state Department of Transportation report was filed or select the button to select from a calendar.
<b>DOT Report #</b>	If you filed a state Department of Transportation report, enter the identifying number for the report.
<b>In Traffic</b>	Select the check box if the accident occurred in moving traffic.
<b>Reportable</b>	Select the check box if you need to report the accident to another organization.
<b>Preventable</b>	Select the check box if the accident was preventable.

7. From the toolbar, select the Save button .


8. To add information about a vehicle involved in an accident, select the Unit button and complete the [Unit Involved window](#) , as shown below .

<b>Vehicle ID</b>	Enter the unique identifying number your organization uses to identify the vehicle involved in the accident, or select the  button to open the Standard Vehicle Search window and search for the vehicle.
<b>Vehicle Make</b>	Enter the vehicle manufacturer.
<b>Vehicle Model</b>	Enter the vehicle model name.
<b>Vehicle Year</b>	Enter the year in which the vehicle was manufactured.
<b>Unit Type</b>	Enter the code that best describes the vehicle or select the  button to select from the Code Selection window.
<b>Department</b>	Enter the entity in your organization hierarchy to which the vehicle is assigned, or select the  button to select from the Org Hierarchy window.
<b>license Number</b>	Enter the vehicle's license plate number.
<b>State</b>	Enter the state where the vehicle is registered.
<b>Damage</b>	Enter a description of the damage to the vehicle or select the  button to open the RISKMASTER Editor. In the RISKMASTER Editor enter the damage description and then select OK.

**Claim History** Select to open the Claim Involvement History window.

**Back to Vehicle Claim** Select to open the Vehicle Claim window.

9. To set reserves or to add financial information, select the Financials button and complete the [Reserves window](#).
10. [To add persons involved](#), from the navigation tree, select Adjuster under the Vehicle Accident Claim node and complete the Persons Involved window.
11. [To add adjuster information](#), from the navigation tree, select Adjuster under the Vehicle Accident Claim node and complete the [Adjuster window](#).
12. [To enter litigation information](#), from the navigation tree, select Litigation under the Vehicle Accident Claim node and complete the [Litigation window](#).
13. [To enter OSHA information](#), from the navigation tree, select OSHA under the Vehicle Accident Claim node and complete the [OSHA Information window](#).
14. [To add claimant information](#), from the navigation tree, select Claimant under the Vehicle Accident Claim node and complete the Claimant window.
15. [To add defendant information](#), from the navigation tree, select Defendant under the Vehicle Accident Claim node and complete the [Defendant window](#).
16. If your organization defined Supplemental data, complete the [Supplemental tab](#).

17. From the toolbar, select the Save button .


Note: Search for information in existing records, before you enter new data. This prevents duplicate entries in the database. You can select the Display Claimant Name in MDI check box on the General System Parameter Setup window: System Settings tab to view the Claimant Name along with LOB and Claim Number in the navigation tree.

## Workers Compensation

### To Enter a Workers' Compensation Claim

1. From the main menu, select Document.  
The Document menu opens.
2. From the Document menu, choose Workers' Comp.  
The Workers Compensation window opens and a Claims node displays in the navigation tree.
3. Select and complete the fields on the Claim Info tab, as shown below.

**Event Number**


Enter the event number or select the  button to search from the Standard Entity Search window.

- If you open the Worker's Compensation window from the Event window, displays the event number.
- If you open the Worker's Compensation window directly, RISKMASTER will create a new event and add the event number to this field when you save the claim.

**Claim Number**

Enter a unique number for the claim. If you leave blank and RISKMASTER generates a claim number when you save.

**Policy LOB**

Enter the code that best describes the insurance line of the policy against which the claim is made or select the  button to select from the code selection window.

Note: The Policy LOB field is mandatory only when **the Use Carrier Claims check box on the General System Parameter Setup: Carrier Claim Settings tab is selected.**


**Claim Type**

Enter the claim type or select the  button to select from the Code Selection window.

The Claim Types are filtered on the basis of the relationship set with Policy LOB on the Code Relationship window under Utilities> Managers.

The Claim Types are filtered on the basis of policy LOB only when on the General System Parameter Setup window: Carrier Claim Settings tab, 'Use Carrier Claims' check box is selected.


**Employee No.**

Enter the a unique number that an organization assigns to an individual employee or select the  button to open the Standard Entity Search window and select the employee associated with the claim.

When you select the Employee No. RISKMASTER automatically updates the Employee Info tab.

Note: Search for the Employee No. before you enter a new Employee No. This prevents duplicate entries in the database.

**Department**


Enter the department, the individuals or equipment involved in the event belonged to or select the  button to select from the Org Hierarchy window.

Note: If the department you enter requires special instructions, instructions for that department will automatically open.

**Instr**

Select the button to display special claim instructions for the department you entered.

**Claim Status**

Enter the code that best describes the claim status, select the  button to select from the Code Selection window .

**Detail**


Select the button to open the Claim Status History window.

**Date Closed**

Displays the date on which a claim was closed.

Note: This field is active when the Claims Status is selected as Closed.

**Close Method**


Enter the code that best describes the claim closure method or select the  button to select from the Code Selection window.

**Current Adjuster**








Displays the current adjuster name.

Note: RISKMASTER automatically displays the name as filled in the Adjuster window.

**Date of Event**


Enter the date on which the event occurred or select the  button toselect the date from the calendar.




- Time of Event** Enter the time when the event occurred.
- Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.
- Date of Claim** Enter the date on which the insured or the carrier is given notice of the claim or select the  button to select the date from the calendar.
- Time of Claim** Enter the time on which the insured or the carrier is given notice of the claim.
- Date Reported** Enter date on which the event was reported or select the  button to select the date from the calendar.
- Event Date Rptd** Enter the date when your organization learned of the event or select the  button to select from the calendar.
- Event Time Rptd** Enter the time when your organization learned of the event.
- Claim Date Rptd.** Enter the date when the claim was reported or select the  button to select from the calendar.
- File Number** Enter any special identification number that your organization uses such as the box number or the insurance company's case number.
- Policy Name** Enter a policy name that you want to attach to the claim or select the  button to select from the Policies window.
- Note: RISKMASTER displays all policies that meet the criteria based on the claim's Department, Claim Type, Effective Dates, Policy Status, and Trigger Method. You can attach a policy to a claim only when it fulfills the five filters.
- Open** Select to open the Policy Maintenance window for the policy attached to the claim.
- Policy MCO** Enter the Managed Care Organization (MCO) responsible for policy administration or select the  button to search from the Standard Entity Search window.
- Service Code** Enter the code that best describes who is responsible for processing the claim or select the  button to select from the Code Selection window.
- LSS Claim** Select the check box if you want the claim to be sent to Legal Solution Suite (LSS).

**Payments Frozen** Select the check box if you want to prevent any payments to be made against the claim.

Note: The claim remains open but no payments are made until you clear this check box. You can only use this check box if you have the appropriate permissions.

**Jurisdiction** Enter the state in which you must file OSHA reports for the claim or select the button to select from the Codes Selection window. 

**Currency Type** Enter the currency type or select the search button  to select from the Code Selection window.

Note: By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Catastrophe Type** Select the button to select the required catastrophe type associated with the claim.

Note : The catastrophe can be of various types







- Death
- Ice
- Earthquake
- Multiple Vehicle Accident
- Fire
- Theft
- Flood
- Tornado
- Hail
- Workers Compensation Accident
- Hurricane
- Windstorm

Note: From the Catastrophe Type field when you select a type of catastrophe, the Catastrophes window opens and lists all the catastrophes present in database based on chosen type and that meet the criteria (Event Date must lie between Loss Start Date and Loss End Date). Select 'Yes' and then choose a catastrophe record. The Catastrophe No. of the selected record displays in the Catastrophe Number field.

**Catastrophe Number** Displays the number of the catastrophe record attached to the claim.

Note: The number displays based on selection made in Catastrophe Type field.

4. Select and complete the fields on the Event Detail tab, as shown below.

<b>Location Description</b>	Select the  button to open the RISKMASTER Editor and enter a description of where the event occurred.
<b>Event On Premise</b>	Select the check box if the event occurred, <ul style="list-style-type: none"><li>• on your organization's property (if you are self-insured).</li><li>• on the insured organization's property (if you are a TPA).</li></ul>
<b>Location Address</b>	Enter the address where the event occurred. Enter the City, State, Zip, and Country in the appropriate fields.
<b>County of Injury</b>	Enter the county where the event occurred.
<b>Primary Location</b>	Enter the code that best describes the exact location where the event occurred or select the  button to select from the Code Selection window.
<b>Location Type</b>	Enter the code that best describes the location type where the event occurred or select the  button to select from the Code Selection window.
<b>Cause Code</b>	Enter the code that best describes what caused the event, or select the  button to select from the Codes Selection window.
<b>Number of Injuries</b>	Enter the number of persons injured as result of the event.
<b>Number of Fatalities</b>	Enter the number of deaths that resulted from the event.
<b>Event Description</b>	Select the  button to open the RISKMASTER Editor and enter additional event information that is used in FROI.
<b>Injury From and To</b>	If the injury occurred over a period of time, enter the beginning and end dates for the period over which the injury occurred or select the button to select from a calendar.
<b>Time Workday Began</b>	Enter the time when the employee started working every day.
<b>OSHA Recordable</b>	Select the check box if the claim is OSHA recordable.
<b>Lost Consciousness</b>	Select the check box if the employee lost consciousness because of injury.
<b>OSHA Accident Description</b>	Select the  button to open the RISKMASTER Editor. Enter the OSHA accident description and then select OK.

**Regular Job at Time of Event** Select the check box if the employee was working on a task associated with the employee's regular job, when injured.

6. Select and complete the fields on the Employee Info tab, as shown below.

**Last Name** Displays the employee's last name based on the Employee No. you enter on the Claim Info tab.

**First Name** Displays the employee's first name.

**Middle Name** Displays the employee's middle name.

**Initials** Displays the initials of the employee's name.

**Also Known as** Enter employee's nick name, or any other name that the employee was known by.

**Address** Enter the employee's address. Enter the City, State, Zip, County, and Country in the appropriate fields.

**Soc. Sec. No.** Enter employee's social security number.


**Date of Birth** Enter employee's date of birth or select from the calendar.

**Age** Based on the date of birth you entered, RISKMASTER displays the employee's age at the time of the event.


**Office Phone** Enter the employee's office phone number.


**Home Phone** Enter the employee's home phone number.

**Fax** Enter the employee's fax number.

**Sex** Enter the code for the employee's gender or select the  button to select from the Code Selection window.

**Title** Enter the employee's official title, if any.

**Cost Center** Enter the employee's assigned accounting cost center or select the  button to select from a Codes Selection window.


**Attorney** Enter the employee's attorney or select the  button to open the Standard Entity Search window and select the attorney.

**Employee Claim History** Select to open the Claim Involvement History window and view the previous claims associated with the employee.


**MMSEA Data** Select the button to open MMSEA Date window.


**Dependents** Select to open the Employee Involved Dependent window.


7. Select and complete the fields on the Employment Info tab, as shown below.


**Date Hired** Enter the date of hiring of the employee or select the  button to select from a calendar.

**Termination Date** If the employee no longer works for your organization, enter the last day that the employee worked or select from a calendar.

**Position Code** Enter the code that best describes the employees job or select the  button to select from the Code Selection window.

**Department** Enter the code for the department the employee worked for or select the  button to select from the Org Hierarchy window.

**Supervisor** Select the  button to search for the employee's supervisor, or enter the supervisor's name if the supervisor is not already in the database.

**Pay Type** Enter the code that indicates whether an employee is salaried or is paid hourly or select the  button to select from the Code Selection window.

**Monthly Rate** RISKMASTER calculates the employee's monthly rate based on the weekly rate.

**Work Week** Select the check boxes for all the days of the week that the employee works.


**Pay Amount** If the employee is salaried, enter the employee's salary.


**Hourly Rate** If the employee is paid hourly, enter the employee's hourly pay.


**Hours Per Week** Enter the employee's regularly scheduled number of work hours per week.



**Weekly Rate** RISKMASTER calculates the employee's weekly rate based on the hourly rate and the hours per week. You can enter a different hourly rate if you choose.


**Compensation Rate** Displays the amount to be paid as compensation.

**Date of Death** If the employee died as a result of the injury, enter the date of death or select the  button to select from a calendar.

- Marital Status** 


Enter the code that best describes the employees marital status or select the button to select from a Codes Selection window.
- Work Permit Date** 

Enter the date the work permit was issued or select the button to select from a calendar.
- Work Permit #** Enter employee's work permit number.
- NCCI Class** Enter the code for the job class as determined by the National Council of Compensation Insurers or select the  button to select from the Code Selection window.
- Job Classification** 


Enter the job classification code or select the button to select from a Codes Selection window.
- Active** Select the check box if the employee is currently employed by your organization.
- Full Time Employee** Select the check box if the employee works at least 40 hours per week.
- Exempt** Select the check box if the employee is a salaried employee.
- Hired in Jurisdiction** Select the check box if the employee was hired in the same OSHA jurisdiction as the one you selected on the [Claim Info tab](#).
- Disability Option** Enter the code that best describes the disability option available to the employee or select the  button to select from the Code Selection window.
- AWW Rate Calculations** Select the button to open the Work Comp Average Weekly Wage window.


Note: This window is only available for a few jurisdictional states.
- Indemnity Rate Calculations** Select the button to open the [Benefit Calculator window](#).
- Leave Mgt** Select the button to open the [Leave Management window](#).


8. Select and complete the fields on the [Medical Info tab](#), as shown below.


- Hospital** 

Select the button to open the Standard Entity Search window to search for and select the hospital where the employee was treated.


Note: To remove an existing hospital from the Hospital field, select the record and select .

**Hospital Date Range** Enter the date range for which the employee was hospitalized or select the  button to select the date from the calendar.


**Disability Type** Enter the code for the employee's disability type or select the  button to select from the Code Selection window.


**Illness Type** Enter the code for the employee's illness type or select the  button to select from the Code Selection window.


Note: The field is active only when you select the Disability Type as Illness.


**Injuries** Enter the code that best describes the injuries the employee sustained or select the  button to select from the Code Selection window.

Note: The field is active only when you select the Disability Type as Injury.

**(ICD9) Primary Diagnosis** Select the  button to open the [Primary Diagnosis window](#) and select the IDC 9 codes.


**(ICD10) Primary Diagnosis** Select the  button to open the [Primary Diagnosis window](#) and select the ICD 10 codes.


**Physicians** Select the  button to open the Standard Entity Search window and select the physician who made the primary diagnosis.


**MDA Topic** Select the  button to open the RISKMASTER Editor and enter the Medical Disability Advisor topic.





**Disability Guideline** Select to open the disability guideline.

**MDA Factor** Displays the Medical Disability Advisor factor based on the MDA topic you select.

**Treatment** Enter the code that best describes the treatment for the injury or illness or select the  button to select from the Code Selection window.

**Other Treatment** Enter any other treatment other than those described by the codes or select the  button to open the RISKMASTER Editor.

**Diagnosis** Enter the code that best describes the diagnosis or select the  button to select from the Code Selection window.


- Body Parts** Enter the code that best describes the limbs, bones, or organs involved in the injury or select the  button to select from the Code Selection window.
- Medical Conditions** Enter the code that best describes any existing medical conditions or select the  button to select from the Code Selection window.
- Other Medical Conditions** Select the  button to open the RISKMASTER Editor and enter any other medical conditions.
- Major Hand** Enter whether the Right or the Left hand is the major hand or select the button to select from the Code Selection .
- MMI Date** Enter the date on which the injured/ ill employee reached Maximum Medical Improvement (MMI).
- Case Managers** Select the button to open the [Case Manager History window](#).
- Treatment Plan** Select the button to open the [Treatment Plan/Medical Chronology window](#).
- Medical Mgt Savings** Select the button to open the [Medical Management Savings List window](#).

9. Select and complete the fields on the Case Mgt/RTW tab, as shown below.

**Primary Case Manager Summary**

- Case Manager** Displays the primary case manager for this case. You select the primary case manager on the Case Manager History window.
- Case Status** Displays the code for the case status. You enter this information on the Case Manager History window.
- Referral Date** Displays the date on which the referral was issued. You enter this date on the Case Manager History window.
- Days with Case Mgr** Displays the number of days the case was with the case manager, based on the Date Closed.

**RTW Management**

- RTW Status** Enter the code that best describes the return to work status for the claimant or select the  button to select from the Code Selection window.

**Restricted Work**



- Current Restricted Days?**
- This check box is selected if you have not entered an actual last restricted day on the Restricted Days window.
  - This check box is not selected if you entered an actual last day on the Restricted Days window.

**Est. Release from Rst.** Enter the estimated date on which the claimant will be released from work restrictions.

Note: The minimum, optimum and maximum restricted work durations for the job classification, ICD-9 code, MDA topic and MDA factor you selected are displayed in the lower section of the window.

**Actual Last Rst Day** Displays the last day you entered on the Restricted Days window, if you set the RTW Status as Released.

**Est. Len. of Disability** Displays the estimated number of days on disability.  
This is calculated based on the First Day Restricted you entered on the Restricted Days window, the Estimated Release from Restriction. date and the work week.

**Total Restricted Days** Displays the total number of restricted days based on the First Day Restricted and the Last Day Restricted you entered on the Restricted Days window.  
If there is no Last Day Restricted, then the total number of restricted days is based on today's date. The previous durations on the Restricted Days window are also considered in this calculation.

- MDA Duration - Days/Date**
- **Job Classification:** displays the job classification you selected on the Employment Info tab.
  - **Minimum:** displays the minimum number of restricted days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected.
  - **Optimum:** displays the optimum number of restricted days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected.
  - **Maximum:** displays the optimum number of restricted days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected

**Work Loss**

- Current Work Loss?**
- This check box is selected if you have not entered a Return To Work day on the Lost Days window.
  - This check box is not selected if you entered a Return To Work day on the Lost Days window.

**Est. RTW Date** Enter the estimated date on which the claimant can return to work.

Note: The minimum, optimum and maximum work loss durations for the job classification, ICD-9 code, MDA topic and MDA factor you selected are displayed in the lower half of this section.

<b>Actual RTW Date</b>	Displays the return to work date you entered on the Lost Days window, if you set the RTW Status as released.
<b>Est. Len. of Disability</b>	Displays the estimated number of days on disability. This is calculated based on the Last Work Day you entered on the Lost Days window, the Estimated Return to Work date and the work week.
<b>Total Lost Days</b>	Displays the total number of lost days based on the Last Work Day and the Return to Work date you entered on the Lost Days window. If there is no Return to Work date, then the total number of lost days is based on today's date. The previous durations on the Lost Days window are also considered in this calculation.
<b>MDA Durations-Days/Date</b>	<ul style="list-style-type: none"> <li>• <b>Job Classification:</b> displays the job classification you selected on the Employment Info tab.</li> <li>• <b>Minimum:</b> displays the minimum number of lost days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected.</li> <li>• <b>Optimum:</b> displays the optimum number of lost days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected.</li> <li>• <b>Maximum:</b> displays the optimum number of lost days and the related return to work day based on the Medical Disability guidelines for the ICD9 code, MDA topic and MDA factor you selected</li> </ul>
<b>Case Managers</b>	Select to open the <a href="#">Case Manager History window</a> .
<b>Restrictions</b>	Select to open the Restricted Days window.
<b>Work Loss</b>	Select to open the Lost Days window.
<b>Accommodation</b>	Select to open the <a href="#">Accommodation window</a> .
<b>Vocational Rehabilitation</b>	Select to open the <a href="#">Vocational Rehabilitation window</a> .
<b>Medical Disability Guidelines</b>	Select to open the Medical Disability Advisor.

11. Select and complete the fields on the [Jurisdictionals tab](#), as shown below.

<i>Data entry fields</i>	RISKMASTER uses the information you enter into these fields along with other information you entered into RISKMASTER to populate the First Report forms.
<b>EDI History button</b>	Select the button to open the EDI History window and view EDI extraction history for a claim.

**FROI** Select the button to open the Preparer Information window and enter preparer information for the FROIs. After you enter preparer information you can view the First Report forms available for the state you selected.


For example:

- California: Employer's Report of Occupational Injury or Illness
- Michigan: Employer's Basic Report of Injury
- Alabama: Employer's First Report of Injury or Occupational Disease, and so on.

Select a form to open the form in Adobe Acrobat.

**WC PDF Forms** Select to open the WC PDF Forms window and display the claim forms available for this claim.



13. From the toolbar, select the Save button .
14. [To add adjuster information](#), from the navigation tree, select Adjuster under the Workers Compensation Claim node and complete the [Adjuster window](#).
15. [To enter litigation information](#), from the navigation tree, select Litigation under the Workers Compensation Claim node and complete the [Litigation window](#).
16. [To enter OSHA information](#), from the navigation tree, select OSHA under the Workers Compensation Claim and complete the [OSHA Information window](#).
17. [To add defendant information](#), from the navigation tree, select Defendant under the Workers Compensation Claim and complete the [Defendant window](#).
18. [To add persons involved](#), from the navigation tree, select Persons Involved under the General claim node and complete the Persons Involved window.
19. To set reserves or to add financial information, select the Financials button and complete the [Reserves window](#), as shown below.

**Reserve** Displays the reserve categories your organization uses.

Note: To edit a reserve, select the reserve. This opens the Reserve for claim window.

**Balance** Displays the reserve balance for each reserve category.

**Paid** Displays the payments entered against the claim or claimant. When you enter a payment, you determine which reserve category to use by selecting a Transaction Type code.

**Collections** Displays any income related to the claim for each reserve category. Also known as recoveries or subrogation.

**Incurred** Displays the balance (plus payments less collections) for each reserve category.

**Status** Displays whether the reserve category is open or closed.

**Payment History** Select to open the Payment History for claim window.

**Time and Expense** Select to open the [Time and Expense window](#).

Note: You can only see this button if you activated the Time and Expense module in RISKMASTER Utilities.

- Add Payment**      Select to open the Funds Management window (Type: Payment).
- Schedule Checks**      Select to open the [Schedule Automatic Check Processing window](#).
- Add Collection**      Select to open the [Funds Management window \(Type: Collection\)](#).
- Back to Claim**      Select to return to the claims window.
- Currency Type**      From the drop down list, select a currency type.

20. If your organization defined Supplemental data, complete the [Supplemental tab](#).



21. From the toolbar, select the Save button.

Note: Search for information in existing records, before you enter new data . This prevents duplicate entries in the database. You can select the Display Claimant Name in MDI check box on the General System Parameter Setup window: System Settings tab to view the Claimant Name along with LOB and Claim Number in the navigation tree.

**To Calculate Average Weekly Wage**


1. Search for the Workers' Compensation claim you want.  
The appropriate claim opens.
2. Select the Employment Info tab.
3. From the Employment Info tab, select the AWW Rates Calculations button.  
The Work Comp Average Weekly Wage window opens.

Note: The button is only available for certain jurisdictions.

4. In the Last Work Week field, enter the last day that the employee worked. Based on the date, RISKMASTER sets the weekly pay periods in the Select Week drop down list.
5. In the Wrk Days/Wk field, enter the number of 8 hour days the employee works in a week.
6. In the Daily Earn field, enter the dollar amount the employee earns in one day.  
RISKMASTER calculates the amount the employee earns in one week and enters it in the Constant Wage field.
7. Do one of the following:
  - Select the Set All button to use the constant wage amount for all weeks included in the calculation.
  - Enter the amount the employee earned for each week individually in the fields for each week.

**Note:** The number of weeks included in the calculation depends on the jurisdiction you select on the Claim Info tab.

8. In the All Bonuses field, enter a total of all the bonuses the employee received during the weeks included in the calculation.
9. Select the Include Zero Amts in Calc option to include zero-amount pay periods in the average weekly wage calculation.
10. Select the Calculate button.  
RISKMASTER enters the average weekly wage into the AWW field.
11. Select Return AWW.  
RISKMASTER enters the average weekly wage into the Weekly Rate field on the Employment Info window.

12. From the toolbar, select the Save button .

### To View or Print First Report of Injury forms

Before you can print jurisdictional forms on a Workers' Compensation claim your system administrator must activate the appropriate forms. Different forms are available for different states and provinces.

To view or print jurisdictional forms

1. Search for the workers' compensation claim you want.  
The [Workers' Compensation window](#) opens.
2. Select the Jurisdictionals tab.
3. Complete the fields on the [Jurisdictionals tab](#) , as shown below .


**View FROI** Select to open the Preparer Information window.

On the Preparer Information window, enter the preparer information and select Attach form to Claim to attach the First Report form to the claim record.

**View form** Select to open the completed First Report form in Adobe Acrobat Reader. You can then enter additional information into the form and print the form.

**Data tab** These fields will vary depending on the state of jurisdiction you selected in the Claim Info tab.

RISKMASTER uses the information you enter into these fields along with other information you entered into RISKMASTER to populate First Report forms.

4. From the toolbar, select the Save button .
5. Select the View FROI button.  
The Preparer Information window opens.
6. Enter the preparer information into the fields.
7. Select the Attach Form to Claim check box to save the form as an attachment for the claim.

8. Select the View Form button.  
Adobe Acrobat opens, with the completed First Report of Injury form. RISKMASTER uses the information you entered into the fields on the Jurisdictional window along with other information you entered into RISKMASTER to populate First Report of Injury form.
9. Review the First Report of Injury form.
10. To print the form, from the Adobe Acrobat main menu, choose File > Print.

## To Work with Employee Information

To view employee claim history

1. From the Employee Info tab, select the Employee Claim History button.  
The Claim Involvement History page opens and lists all associated claims.
2. To open a previously associated link, select the claim number link.
3. To go back to the Employee Info tab, close the Claim Involvement History window.
4. To print the Claim Involvement History, select the Print button.


To enter dependents

You can enter the details of the dependents for the employee.

1. Search for the workers' compensation claim you want.  
The appropriate claim opens.
2. Select the Employee Info tab.
3. From the Employee Info tab, select the Dependents button.  
The Employee Involved Dependent window opens.
4. Complete the fields on the Employee Involved Dependent window , as shown below .

<b>Dependant's Last Name</b>	Enter the dependent's last name.
<b>First Name</b>	Enter the dependent's first name.
<b>Middle Name</b>	Enter the dependent's middle name.
<b>Address</b>	Enter the dependent's address. Enter the City, State, Zip, and Country in the appropriate fields.
<b>Relation to Employee</b>	Enter the code that best describes the relationship of the dependent with the employee or select the search button to open the Code Selection window.
<b>Included in Employee's health plan</b>	Select the check box if the dependent is covered in the employee's health plan.
<b>Soc. Sec No.</b>	Enter the dependent's Social Security Number (SSN).
<b>Date of Birth</b>	Enter the employee's date of birth.
<b>Age</b>	Enter the employee's current age.

**Sex** Enter the employee's gender.


5. From the toolbar, select the Save button .

## To Enter Medical Information

You can enter diagnosis and treatment information for the injured employee.

1. Search for the Workers' Compensation or Non-Occupational claim , you want to enter medical information for.
2. On the [Workers' Compensation window](#) or the [Non-Occupational Claims window](#), select and complete the fields on the [Medical Info tab](#) , as shown below .

### Hospital


Select the  button to open the Standard Entity Search window to search for and select the hospital where the employee was treated.

To remove an existing hospital from the Hospital field, select the record and select




**Hospital Date Range** Enter the date range for which the employee was hospitalized.

### Disability Type


Enter the code for the employee's disability type or select the  button to select from the Code Selection window.

### Illness Type

Enter the code for the employee's illness type or select the  button to select from the Code Selection window.


The field is active only when you select the Disability Type as Illness.

### Injuries


Enter the code that best describes the injuries the employee sustained or select the  button to select from the Code Selection window.

The field is active only when you select the Disability Type as Injury.

### ( ICD-9 ) Primary Diagnosis

Select the  button to open the [Primary Diagnosis window](#) .

### Physicians

Select the  button to open the Standard Entity Search window and select the physician who made the primary diagnosis.


### MDA Topic


Select the  button to open the RISKMASTER Editor and enter the Medical Disability Advisor topic.


### MDA Factor


Displays the Medical Disability Advisor factor based on the MDA topic you select.

### Treatment


Enter the code that best describes the treatment for the injury or illness or select the  button to select from the Code Selection window.


**Other Treatment** Enter any other treatment other than those described by the codes or select the  button to open the RISKMASTER Editor.


**Diagnosis** Enter the code that best describes the diagnosis or select the  button to select from the Code Selection window.

**Body Parts** Enter the code that best describes the limbs, bones, or organs involved in the injury or select the  button to select from the Code Selection window.


**Medical Conditions** Enter the code that best describes any existing medical conditions or select the  button to select from the Code Selection window.

**Other Medical Conditions** Enter the code that best describes any other medical conditions or select the  button to open the RISKMASTER Editor.

**Major Hand** Enter whether the Right or the Left hand is the major hand or select the  button to select from the Code Selection window.

**STD Disability Type** Enter the code that best describes the STD disability type or select the  button to select from the Code Selection window.

**MMI Date** Enter the date on which the injured/ ill employee reached Maximum Medical Improvement (MMI).

3. [To enter case manager information](#), select the Case Managers button, and complete the [Case Manager History window](#).
4. [To enter treatment plan](#), select the Treatment Plan button, and complete the [Treatment Plan/Utilization Review window](#).
5. [To enter medical management savings](#), select the Medical Mgt Savings button, and complete the [Medical Management Savings List window](#).
6. From the toolbar, select the Save button .





# Events

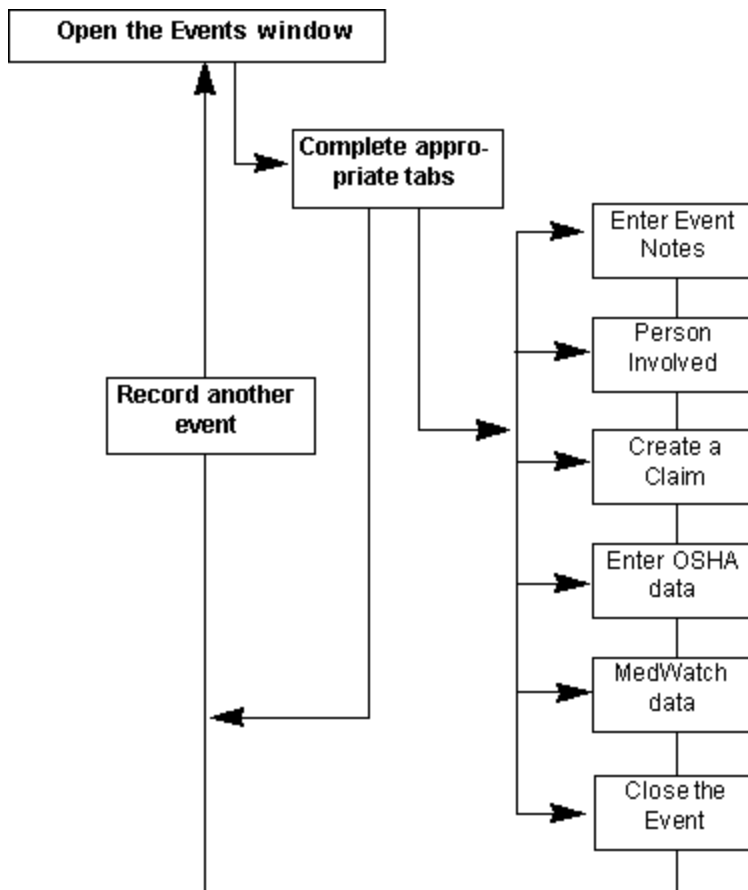
## Events Overview

In RISKMASTER , every claim is associated with an event . When an incident is reported, you first enter event information. You subsequently add claims to the event when claimants file claims related to the event. You can also directly enter claims. When you directly enter a claim RISKMASTER creates an event for the claim, using the information you enter into the claim.

CSC recommends that you enter event information before entering claim information.

You can add multiple claims to a single event. When you add a claim to an event, information you entered in the event is automatically entered into the claim. This saves you time when you add multiple claims to a single event.

## Processing Events



## Dialog

### OSHA Information Window

Use the OSHA window to enter OSHA information for the event .

- To open**
- Search for the claim or Event to which you want to add OSHA Information.

- From the left navigation tree, under the Event node, select OSHA link.


## Field definitions

### Event OSHA Recordable


Select the check box if you want to notify OSHA of the event.

Note: If you are not sure whether the event is OSHA recordable, select the OSHA Recordability wizard button.

### Activity When Injured


Select the  button to open the RISKMASTER Editor and enter a description of the employee's activities when the event occurred.

### How Accident Occurred


Select the  button to open the RISKMASTER Editor and enter a description of how the event occurred.

Note: Your description must meet OSHA reporting requirements.

### Object/Subst that Injured

Select the  button to open the RISKMASTER Editor and enter a description of the item (object or substance) that caused the injury.

### Safeguards Provided

Select  button to open the Code Selection window and do one of the following:

- Select **Yes** if the company provided safeguard equipment and set up protective measures.
- Select **No** if the company did not provide safeguards.
- Select **Unknown** if you are not aware of whether the company provided safeguards or not.

### Failure to Use Safeguards




Select the  button to open the Code Selection window and do one of the following:

- Select **Yes** if the employee did not take necessary precautions.
- Select **No** if the employee took the necessary precautions.
- Select **Unknown** if you are not aware of whether the employee took the necessary precautions or not.

### Failure to Follow Rules

Select the  button to open the Code Selection window and do one of the following:

- Select **Yes** if the employee did not follow OSHA rules.
- Select **No** if the employee did follow OSHA rules.
- Select **Unknown** if you are not aware of whether the employee followed OSHA rules or not.


- Privacy Case** Select the check box if the case involves specific privacy issues, as outlined by OSHA regulations.
- If you select this option, the claimant 's name and social security number are withheld, when OSHA is notified.
- Note: If you select this option, this record is not included in the OSHA 300 report.
- Sharps Object** If a needle, suture, blade, or any other sharp object, (collectively, called sharps), caused the injury, then enter the code that most accurately describes the sharp object, or select the  button to select from the Code Selection window.
- Note: This record is added to the Sharps log and reported to OSHA, only if the person involved is recorded as an Employee.
- Sharps Brand/Make** If a sharp object caused the injury, enter the code that most accurately describes the company that made the sharp object, or select the  button to select from the Code Selection window.
- OSHA Establishment** Select the  button to open the Standard Entity Search window and select an OSHA Establishment.
- Print OSHA 301 Report** Select the button to print an OSHA 301(Injury and Illness Incident) report.
- OSHA Recordability wizard** Select button to open a wizard and complete the steps to decide whether the event is OSHA recordable.
- Note: Use the wizard only for recommendations, to manually mark the claim as recordable.
- Back** Select to open the [Event window](#) or [Workers' Compensation window](#).







## MedWatch Window: Equipment Indicator Tab

Use the Equipment Indicator tab to enter detailed information about medical equipment related to the event .

**To open** From the [MedWatch window](#), select the Equipment Indicator tab.

### Field definitions

- Manufacturer's Name** Enter the name of the company that made the equipment or select the  button to open the Standard Entity Search window and search for the manufacturer.
- Note: If you select a manufacturer from the Search window, fields on the window for which informations exists are automatically populated.
- Address** Enter the manufacturing company's address. Enter the City, State, Zip, and Country in the appropriate fields.
- Brand Name** Enter the name the equipment is known by.

- Equipment Type** Enter the code that best describes the type of equipment, or select  button to select from the Codes Selection window.
- Age of Device** Enter the age of the equipment, in years and months.
- Device Available for Evaluation** Select the check box, if the equipment is available for evaluation.
- Model Number** Enter the equipment's model number.
- Catalog Number** Enter the equipment's catalog number.
- Serial Number** Enter the equipment's serial number.
- Lot Number** Enter the equipment's lot number.
- Other Number** Enter any other number that your organization may have assigned to the equipment.
- Device Operator Type** Enter the code that best describes the person who was operating the equipment, or select the  button to select from the Codes Selection window.
- Expiration Date** Enter the equipment's expiration date, or select the  button to select from a calendar.
- Implant Date** Enter the date on which the equipment was implanted, or select the  button to select from a calendar.
- Explant Date** Enter the date on which the implanted equipment was removed, or select the  button to select from a calendar.
- Device Return Date** Enter the date on which the device will be returned after evaluation, or select the  button to select from a calendar.

## MedWatch Window

Use to record and track medical treatment information for an event . Select the buttons on the MedWatch window to open additional windows.

- To open**
- From the left navigation tree, select MedWatch under the Event node.

You can see the MedWatch button only if,




- In the Utilities module, you set up Occurrence/Event parameters to include the appropriate medication and equipment codes.
- On the Event window, you selected a medication or equipment Event Indicator code.

## Field definitions

[MedWatch Info tab](#)

[Equipment Indicator tab](#)

[Medication Indicator tab](#)


- MedWatch Test** Select the button to open the MedWatch Test window and enter test results related to the event.
- **Test Date:** Enter the date on which the test was performed, or select the  button to select from a calendar.
  - **Lab Test:** Select the  to open the RISKMASTER Editor and enter a description of the type of test administered.
  - **Result:** Select the Fall Information window to open the RISKMASTER Editor and enter a description of the results of the test.
- Concomitant Products** Select to open the Concomitant Products window and enter information about products related to the event.
- **Concomitant Product Number:** Enter the manufacturer's product number.
  - **From Date; To Date:** Enter the time period for the product usage or select the  button to select from a calendar.
  - **Concomitant Product Description:** Select the Fall Information window to open the RISKMASTER Editor and enter a product description.
- Back to MedWatch** Select to open the [MedWatch window](#).
- Print MedWatch** Select to print the [MedWatch window](#).
- Back to Event** Select to open the [Event window](#).

## MedWatch Window: MedWatch Info Tab

Use the MedWatch Info tab to enter general medical treatment information for the event .

**To open** From the [MED Watch window](#), select the MedWatch Info tab.





### Field definitions

**Reporter's Last Name** Enter the reporter's last name or select the  button to open the Standard Entity Search window and search for the entity who reported the event.

Note: If you select a reporter from the Search window, fields on the window for which information exists are automatically populated.

**First Name** Enter the reporter's first name.

**Address** Enter the reporter's home address. Enter the City, State, Zip, and Country in the appropriate fields.

- Soc. Sec. No.** Enter the reporter's social security number (SSN).
- Occupation** Enter the reporter's job position or select the  button to select from the Code Selection window.
- Office Phone** Enter the reporter's office phone number.
- Home Phone** Enter the reporter's home phone number.
- Health Professional** Select the check box if the reporter is a health professional.
- Relevant History** Select  button to open the RISKMASTER Editor and enter any additional information about the medical history behind the event.
- Date Reported to Manufacturer** Enter the date on which you reported the event to the medication manufacturer, or select the  button to select from a calendar.
- Date Reported to FDA** Enter the date on which you reported the event to FDA or select the  button to select from a calendar.
- Last Reported Date** Enter the date on which the event was previously reported.
- Follow Up Count** Enter the number of times you have followed up on this event.
- Product Problem** Select the check box if the product (medication) caused the event.
- Hospitalized** Select the check box if the event resulted in hospitalization.
- Required Intervention** Select the check box if additional medical staff was required to resolve the problem.
- Mandatory Report** Select the check box if a report must be filed with an outside organization.
- Adverse Event** Select the check box if the event can potentially result in a claim or a lawsuit.
- Life Threatening** Select the check box if the injury resulting from the event was life threatening.
- Congenital** Select the check box if a congenital problem caused the event.
- Disability** Select the check box if the event resulted in a disability.

## Event Window

Use the Event window to enter detailed information about an event. Select the buttons on the Event window to open additional windows.

- To open**
- From the main menu, select Document.
  - From the Document menu select Event.

### Field definitions

[Event Info tab](#)

[Event Detail tab](#)

[Reported Info tab](#)

[Follow Up tab](#)

[Quality Management tab](#)

**Persons Involved** From the left navigation tree, select Persons Involved under the Event node to open Persons Involved window.

**OSHA** From the left navigation tree, select OSHA under the Event node to open the [OSHA Information window](#).

**Claims** From the left navigation tree, select Claim under the Event node to open the required Claim.

**[Claimant](#)** From the left navigation tree, select Claimant under the Event node to open the Claimant window.

**Fall Info** From the left navigation tree, select Fall under the Event node to open the [Fall Information window](#).

Note: You can see this button only if, in the Event Info tab, you selected a slip and fall Event Indicator code.

**MedWatch** From the left navigation tree, select MedWatch under the Event node to open [MedWatch window](#).


## MedWatch Window: Medication Indicator Tab

Use the Medication Indicator tab to enter detailed information about medication related to the event .

- To open** From the [MedWatch window](#), select the Medication Indicator tab.




### Field definitions

**Medication Type**

Enter the medication's major classification or select the  button to select from the Code Selection window.

**Medication Name** Enter the medication's trade name.



<b>Dose</b>	Enter the dosage administered.
<b>Frequency</b>	Enter how often the dosage was administered.
<b>Route</b>	Enter the method by which the medication was administered.
<b>Therapy From</b>	Enter the date on which the medication was started, or select the  button to select from a calendar.
<b>Therapy To</b>	Enter the date on which the medication was stopped, or select the  button to select from a calendar.
<b>Duration</b>	Enter the time span over which the dosage was administered. Enter Duration if you do not know the exact Therapy From and To dates or to specify a time span of less than one day.
<b>Lot Number</b>	Enter the manufacturer's lot number.  Use this information for adverse event reports or therapeutic lack of effect reports.
<b>NDC Number</b>	Enter the National Drug Code number for the administered drug.
<b>Expiration date</b>	Enter the medication's expiration date, or select the  button to select from a calendar.
<b>Event Abated After Dose Stopped</b>	Select the check box if the event subsided when the medication was stopped or reduced.
<b>Event Reappeared After Re-Introduction</b>	Select the check box if the event reappeared after the dosage was started again.

## Intervention/Evaluation Window: Time & Expense Tab

Use to enter time and expense information related to the intervention.

- To open**
- On the [Event window: Follow Up tab](#), select the Intervention button.
  - On the Intervention/Evaluation window, select the Time & Expense tab.

### Field definitions

<b>Rate</b>	Enter the rate for the proposed intervention.
<b>Time (hours)</b>	Enter the time for intervention in hours.
<b>Total/ Flat fee</b>	Displays the total calculated amount for the intervention.


## Intervention/Evaluation Window: Evaluation/Intervention Tab

Use to enter intervention information.


- To open**
- On the [Event window: Follow Up tab](#), select the Intervention button.
  - On the Intervention/Evaluation window, select the Evaluation/Intervention tab.

### Field definitions


**Status**

Enter the code that best describes the evaluation/intervention status or select the  button to select from the Code Selection window.


**Evaluator**

Enter the name of the entity conducting evaluation or select the  button to open the Standard Entity Search window and search for the evaluator.

**Referral Source**

Enter the code that best describes the entity who referred the employee for evaluation or select the  button to select from the Code Selection window.


**Request Received**

Enter the date of receipt of an evaluation/intervention request or select  button to select from the calendar.

**Evaluation Completed**

Enter the date on which the evaluation was completed and recommendations were made or select the button to select from the calendar.


**Interventions**

Enter the code that best describes the intervention type or select the  button to select from the Code Selection window.


**Anticipated Cost**

Enter the expected cost of the proposed intervention.


**Recommendation Sent**

Enter the date on which the intervention recommendation was sent to the recipient or select the  button to select from the calendar.

**Recommendation Response**

Enter the date of response to the recommended intervention or select the  button to select from the calendar.

**Non-compliance Reason**

Enter the code that best describes the reason for non-compliance with the proposed intervention or select the  button to select from the Code Selection window.

**Intervention Description**


Select the  button to open the RISKMASTER Editor and enter a description of the proposed intervention.


## Intervention/Evaluation Window: Employee Tab


Use to enter information for the employee with whom the event is associated.


- To open**
- On the [Event window: Follow Up tab](#), select the Intervention button.
  - On the Intervention/Evaluation window, select the Employee tab.

### Field definitions

**Name** Enter the name of the employee associated with the intervention or select the  button to open the Standard Entity Search window and search for an employee.

**Department** Enter the employee's department name or select the  button to select from the Org. Hierarchy window.

**Supervisor** Enter the employee's supervisor or select the  button to open the Standard Entity Search window and search for the supervisor.


**Chief Complaint** Enter the code that best describes the employee's complaint type or select  button to select from the Code Selection window.


## Event Window: Follow Up Tab

Use the Follow Up tab to record medical treatments relating to an event . You add this information to an existing event when it becomes available.

- To open** From the [Event window](#), select the Follow Up tab.


### Field definitions


**Follow Up Date** Enter the date on which other activities occurred in response to the event or select the  button to select from a calendar.

**Date Physician Advised** Enter the date on which the physician was advised of the event or select the  button to select from a calendar.





**Time Physician Advised** Enter the time when the physician was advised of the event.

Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM unless you specify PM.

**Carrier Notified Date** Enter the date on which your organization's insurance carrier was notified or select the  button to select from a calendar.

**Physician Notes** Select the  button to open the RISKMASTER Editor. In the RISKMASTER Editor enter any comments the physician made and then select OK.

**Treatment Given** Select the check box if a patient received medical treatment.





<b>Release Signed</b>	Select the check box if the patient signed a release.
<b>Department Head Advised</b>	Select the check box if the department head was notified.
<b>Actions</b>	<p>Enter the code that best describes how your organization responded to the event, or select the  button to select from the Code Selection window.</p> <p>You can select multiple codes. To remove a code from the field, select the code and select the  button.</p>
<b>Outcome</b>	<p>Enter the code that best describes the impact of the event and the actions taken, or select the  button to select from the Code Selection window.</p> <p>You can select multiple codes. To remove a code from the field, select the code and select the  button.</p>
<b>Interventions</b>	Select the button to open the <a href="#">Evaluation/Intervention window</a> .

## Quality Management Level: Physical Advisor Review Window


Use the Quality Management : Level Physical Advisor Review window to enter the details about the physical advisor review.

- To open**
- From the Event window, select the [Quality Management tab](#).
  - On the Quality Management tab, select the Physician Advisor Review link.

### Field definitions

<b>Status</b>	Enter the code that best describes the status of the case or select the  to select from the Code Selection window.
<b>Physician</b>	Select the  button to open the Standard Entity Search window and select the physician whom you want to assign as reviewer.
<b>Determination</b>	Enter the code that best describes the review decision on the case or select the  to select from the Codes Selection window.
<b>Review Date</b>	Enter date on which the physician conducted the review.
<b>Follow Up Date</b>	Enter date on which the follow up is scheduled.
<b>Comments</b>	Select the  button to open the RISKMASTER Editor and enter any additional comments on the initial review of the case.

**Recommendations/Actions**

Select the  button to open the RISKMASTER Editor and enter any recommendations for the case.

**Back to Event**

Select to go back to the event.

## Event Window: Event Info Tab

Use the Event Info tab to enter general information about an event.


**To open** From the [Event window](#), select the Event Info tab.

### Field definitions


**Event Number**

Leave this field blank, so that RISKMASTER can generate a system-configured event number when you save the event. However, if your organization set it up, you can enter an event number manually.

**Event Type**

Enter the code that best describes the event or select the  button to select from the Code Selection window.

**Date of Event**


Enter the date on which the event occurred or select the  button to select from a calendar.

**Time of Event**


Enter the time when the event occurred.

Note: You must enter time in the format xx:xx, with a colon (:) between the hours and minutes. The time you enter defaults to AM unless you specify PM.

**Event Status**

Enter the code that best describes the event status, select the  button to select from the Code Selection window.


**Event Indicator**

Enter the code that best describes the event indicator or select the  button to select from the Code Selection window.


**Event Category**

When you enter the Event Indicator, the Event Category field automatically updates after you save.


**Department**

Enter the department, the individual or equipment involved in the event or select the  button to select from the Org Hierarchy window.

**Department Involved**


Enter the department against which the claim is filed or select the  button to select from the Org Hierarchy window.


**Date Reported**

Enter date on which the claim was reported or select the  button to select from a calendar.

**Time Reported** Enter the time the claim was reported.

Note: You must enter time in the format xx:xx, with a colon (:) between the hours and minutes. The time you enter defaults to AM unless you specify PM.

**Injury From** Enter the beginning date on which the injury occurred or select the  button to select from a calendar.

**Injury To** Enter the date after which the injury stopped being an issue or select the  button to select from a calendar.

## Intervention/Evaluation Window

Use the Intervention/Evaluation window to add ergonomic intervention information to events. Ergonomic intervention involves the application of ergonomics to select or design tools, machines, systems, tasks, jobs and work environments, for maximizing human performance without causing injuries or detrimentally affecting performance. Ergonomic interventions are primarily implemented to offset the cost of occupational injuries by reducing the risk of injuries occurring in the first place. The other major benefits of economic intervention are:

- Reduction in work related injuries and illnesses
- Reduction in absenteeism
- Reduction in errors
- Increased productivity and quality
- Maintaining high employee retention and morale

**To open** On the [Event window: Follow Up tab](#), select the Intervention button.

### Field definitions

[Employee tab](#)

[Evaluation/ Intervention tab](#)

Time & Expense tab

[Supplementals tab](#)

**Back to Event** Select to open the Event window.

## Fall Information Window

Use the Fall Information window to record and track information about a slip and fall event .


**To open**


- From the left navigation tree, select Fall under the Event node.


You can see the Fall Info button only if,


- In the Utilities module, you set up Occurrence/Event parameters to include the appropriate slip and fall codes.
- On the Event Info tab, you selected a slip and fall Event Indicator code.

### Field definitions

**Condition Prior** Enter the code that best describes the patient's condition at the time of the event, or select the  button to select from the Code Selection window.

**Side Rail Position** Enter the code that best describes the rail position on the facility bed, or select the  button to select from the Code Selection window.

**Restraints** Enter the code that best describes the restraints used, if any, or select the  button to select from the Code Selection window.

**Bed Position** Enter the code that best describes the bed position at the time of the event, or select the  button to select from the Code Selection window.

**Call Light Within Reach** Select the check box if the patient can reach the call light.


**Back to Event** Select to open the Event window.

## Event Window: Reported Info Tab

Use the Reported Info tab to enter contact information for a person who reports an event .

**To open** From the [Event window](#), select the Reported Info tab.

### Field definitions

**Reporter's Last Name** Enter the reporter's last name or select the  button to open the Standard Entity Search window and search for a reporter.

Note: If you select a reporter from the Search window, fields on the window for which informations exists are automatically populated.

**First Name** Enter the reporter's first name.

**Address** Enter the reporter's address. Enter the City, State, Zip, and Country in the appropriate fields.

**Soc. Sec. No.** Enter the reporter's social security number (SSN).

**Office Phone** Enter the reporter's work telephone number.

**Home Phone** Enter the reporter's home telephone number.

**Fax** Enter the reporter's fax number.

**Email** Enter the reporter's email.



## Event Window: Event Detail Tab

Use the Event Detail tab to enter details about an event such as, location of incident, cause of injury, number of injuries, and so on.



**To open** From the [Event window](#), select the Event Detail tab.

### Field definitions

#### Location Description

Enter a description for the location where the event occurred or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select the  button.

#### Event Description

Enter a description for the event or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select the  button.

#### Event On Premise

Select the check box if the event occurred,

- on your organization's property (if you are self-insured).
- on the insured organization's property (if you are a TPA ).


#### Location Address

Enter the address where the event occurred. Enter the City, State, Zip, and Country in the appropriate fields.


#### County of Injury

Enter the county where the event occurred.


#### Primary Location

Enter the code that best describes the exact location where the event occurred or select the  button to select from the Code Selection window.

#### Location Type

Enter the code that best describes the location type where the event occurred or select the  button to select from the Code Selection window.

#### Cause Code

Enter the code that best describes the event cause or select the  button to select from the Code Selection window.

#### Number of Injuries

Enter the number of persons injured as a result of the event.

#### Number of Fatalities

Enter the number of deaths that resulted from the event.

#### Confidential Record

Select the check box to mark the record as confidential. When you mark a record as confidential, only a specific set of selected users can then view it.

Note: When you select the check box, a window opens. You can select users you want to grant access for the selected event. The user and his supervisor would be able to access the record.




When you mark an event as confidential all the associated claims are also marked as confidential.


## Event Window: Quality Management Tab

**To open** On the [Event window](#), select the Quality Management tab.

### Field definitions

**Case Number** Enter the medical case number.

**Med. File Category** Enter the code that best describes the medical category for the case or select the  to select from the Code Selection window.

**Med. Indicator** Enter the code that best describes the medical indicator for the case or select the  to select from the Code Selection window.

**Initial Review** Select the link to open the [Quality Management Level: Initial Review window](#).

**Physical Advisor Review** Select the link to open the [Quality Management Level: Physical Advisor Review window](#).

**Committee\ Department Review** Select the link to open the Quality Management Level: Committee\ Department Review window.


**Quality Manager Review** Select the link to open the [Quality Management Level: Quality Manager Review window](#).


## Quality Management Level: Initial Review Window

Use the Quality Management: Level Initial Review window to enter the details about the quality management initial review.


- To open**
- From the Event window, select the [Quality Management tab](#).
  - On the Quality Management tab, select the Initial Review link.

### Field definitions

**Status** Enter the code that best describes the status of the case or select the  to select from the Code Selection window.

**Reviewer** Select the  button to open the Code Selection window and select the system user whom you want to assign as reviewer.

**Determination**

Enter the code that best describes the review decision on the case or select the  to select from the Codes Selection window.


**Review Date**

Enter date on which the reviewer conducted the initial review .


**Follow Up Date**

Enter date on which the follow up is scheduled.

**Comments**

Select the  button to open the RISKMASTER Editor and enter any additional comments on the initial review of the case.

**Recommendations/Actions**

Select the  button to open the RISKMASTER Editor and enter any recommendations for the case.

**Back to Event**

Select to open the [Event window](#).

## Event Dated Text Window


Use the Event Dated Text window to add any additional comments to the event record.

**To open**

- From the left navigation tree, select Dated Text link under the Event node

### Field definitions

**Date Entered**

Enter the date on which you are entering comments or select the  button to select from a calendar.

**Time Entered**

Enter the time when you are entering comments.

Note: You must enter time in the format xx:xx, with a colon (:) between the hours and minutes. The time you enter defaults to AM unless you specify PM.

**Entered by User**

Enter your name, if you are entering comments.

**Dated Text**

Select the  button to open the RISKMASTER Editor and enter additional notes.

**Back to Event**

Select to return to the Event window.

## How To

### To Enter OSHA Information

You can also enter data to generate OSHA reports. Occupational Safety and Health Administration (OSHA) is the main federal agency that enforces workplace safety and health legislation. General Liability and Workers' Compensation claim , and event data, is merged to create an OSHA report.

1. Search for the event you want to enter fall information for.

The [Event window](#) opens.

2. From the left navigation tree, select OSHA under the Event Node.  
The OSHA window: OSHA Information tab opens.
3. Complete the fields on the [OSHA window: OSHA Information tab](#) , as shown below .


2.

**Event OSHA Recordable**


Select the check box if you want to notify OSHA of the event.

If you are not sure whether the event is OSHA recordable, select the OSHA Recordability wizard button.

**Activity When Injured**


Select the  button to open the RISKMASTER Editor and enter a description of the employee's activities when the event occurred.

**How Accident Occurred**


Select the  button to open the RISKMASTER Editor and enter a description of how the event occurred.

Your description must meet OSHA reporting requirements.

**Object/Subst that Injured**


Select the  button to open the RISKMASTER Editor and enter a description of the item (object or substance) that caused the injury.

**Safeguards Provided**

Select the  button to open the Code Selection window and do one of the following:


- Select **Yes** if the company provided safeguard equipment and set up protective measures.
- Select **No** if the company did not provide safeguards.
- Select **Unknown** if you are not aware of whether the company provided safeguards or not.

**Failure to Use Safeguards**

Select the  button to open the Code Selection window and do one of the following:

- Select **Yes** if the employee did not take necessary precautions.
- Select **No** if the employee took the necessary precautions.
- Select **Unknown** if you are not aware of whether the employee took the necessary precautions or not.

**Failure to Follow Rules**

Select the  button to open the Code Selection window and do one of the following:

- Select **Yes** if the employee did not follow OSHA rules.
- Select **No** if the employee did follow OSHA rules.
- Select **Unknown** if you are not aware of whether the employee followed OSHA rules or not.

**Privacy Case**

Select the check box if the case involves specific privacy issues, as outlined by OSHA regulations.

If you select this option, the claimant 's name and social security number are withheld, when OSHA is notified.

If you select this option, this record is not included in the OSHA 300 report.

**Sharps Object**


If a needle, suture, blade, or any other sharp object, (collectively, called sharps), caused the injury, then enter the code that most accurately describes the sharp object,




or select the  button to select from the Code Selection window.

This record is added to the Sharps log and reported to OSHA, only if the person involved is recorded as an Employee.

**Sharps Brand/Make** If a sharp object caused the injury, enter the code that most accurately describes the

company that made the sharp object, or select the  button to select from the Code Selection window.

**OSHA Establishment**

Select the  button to open the Standard Entity Search window and select an OSHA Establishment.

**Print OSHA 301 Report**

Select the button to print an OSHA 301(Injury and Illness Incident) report.

**OSHA Recordability wizard**

Select button to open a wizard and complete the steps to decide whether the event is OSHA recordable.

Use the wizard only for recommendations, to manually mark the claim as recordable.

- 3.
4. From the toolbar, select the Save button.
5. To open the [Event window](#) or [Workers' Compensation window](#), select the Back button.



## To Enter Evaluation/Intervention Information

You can add ergonomic intervention information to events.

*To enter evaluation/intervention information*


1. Search for the event you want to enter intervention information for.  
The [Event window](#) opens.


2. Select the Follow Up tab.
3. Select the Intervention Requested/Required check box, if you want to record or request for ergonomic intervention details related to an event.


Note: You can enter an intervention record even if you do not select the check box.

4. To enter evaluation/intervention information, select the Intervention button.  
The Intervention/Evaluation window opens.
5. Select and complete the fields on the Employee tab.


**Name** Enter the name of the employee associated with the intervention or select the  button to open the Standard Entity Search window and search for an employee.


**Department** Enter the employee's department name or select the  button to select from the Org Hierarchy window.


**Supervisor** Enter the employee's supervisor of the employee or select the  button to open the Standard Entity Search window and search for the supervisor.

**Chief Complaint** Enter the code that best describes the employee's complaint type or select the  button to select from the Code Selection window.

6. Select and complete the fields on the Evaluation/ Intervention tab.


**Status** Enter the code that best describes the evaluation/intervention status or select the  button to select from the Code Selection window.

**Evaluator** Enter the name of the entity conducting evaluation or select the  button to open the Standard Entity Search window and search for the evaluator.

**Referral Source** Enter the code that best describes the entity who referred the employee for evaluation or select the  button to select from the Code Selection window.

**Request Received** Enter the date of receipt of an evaluation/intervention request or select the button to select from the calendar.


**Evaluation Completed** Enter the date on which the evaluation was completed and recommendations made or select the button to select from the calendar.


**Interventions** Enter the code that best describes the intervention type or select the  button to select from the Code Selection window.

**Anticipated Cost** Enter the expected cost of the proposed intervention.

**Recommendation Sent** Enter the date on which the intervention recommendation was sent to the recipient or select the button to select from the calendar.

**Recommendation Response** Enter the date of response to the recommended intervention or select the button to select from the calendar.

**Non-compliance Reason** Enter the code that best describes the reason for non-compliance with the proposed intervention or select the  button to select from the Code Selection window.

**Intervention Description** Select the  button to open the RISKMASTER Editor and enter a description of the proposed intervention.

7. Select and complete the fields on the Time & Expense tab.

**Rate** Enter the rate for the proposed intervention.

**Time (hours)** Enter the time for intervention in hours.


**Total/ Flat fee** Displays the total calculated amount for the intervention.




8. From the toolbar, select the Save button .

## To Enter MedWatch Information

Before you can track MedWatch data, you must set up Occurrence Parameters in RISKMASTER Utilities , so that the Medication Event Categories are configured to include the appropriate event category codes.

### *To enter MedWatch information*

1. Search for the event you want to enter MedWatch information for.  
The [Event window](#) opens.
2. From the Event Indicator field, select the search button.  
A Code Selection window opens.
3. Select a code for an indicator that is associated with medication event category.
4. From the toolbar, select the Save button .  
RISKMASTER displays the associated Event Category and also displays the MedWatch button.
5. Select the MedWatch button.  
The [MedWatch window](#) opens.
6. Select and complete the fields in the [MedWatch Info tab](#) , as shown below.

<b>Reporter's Last Name</b>	Enter the reporter's last name or select the  button to open the Standard Entity Search window and search for the entity who reported the event.  If you select a reporter from the Search window, fields on the window for which informations exists are automatically populated.
<b>First Name</b>	Enter the reporter's first name.
<b>Address</b>	Enter the reporter's home address. Enter the City, State, Zip, and Country in the appropriate fields.
<b>Soc. Sec. No.</b>	Enter the reporter's social security number (SSN).
<b>Occupation</b>	Enter the reporter's job position or select the  button to select from the Code Selection window.
<b>Office Phone</b>	Enter the reporter's office phone number.
<b>Home Phone</b>	Enter the reporter's home phone number.
<b>Health Professional</b>	Select the check box if the reporter is a health professional.
<b>Relevant History</b>	Select  button to open the RISKMASTER Editor and enter any additional information about the medical history behind the event.
<b>Date Reported to Manufacturer</b>	Enter the date on which you reported the event to the medication manufacturer, or select the button to select from a calendar.
<b>Date Reported to FDA</b>	Enter the date on which you reported the event to FDA or select the button to select from a calendar.
<b>Last Reported Date</b>	Enter the date on which the event was previously reported.
<b>Follow Up Count</b>	Enter the number of times you have followed up on this event.
<b>Product Problem</b>	Select the check box if the product (medication) caused the event.
<b>Hospitalized</b>	Select the check box if the event resulted in hospitalization.
<b>Required Intervention</b>	Select the check box if additional medical staff was required to resolve the problem.
<b>Mandatory Report</b>	Select the check box if a report must be filed with an outside organization.


**Adverse Event** Select the check box if the event can potentially result in a claim or a lawsuit.

**Life Threatening** Select the check box if the injury resulting from the event was life threatening.

**Congenital** Select the check box if a congenital problem caused the event.

**Disability** Select the check box if the event resulted in a disability.


7. Select and complete the fields in the [Equipment Indicator tab](#) , as shown below.

**Manufacturer's Name** Enter the name of the company that made the equipment or select the  button to open the Standard Entity Search window and search for the manufacturer.

If you select a manufacturer from the Search window, fields on the window for which informations exists are automatically populated.

**Address** Enter the manufacturing company's address. Enter the City, State, Zip, and Country in the appropriate fields.

**Brand Name** Enter the name the equipment is known by.

**Equipment Type** Enter the code that best describes the type of equipment, or select  button to select from the Code Selection window.

**Age of Device** Enter the age of the equipment, in years and months.

**Device Available for Evaluation** Select the check box, if the equipment is available for evaluation.


**Model Number** Enter the equipment's model number.

**Catalog Number** Enter the equipment's catalog number.

**Serial Number** Enter the equipment's serial number.

**Lot Number** Enter the equipment's lot number.

**Other Number** Enter any other number that your organization may have assigned to the equipment.

**Device Operator Type** Enter the code that best describes the person who was operating the equipment, or select the  button to select from the Code Selection window.

**Expiration Date** Enter the equipment's expiration date, or select the button to select from a calendar.

**Implant Date** Enter the date on which the equipment was implanted, or select the button to select from a calendar.




**Explant Date** Enter the date on which the implanted equipment was removed, or select the button to select from a calendar.

**Device Return Date** Enter the date on which the device will be returned after evaluation, or select the button to select from a calendar.

8. Select and complete the fields in the [Medication Indicator tab](#) , as shown below.

**Medication Type**

Enter the medication's major classification or select the  button to select from the Code Selection window.

**Medication Name** Enter the medication's trade name.

**Dose** Enter the dosage administered.

**Frequency** Enter how often the dosage was administered.

**Route** Enter the method by which the medication was administered.

**Therapy From** Enter the date on which the medication was started, or select the button to select from a calendar.

**Therapy To** Enter the date on which the medication was stopped, or select the button to select from a calendar.

**Duration** Enter the time span over which the dosage was administered. Enter Duration if you do not know the exact Therapy From and To dates or to specify a time span of less than one day.

**Lot Number** Enter the manufacturer's lot number.

Use this information for adverse event reports or therapeutic lack of effect reports.


**NDC Number** Enter the National Drug Code number for the administered drug.




**Expiration date** Enter the medication's expiration date, or select the button to select from a calendar.

**Event Abated After Dose Stopped** Select the check box if the event subsided when the medication was stopped or reduced.

**Event Reappeared After Re-Introduction** Select the check box if the event reappeared after the dosage was started again.



9. From the toolbar, select the Save button  .
10. To enter test results related to the event, select the MedWatch Testbutton.  
The [MedWatch Test window](#) opens.
11. In the Test Date window, enter the date on which the test was performed, or select the button to select from a calendar.



12. From the Lab Test field, select the  to open the RISKMASTER Editor and enter a description of the type of test administered.
13. From the Result field, select the  to open the RISKMASTER Editor and enter a description of the results of the test.
14. Select the Back to MedWatch button.
15. To enter information about products related to the event, select the Concomitant Products button.  
The Concomitant Products window opens.
16. In the Concomitant Product Number field, enter the manufacturer's product number.
17. In the From Date and To Date fields, enter the time period for the product usage or select the button to select from a calendar.
18. From the Concomitant Product Description field, select the  to open the RISKMASTER Editor and enter a product description.
19. Select the Back to MedWatch button.
20. On the MedWatch window, select the Back to Event button.




### Tips


## To Enter Fall Information

Before you can track fall data, you must set up Occurrence Parameters in RISKMASTER Utilities , such that the Fall Event Categories and the Equipment Event Categories are configured to include the appropriate event category codes.

### *To enter fall information*


1. Search for the event you want to enter fall information for.  
The [Event window](#) opens.
2. From the Event Indicator field, select the  button.  
A Code Selection window opens.
3. Select a code for an indicator that you want to associate with a fall-related Event Category.
4. From the toolbar, select the Save button .  
RISKMASTER displays the associated Event Category and also displays the Fall Info button.
5. Select the Fall Info button.  
The Fall Information window opens.
6. Complete the fields on the [Fall Information window](#) , as shown below .
 

<b>Condition Prior</b>	Enter the code that best describes the patient's condition at the time of the event, or select the  button to select from the Code Selection window.
<b>Side Rail Position</b>	Enter the code that best describes the rail position on the facility bed, or select the  button to select from the Code Selection window.
<b>Restraints</b>	Enter the code that best describes the restraints used, if any, or select the  button to select from the Code Selection window.

**Bed Position** Enter the code that best describes the bed position at the time of the event, or select the  button to select from the Code Selection window.

**Call Light Within Reach** Select the check box if the patient can reach the call light.

**Back to Event** Select to open the Event window.

7. From the toolbar, select the Save button .
8. Select the Back to Event button.  
The Event window opens.
9. Save and close the Event window.

**Tips**


## To Enter Quality Management Information


You can enter quality management details and initial review details for a medical case. In RISKMASTER you can use this consolidated data along with patient demographic and clinical treatment information to review a patient's medical care information. Medical care providers can use this information to identify best possible treatments and monitor patient's recovery.


*To enter quality management information*


1. Search for the event you want to enter quality management information for.  
The [Event window](#) opens.
2. Select the Quality Management tab.
3. Complete the fields on the [Quality Management tab](#), as shown below.

**Case Number** Enter the medical case number.


**Med. File Category** Enter the code that best describes the medical category for the case or select the  to select from the Code Selection window.

**Med. Indicator** Enter the code that best describes the medical indicator for the case or select the  to select from the Code Selection window.

4. From the toolbar, select the Save button .
5. To enter initial review information, select the Initial Review link.  
The Quality Management Level: Initial Review window opens.
6. Complete the fields on the [Quality Management Level: Initial Review window](#), as shown below.

**Status** Enter the code that best describes the status of the case or select the  to select from the Codes Selection window.


**Reviewer**

Select the  button to open the Code Selection window and select the system user whom you want to assign as reviewer.

**Determination**

Enter the code that best describes the review decision on the case or select



the  to select from the Code Selection window.


**Review Date**

Enter date on which the reviewer conducted the initial review .


**Follow Up Date**

Enter date on which the follow up is scheduled.


**Comments**

Select the  button to open the RISKMASTER Editor and enter any additional comments on the initial review of the case.


**Recommendations/Actions**

Select the  button to open the RISKMASTER Editor and enter any recommendations for the case.




7. From the toolbar, select the Save button .
8. To enter physical advisor review information, select the Physical Advisor Review link. The Quality Management Level: Physical Advisor Review window opens.
9. Complete the fields on the [Quality Management Level: Physical Advisor Review window](#) , as shown below .

**Status**

Enter the code that best describes the status of the case or select the  to select from the Codes Selection window.

**Physician**

Select the  button to open the Standard Entity Search window and select the physician whom you want to assign as reviewer.

**Determination**

Enter the code that best describes the review decision on the case or select



the  to select from the Code Selection window.


**Review Date**

Enter date on which the physician conducted the review.


**Follow Up Date**

Enter date on which the follow up is scheduled.

**Comments**

Select the  button to open the RISKMASTER Editor and enter any additional comments on the initial review of the case.

**Recommendations/Actions**

Select the  button to open the RISKMASTER Editor and enter any recommendations for the case.

**Back to Event**

Select to go back to the event.



10. From the toolbar, select the Save button .

11. To open the Events window, select the Back To Event button.


Note: Based on the levels of review undertaken, you can conduct a Committee Department Review, and a Quality Manager Review.



## To Enter an Event

1. From the main menu, select Document.  
The Document menu opens.
2. From the Document menu, choose Event.  
The Event window opens and an Event node displays in the navigation tree.
3. Select and complete the fields in the [Event Info tab](#) , as shown below.


**Event Number** Leave this field blank, so that RISKMASTER can generate a system-configured event number when you save the event. However, if your organization set it up, you can enter an event number manually.


**Event Type** Enter the code that best describes the event or select the  button to select from the Code Selection window.

**Date of Event** Enter the date on which the event occurred or select the search button to select from a calendar.


**Time of Event** Enter the time when the event occurred.


You must enter time in the format xx:xx, with a colon (:) between the hours and minutes. The time you enter defaults to AM unless you specify PM.

**Event Status** Enter the code that best describes the event status, select the  button to select from the Code Selection window.

**Event Indicator** Enter the code that best describes the event indicator or select the  button to select from the Code Selection window.

**Event Category** When you enter the Event Indicator, the Event Category field automatically updates after you save.

**Department** Enter the department, the individuals or equipment involved in the event belonged to or select the  button to select from the Org Hierarchy window.

**Department Involved** Enter the department against which the claim is filed or select the  button to select from the Org Hierarchy window.

**Date Reported** Enter date on which the claim was reported or select the button to select from a calendar.


**Time Reported** Enter the time the claim was reported.


You must enter time in the format xx:xx, with a colon (:) between the hours and minutes. The time you enter defaults to AM unless you specify PM.

**Injury From** Enter the beginning date on which the injury occurred or select the button to select from a calendar.

**Injury To** Enter the date after which the injury stopped being an issue or select the button to select from a calendar.

4. Select and complete the fields in the [Event Detail tab](#) , as shown below.  
3.

**Location Description** Enter a description for the location where the event occurred or select the  button to open the [RISKMASTER Editor](#) . In the RISKMASTER Editor, enter the description and then select OK .


**Event Description** Enter a description for the event or select the  button to open the [RISKMASTER Editor](#) . In the RISKMASTER Editor, enter the description and then select OK.


**Event On Premise** Select the check box if the event occurred,


- on your organization's property (if you are self-insured).
- on the insured organization's property (if you are a TPA ).

**Location Address** Enter the address where the event occurred. Enter the City, State, Zip, and Country in the appropriate fields.

**County of Injury** Enter the county where the event occurred.

**Primary Location** Enter the code that best describes the exact location where the event occurred or select the  button to select from the Code Selection window.

**Location Type** Enter the code that best describes the location type where the event occurred or select the  button to select from the Code Selection window.


**Cause Code** Enter the code that best describes the event cause or select the  button to select from the Codes Selection window.

**Number of Injuries** Enter the number of persons injured as a result of the event.

**Number of Fatalities** Enter the number of deaths that resulted from the event.

**Confidential Record** Select the check box to mark the record as confidential. When you mark a record as confidential, only a specific set of selected users can then view it.

4.  
5. Select and complete the fields in the [Reported Info tab](#) , as shown below.

**Reporter's Last Name** Enter the reporter's last name or select the  button to open the Standard Entity Search window and search for a reporter.

If you select a reporter from the Search window, fields on the window for which informations exists are automatically populated.

**First Name** Enter the reporter's first name.

**Address** Enter the reporter's address. Enter the City, State, Zip, and Country in the appropriate fields.

**Soc. Sec. No.** Enter the reporter's social security number (SSN).

**Office Phone** Enter the reporter's work telephone number.

**Home Phone** Enter the reporter's home telephone number.

**Fax** Enter the reporter's fax number.

6. Select and complete the fields in the [Follow Up tab](#) , as shown below.


**Follow Up Date** Enter the date on which other activities occurred in response to the event or select the button to select from a calendar.

**Date Physician Advised** Enter the date on which the physician was advised of the event or select the button to select from a calendar.

**Time Physician Advised** Enter the time when the physician was advised of the event or select the button to select from a calendar.

You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM unless you specify PM.


**Carrier Notified Date** Enter the date on which your organization's insurance carrier was notified or select the button to select from a calendar.


**Physician Notes** Select the  button to open the RISKMASTER Editor. In the RISKMASTER Editor enter any comments the physician made and then select OK.


**Treatment Given** Select the check box if a patient received medical treatment.


**Release Signed** Select the check box if the patient signed a release.

**Department Head Advised** Select the check box if the department head was notified.

**Actions** Enter the code that best describes how your organization responded to the event, or select the  button to select from the Code Selection window.

You can select multiple codes. To remove a code from the field, select the code and select the  button.


**Outcome** Enter the code that best describes the impact of the event and the actions taken, or select the  button to select from the Code Selection window.


You can select multiple codes. To remove a code from the field, select the code and select the  button.


**Interventions** Select the button to open the [Evaluation/Intervention window](#) .

7. Select and complete the fields on the [Quality Management tab](#) , as shown below.

**Case Number** Enter the medical case number.

**Med. File Category** Enter the code that best describes the medical category for the case or select the  to select from the Code Selection window.

**Med. Indicator** Enter the code that best describes the medical indicator for the case or select the  to select from the Code Selection window.


8. From the toolbar, select the Save button  .

9. [To add information about persons involved](#), from the left navigation tree, select Persons Involved under Event node and complete the Persons Involved window.

10. [To enter OSHA information](#), from the left navigation tree, select OSHA Information under Event node and complete the [OSHA Information window](#).

11. To add claims to the event, right click on the Event node and select the required claim type and complete the Claims for event window to add claims.

12. If your organization defined Supplemental data, complete the [Supplementals tab](#).


13. From the toolbar, select the Save button  .

Note: Search for information in existing records, before you enter new data . This prevents duplicate entries in the database .



## To Delete an Event

1. Search for the event you want to delete.  
The event opens in the Event window.

2. From the toolbar, select the Delete Record button  .

A window opens and displays a warning message.




3. Select OK.  
RISKMASTER deletes the event and all attached records.




## To Edit an Event

1. Search for the event you want to edit.  
The event opens in the Event window.
2. On the Events window, change the fields you want to edit.

3. From the toolbar, select the Save button .

## To Enter Exposure Information

1. On the Entity Maintenance, from the drop down list, select OSHA Establishment.
2. Do one of the following:
  - Enter a new record.
  - From the toolbar, select the  to open the LookUp Data window, and select the record for which you want to enter exposure information.
3. Select the Exposure Information button.  
The [Exposure Information window](#) opens.
4. Complete the fields on the [Exposure Information window](#) , as shown below .

<b>Exposure Dates</b>	Enter the from and to dates for the date range during which you want to calculate exposure information.
<b>No of Employees</b>	Enter the number of employees that work at this site.
<b>No of Work Hours</b>	Enter the total number of hours all the employees at this site worked during the date range you specified.
<b>Payroll Amount</b>	Enter the total payroll amount for all the employees at this site during the date range you specified.
<b>Asset Value</b>	Enter the total value of the site's tangible assets.
<b>Square Footage</b>	Enter the total office floor space used by this site.
<b>Vehicle Count</b>	Enter the number of vehicles allocated to this site.
<b>Total Revenue</b>	Enter the site's total revenue.
<b>Other Base</b>	Enter a base amount in dollars.

**RM Overhead** Enter the cost of using RISKMASTER during the date range.

- Select the Roll Up button.  
The Exposure Roll Up log opens in Adobe Acrobat.

## MMSEA

### Field Help

#### MMSEA Data Window

**To open** From the Organization Hierarchy window: Department Info tab, select the MMSEA Section 111 button.

#### Field definitions

**Line Of Business** Displays the line of business for the MMSEA record.

**MMSEA Reporter ID** Displays MMSEA reporter identification number.

**MMSEA Office Code/Site ID** Displays MMSEA office code or site Identification number.

**Medicare Filing Schedule** Displays the medicare filing schedule for the MMSEA record.



Select the button to create a new MMSEA record.



Select the option for the desired record edit and then select the button to modify the record.




Select the option for the desired record and then select the button to delete the record.


**Back** Select the button to navigate to Organization Hierarchy window.

#### Claimant MMSEA Data Window: Diagnosis/Parties to Claim Tab

**To open** On the Claimant MMSEA Data window, select the Diagnosis/Parties to Claim tab.


#### Field definitions

**CDC ICD-9 Diagnosis Codes** Select the  button to enter the diagnosis codes defined by the Center for Disease Control and not by any jurisdiction or Ingenix.

**CDC ICD-10 Diagnosis Codes** Select the  button to enter the diagnosis codes defined by the Center for Disease Control.

**MMSEA Parties to the Claim** Displays the MMSEA party to claim record details.



## TPOC Data Window

**To open** On the Claimant MMSEA Data window: Beneficiary/Award/TPOC tab, from the TPOC (Total Payment Obligation to the Claimant) Date field, select the  button.


## Field definitions

<b>Funding Delayed Beyond TPOC Start Date'</b>	Enter the total payment obligation to the claimant start date beyond which funding will be delayed.
<b>TPOC Amount</b>	Enter the total payment obligation to the claimant amount.
<b>Date of Written Agreement</b>	Enter the date on which the agreement was written or select date from the calendar.
<b>Date of Court Approval</b>	Enter the date on which court approved the agreement or select date from the calendar.
<b>Date of Payment Issue</b>	Enter the date on which the payment was issued or select date from the calendar.
<b>Mark As Deleted</b>	Select the check box if you want to mark TPOC entry as deleted for reporting purposes.
<b>OK</b>	Select the button to save the record.
<b>Cancel</b>	Select the button to close the window.


## MMSEA Data Details Window

- From the Organization Hierarchy window: Department Info tab, select the MMSEA Section 111 button.
- To open**
- On the MMSEA Data window, select the  button or select option for an MMSEA record and then select the  button.


## Field definitions


<b>Line Of Business</b>	From the drop down, select the line of business for the MMSEA record.
<b>MMSEA Reporter ID</b>	Enter the MMSEA reporter identification number.
<b>MMSEA Office Code/Site ID</b>	Enter the MMSEA office code or site Identification number.
<b>Medicare Filing Schedule</b>	Select the  button to open Code Selection window and then select the medicare filing schedule.
<b>OK</b>	Select the button to save the record.
<b>Cancel</b>	Select the button to close the window without saving the changes.
<b>Recovery Agent Details</b>	Select to submit recovery agent information in MMSEA.


## MMSEA Party to Claim Window


**To open** On the Claimant MMSEA Data window: Diagnosis/Parties to Claim tab, from the MMSEA Parties to the Claim tab, select the  button.

### Field definitions

**Relationship to Beneficiary** Enter the code for relationship to beneficiary type or select the  button to open the Code Selection window and select the code.

**Type of Representative** Type of Representative' field, enter the representative type or select the  button to open the Code Selection window and select the representative type.

**Person/Entity Name** Enter the person or entity name or select the  button to open the Code Selection window and select the entity name.

**Party to Claim Representative** Enter the party to claim representative code or select the  button to open the Code Selection window and select the code.

## Claimant MMSEA Data Window: Product Liab/MMSEA Returned Tab

**To open** From the Claimant MMSEA Data window, select Product Liab/MMSEA Returned tab.

### Field definitions


#### Product Liability Data

**Product Liability Indicator** Select the  button to search for the product liability indicator.

**Product Generic Name** Enter the generic name of the product.

**Product Brand Name** Enter the brand name of the product.

**Product Manufacturer** Enter the product manufacturer name.

**Product Alleged Harm** Select the  button to enter the alleged harms which the product may cause.

#### MMSEA Returned – Applied

**MSP (Medicare Secondary Payer)** Enter the Medicare secondary payer effective date or select date from the calendar.

#### Effective Date

**MSP Termination Date** Enter the Medicare secondary payer termination date or select the date from the calendar.

Enter the Medicare secondary payer indicator type.

#### MSP Type Indicator


**Note:** The value in the Disposition Code field will be set only by the extraction application's returned file(s). This data element is the disposition code returned by Medicare.

## Claimant MMSEA Data Window: Beneficiary/Award/TPOC Tab


**To open** From the Workers' Compensation window: Employee Info tab, select the MMSEA Data button.

### Field definitions

**Is Claimant a Medicare Beneficiary'**

Select the  button to select whether the claimant is a Medicare beneficiary or not.

**Are all Payments For This Claimant Non-Medical'**

Select the  button to select whether payments for this claimant are non-medical or not.


**Claimant's Medicare Health Insurance Claim Number, if known'**

Enter the claimant Medicare health insurance claim number.


**Date Medicare Confirmed as Beneficiary**

Displays the date when Medicare confirmed as beneficiary.

**Alleged Cause of Injury, Incident, or Illness (CD ICD-9 Event Code)**

Select the  button to select the ICD-9 event code for Injury, Incident or Illness as defined by the Center for Disease Control.

**Alleged Cause of Injury, Incident, or Illness (CD ICD-10 Event Code)**

Select the  button to select the ICD-10 event code for Injury, Incident or Illness as defined by the Center for Disease Control.

**Last Reporting Date**


Displays the last reporting date of medicare.

**If Filed With Medicare, Delete This Record**

From the drop down list, select whether you want the Medicare record to be deleted if the record has all the information or not.

**Award, Judgment, Settlement or Other Payment**

**ORM (Ongoing Responsibility for Medicals) Indicator field**

Select the  button to select the ORM indicator.

**ORM Termination Date**

Enter the ORM termination date or select the date from the calendar.

## Client Information Setup Window: MMSEA Medicare Tab

- To open**
- From the main menu, select Utilities.
  - From the Utilities menu, choose Managers.
  - From the Managers menu, choose Client Information Setup.
  - On the Client Information Setup window, select the MMSEA Medicare tab.

### Field definitions

**Doing Business As**

Enter the name on which the user is carrying out its operations.

**Legal Name, if no Doing Business**

Enter the legal name of the user if there is no business name.

## MMSEA DATA

<b>Line of Business</b>	Displays the line of business for the client.
<b>Reporter ID</b>	Displays the reporter Identification number.
<b>Office Code/Site ID</b>	Displays the code of the office or the site identification number for the client.
<b>Medicare Filing Schedule</b>	Displays the schedule of filing the Medicare.



Select the button to create a new MMSEA data record for the client.



Select the button to edit the MMSEA data record.



Select the button to delete the MMSEA data record.

## How To



### To Add an MMSEA Responsible Reporting Entity

You can set the MMSEA Responsible Reporting Entity (RRE) for tracking claimants to be reported. This applies to Insurers, Self Insured's and Liability Self-Insured pools. The 'Liability Self-Insured pools' function as Insurers, but cannot use policies.

Note: The existing CSC EDI Extract System does not function without policies for 'Liability Self-Insured pools'. Any entity working as a RRE can have one or more Line of Business per ID and the entity can have an ID per Line of Business.

For Self Insured, the RRE is set up in the Organization Hierarchy as shown next:


1. From the main menu select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Org. Hierarchy.  
The Org. Hierarchy window opens.
3. From the 'Default Expansion Level for List' drop down list, select Facility.
4. Select an existing Organization Hierarchy facility and select the Edit button.  
The Facility window: Facility tab opens.

5. Select the MMSEA Section 111 button.

The [MMSEA DATA window](#) opens.

The MMSEA Data field displays the Line of Business, Reporter ID and Office Code or Site ID.

**Note:** The Organization Hierarchy Entity can be registered with a different reporter ID and site ID for each Line of Business. The registration will be based on the FEIN of the Organization Hierarchy entity at or above the Self Insured.

6. To add new MMSEA data, select the New  button.  
The [MMSEA Data Details window](#) opens.

**Note:** You cannot duplicate a LOB. For example, if you selected Workers Compensation as the LOB and entered a Reporter ID and Office Code / Site ID and saved the record, then, you cannot use the Workers Compensation LOB for another Reporter ID and Office Code. Each LOB is unique. If you select 'All' as the LOB, then you cannot add any other LOB.





7. In the Add/Edit section, from the Line of Business drop down list, select a line of business.
8. In the MMSEA Reporter ID field, enter the MMSEA reporter identification number.
9. In the MMSEA Office Code/Site ID field, enter the MMSEA office code or site identification number.
10. Select the OK button.

## To Access the MMSEA Data Fields

1. On the Workers' Compensation window: Employee Info tab, select the MMSEA Data button. The [Claimant MMSEA Data window: Beneficiary/Award/TPOC](#) tab opens.

**Note:** The same Claimant MMSEA Data window opens with or without Case Management.



2. From the 'Is Claimant a Medicare Beneficiary' field, select the  button to select whether the claimant is a Medicare beneficiary or not.
3. From the 'Are all Payments For This Claimant Non-Medical' field, select  button to select whether payments for this claimant are non-medical or not.
4. In the 'Claimant's Medicare Health Insurance Claim Number, if known' field, enter the claimant Medicare health insurance claim number.  
**Note:** The 'Date Medicare Confirmed as Beneficiary' field is disabled.
5. From 'Alleged Cause of Injury, Incident, or Illness (CD ICD-9 Event Code)' field, select the  button to select the event code for Injury, Incident or Illness as defined by the Center for Disease Control, not by NCCI.  
**Note:** The 'Last Reporting Date' field is also disabled as another application uses this field.
6. From the 'If Filed With Medicare, Delete This Record' drop down list, select whether you want the Medicare record to be deleted if the record has all the information or not.  
**Note:** The record gets deleted only for reporting purposes and does not get deleted from the database.
7. In the Award, Judgment, Settlement or Other Payment section, from the ORM (Ongoing Responsibility for Medicals) Indicator field, select the  button to select the ORM indicator.
8. In the ORM Termination Date field, enter the ORM termination date or select the date from the calendar.

## To Create MMSEA Claim Party Entities


1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose People.  
The People Maintenance window opens.
3. From the Type of Person drop down list, select the people type as 'MMSEA Claim Party Entity'.
4. In the Last Name field, enter the persons' last name.
5. In the Middle Name field, enter the person's middle name.
6. In the First Name field, enter the person's first name.
7. In the Date of Birth field, enter the person's date of birth or select date from the calendar.
8. In the Also Known As field, enter any other name that the person may be known by.
9. In the Initials field, enter the person's initials.
10. In the Address field, enter the person's address. Enter the City, State, Zip, County and Country in the appropriate fields.
11. In the Soc. Sec No. field, enter the person's social security number.
12. In the Office Phone field, enter the person's office phone number.
13. In the Home Phone field, enter the person's home phone number.
14. In the Fax field, enter the person's fax number.
15. In the Sex field, enter the employee's gender or select the button to select from the Code Selection window.
16. In the EMail Type field, enter the type of email system the person uses or select the button to select from the Code Selection window.
17. In the EMail Address field, enter the person's email address.
18. Select the 1099 Reportable check box, if you have to issue a 1099 report for the entity.
19. Select the 1099 Parent button to open the Standard Entity Search page and search for the 1099 reportable parent entity.
20. Select the Freeze Payment check box if you want to freeze the payments for the people.
21. In the NPI Number field, enter the national provider identifier number.

22. Select the Save button.



## To Set Client Information Parameters


1. From the main menu select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose Manager.  
The Managers menu opens.
3. From the Managers menu, choose Client Information Set Up.  
The Client Information Setup window opens.

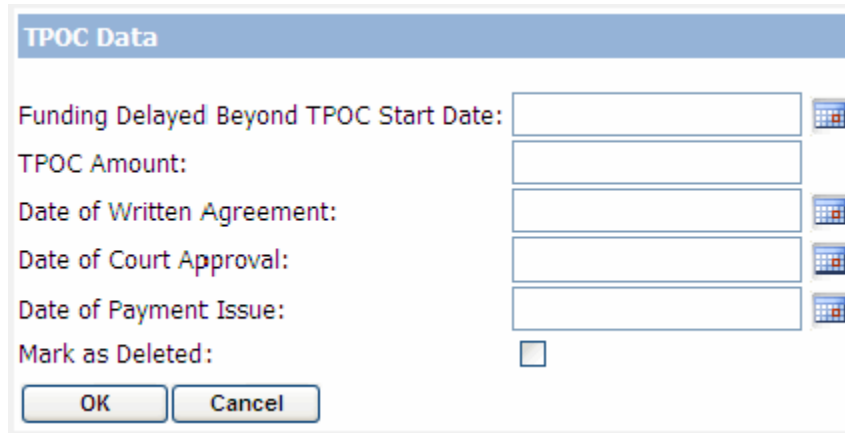
4. In the Client Name field, enter the name of your organization.
5. In the ESSP # field, enter the ESSP number of your organization.
6. In the Address field, enter the organization address. Enter the city, state and zip in the appropriate fields.
7. In the Product field, enter the RISKMASTER products your organization has purchased and installed.
8. In the Printer field, enter the printer type you use.
9. In the Hardware field, enter the brand, processor and memory for the computers on which your organization runs RISKMASTER.
10. In the Tax ID field, enter the tax ID as it is required to be a responsible reporting entity.
11. In the Installation Date field, enter the date on which CSC installed RISKMASTER in your organization.
12. In the Phone field, enter your organization's phone number.
13. In the Fax field, enter your organization's fax number.
14. In the Distribution Media field, enter the diskette size for the computers on which your organization runs RISKMASTER or select the  button to search from the Code Selection window.
15. In the Client Status field, enter the client status.
16. In the Version field, enter the latest RISKMASTER release number that your organization uses.
17. In the CSC Support # field, enter the phone number your organization uses to call RISKMASTER Customer Support.
18. Complete the fields on the
  - Contact Information tab

- [MMSEA Medicare tab](#)

19. Select the  button.


## To Add a New TPOC Date Record


1. On the Claimant MMSEA Data window: Beneficiary/Award/TPOC tab, from the TPOC (Total Payment Obligation to the Claimant) Date field, select the  button. The [TPOC Data window](#) opens.



2. In the 'Funding Delayed Beyond TPOC Start Date' field, enter the total payment obligation to the claimant start date beyond which funding will be delayed.
3. In the 'TPOC Amount' field, enter the total payment obligation to the claimant amount.
4. In the 'Date of Written Agreement' field, enter the date on which the agreement was written or select date from the calendar.
5. In the 'Date of Court Approval' field, enter the date on which court approved the agreement or select date from the calendar.
6. In 'Date of Payment Issue' field, enter the date on which the payment was issued or select date from the calendar.
7. Select the 'Mark As Deleted' check box if you want to mark TPOC entry as deleted for reporting purposes.

Note: The TPOC entry record gets deleted only for reporting purposes and does not get deleted from the database.

8. Select the OK button.
9. The Delete  is enabled only when a TPOC entry with no date in the 'Date Received' column is selected.

Note: The MMSEA Medicare does not allow you to delete a TPOC record that has been filed. The MMSEA Filed Date database value will be updated by the extract application. The Delete  button will physically delete a selected TPOC from your database.

10. From the Claimant MMSEA Data window, select the Diagnosis/Parties to Claim tab. The [Claimant MMSEA Data window: Diagnosis/Parties to Claim](#) tab opens.

**Claimant MMSEA Data**

Beneficiary/Award/TPOC | **Diagnosis/Parties to Claim** | Product Liab/MMSEA Returned

**CDC ICD-9 Diagnosis Codes**

CDC ICD-9 Diagnosis Codes

**MMSEA Parties to the Claim**


Party Name	Relationship to Beneficiary	Type of Representative	Party to Claim Representative
<input type="radio"/> Intekhab's & sons, Mohd			Mason, Perry

- In the 'CDC ICD-9 Diagnosis Codes' field, select the ellipsis button to enter the diagnosis codes defined by the Center for Disease Control, not by any jurisdiction or Ingenix.  
The 'MMSEA Parties to the Claim' field displays the MMSEA party to claim record. Customer is responsible for securing the codes and either entering or importing into them into RISKMASTER. More detail on these codes are available at the following Us

#### Tips


## To Add New MMSEA Parties to the Claim Record


Before you can add New MMSEA Parties to the claim, you must first create MMSEA Claim Party Entities in People maintenance.


- On the Claimant MMSEA Data window: Diagnosis/Parties to Claim tab, from the MMSEA Parties to the Claim tab, select the  button.  
The [MMSEA Party to Claim window](#) opens.


**MMSEA Party to Claim - Windows Internet Explorer**

**MMSEA Party to Claim**




Relationship to Beneficiary:  

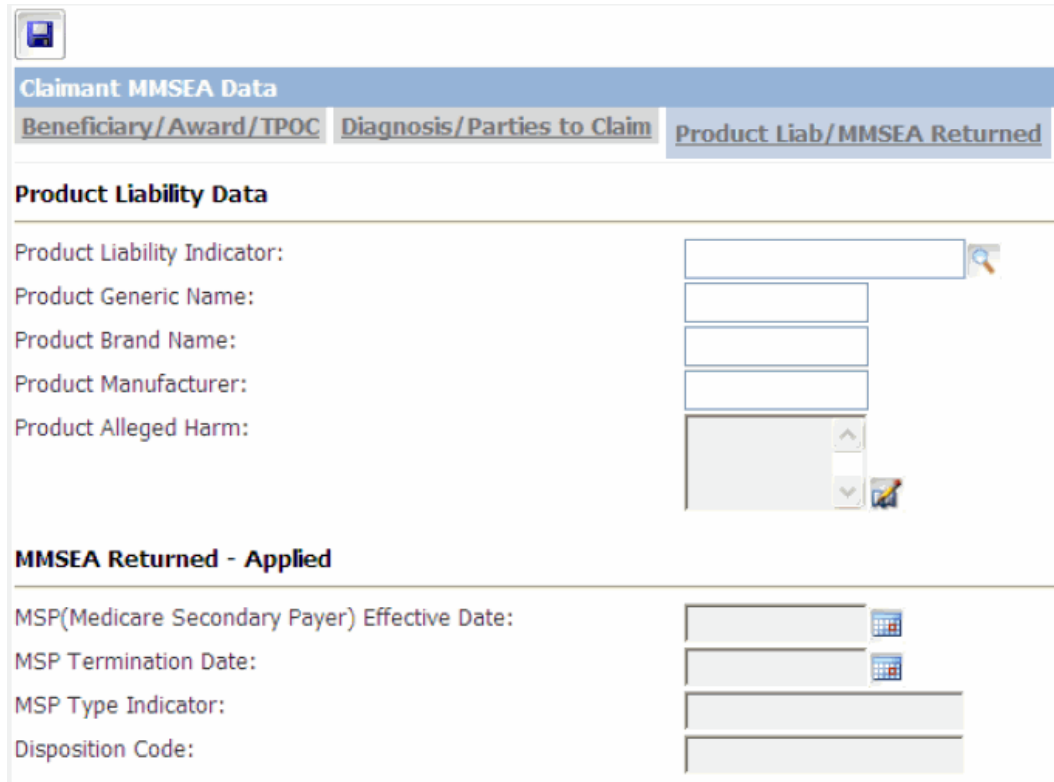
**Person/Entity Name:**  

Type of Representative:  

Party to Claim Representative:  


OK Cancel

2. In the Relationship to Beneficiary field, enter the code for relationship to beneficiary type or select  the button to search for code.
3. In the 'Type of Representative' field, enter the representative type or select the  button to search for representative type.
4. In the Party to Claim Representative field, enter the party to claim representative code or the  button to search for code.
5. Select the OK button.
6. From the Claimant MMSEA Data window, select Product Liab/MMSEA Returned tab.  
The [Claimant MMSEA Data window: Product Liab/MMSEA Returned tab](#) opens.



The screenshot shows a software window titled "Claimant MMSEA Data". It has three tabs: "Beneficiary/Award/TPOC", "Diagnosis/Parties to Claim", and "Product Liab/MMSEA Returned". The "Product Liab/MMSEA Returned" tab is selected. Below the tabs, there are two main sections:


- Product Liability Data:** This section contains five fields:
  - Product Liability Indicator: A text box with a search icon to its right.
  - Product Generic Name: A text box.
  - Product Brand Name: A text box.
  - Product Manufacturer: A text box.
  - Product Alleged Harm: A large text area with up/down arrow buttons and a search icon to its right.
- MMSEA Returned - Applied:** This section contains four fields:
  - MSP(Medicare Secondary Payer) Effective Date: A date field with a calendar icon to its right.
  - MSP Termination Date: A date field with a calendar icon to its right.
  - MSP Type Indicator: A text box.
  - Disposition Code: A text box.

7. In Product Liability Data section, from Product Liability Indicator field, select the  button to search for the product liability indicator.
8. In the Product Generic Name field, enter the generic name of the product.
9. In the Product Brand Name field, enter the brand name of the product.
10. In the Product Manufacturer field, enter the product manufacturer name.
11. In the Product Alleged Harm field, select the ellipsis button to enter the alleged harms which the product may cause.
12. From the MMSEA Returned – Applied section, in MSP (Medicare Secondary Payer) Effective Date field, enter the Medicare secondary payer effective date or select date from the calendar.

**Note:** The MMSEA Returned – Applied section will display only by the extraction application's returned file.


13. In the MSP Termination Date field, enter the Medicare secondary payer termination date or select the date from the calendar.
14. In the MSP Type Indicator field, enter the Medicare secondary payer indicator type.

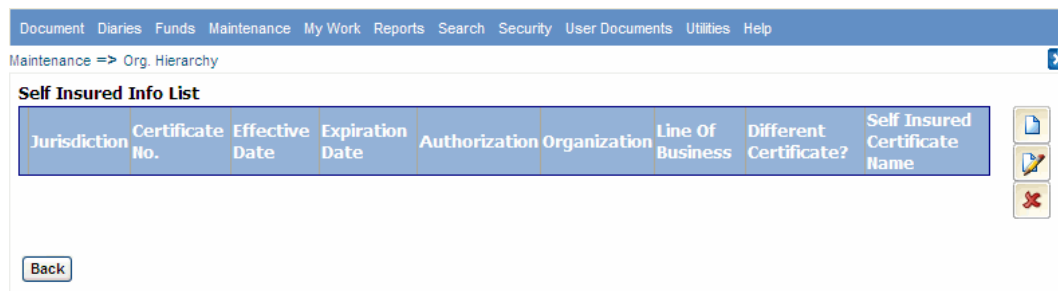
**Note :** The value in the Disposition Code field will be set only by the extraction application's returned file(s). This data element is the disposition code returned by Medicare.


15. From the toolbar, select the  button.

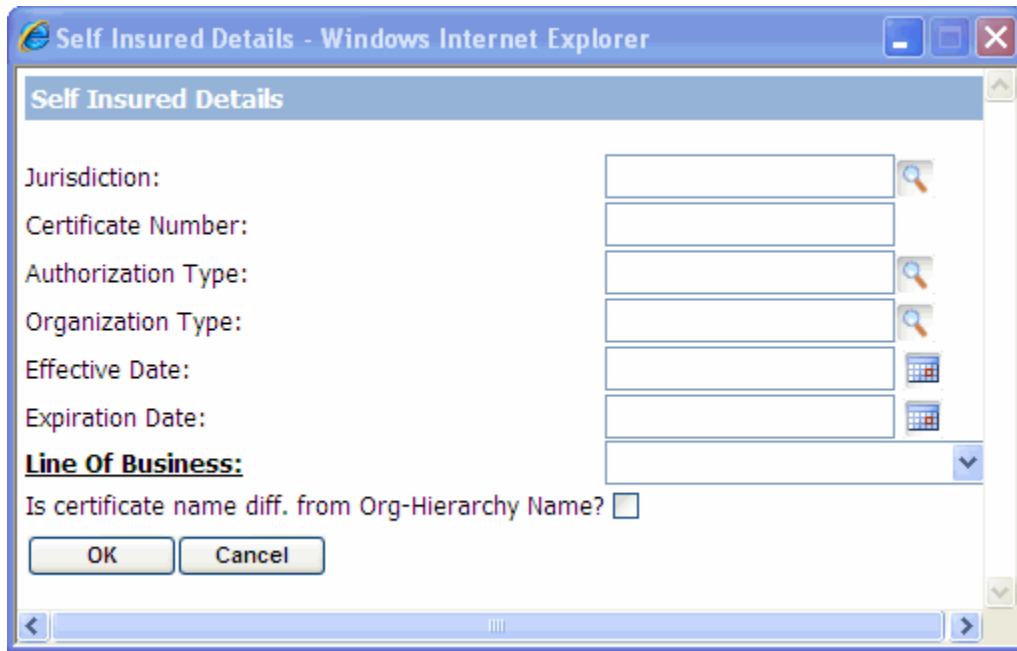
Tips






## To Update Self Insured Details in the Organization Hierarchy

- From the main menu, select Maintenance.  
The Maintenance menu opens.
- From the Maintenance menu, choose Org. Hierarchy.  
The Org. Hierarchy window opens.
- From the 'Default Expansion Level for List' drop down list, select Facility.
- Select an existing Organization Hierarchy facility and select the  button.  
The Facility window: Facility tab opens.
- On the Facility window: Facility tab, select the Self Insured button.  
The Self Insured Info List window opens.



6. To add a new Self Insured Jurisdiction, select the New  button.  
The Self Insured Details window opens.



7. In the Jurisdiction field, select the  button to select a jurisdiction.
8. In the Certificate Number field, enter the certificate number.
9. In the Authorization Type field, enter the type of authorization or select the  button to search for it from the Code Selection window.
10. In the Organization Type field, enter the type of organization of the self Insured or select the  button to search for it.
11. In the Effective and Expiration Date fields, enter the effective and expiration dates or select from the calendar.
12. In the Self Insured Authorization Type field, enter the authorization type code or select the  button to select it from the Code Selection window.
13. In the Self Insured Organization Type field, enter the Self Insured organization type or select the  button to select for a code type.
14. From the Line Of Business drop down list, select the Line of Business as All.
15. Select the 'Is certificate name different from Org-Hierarchy Name?' check box, if certificate name is different from Organization Hierarchy name.
16. Select the OK button.

## To Add MMSEA Data in the Entity Window

For Insurers, the change for MMSEA Medicare is on the Entity Maintenance window.

1. From the main menu select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Entity.  
The Entity Maintenance window opens.

Document Diaries Funds Maintenance My Work Reports Search Security User Documents Utilities Help

Maintenance => Entity

Entity Maintenance [ ]

Entity Operating As Contact Info Supplementals

Type Of Entity Insurers

Name

Contact

DBA

Abbreviation

Address 1

Address 2

City LKO

State IL Illinois

Zip/Postal Code

County

Country

Tax Id

Office Phone

Alt. Phone

Fax

E-Mail Type




E-Mail

Parent

1099 Reportable

1099 Parent

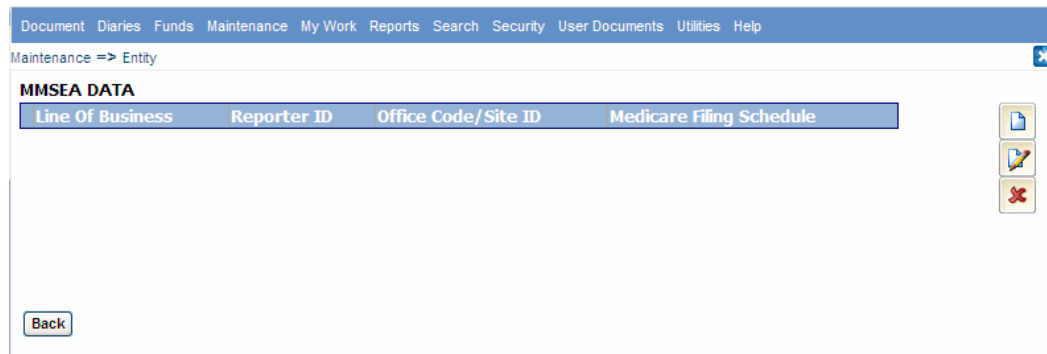
Contracts(0) Jurisdictional License Or Code MMSEA Data

3. From the Type of Entity drop down list, select the entity type as Insurers.
4. In the Name field, enter the entity's name.
5. In the Contact field, enter the entity contact details.
6. In the DBA field, enter the business entity's database administrator's name.
7. In the Abbreviation field, enter short identifying name for the entity.
8. In the Address field, enter the person's address. Enter the City, State, Zip, County and Country in the appropriate fields.
9. In the Tax ID field, enter the business entity's tax identification number.
10. In the Office Phone field, enter the entity's office phone number.
11. In the Alt. Phone field, enter the entity's alternate phone number.
12. In the Fax field, enter the entity's fax number.
13. In the Sex field, enter the employee's gender or select the  button to select from the Code Selection window.
14. In the EMail Type field, enter the type of email system the business entity uses or select the  button to select from the Code Selection window.
15. In the EMail field, enter the business entity's email address.
16. Select the 1099 Reportable check box, if you have to issue a 1099 report for the entity.
17. Select the 1099 Parent check box, if you want 1099 reportable parent entity.
18. Select the Freeze Payments check box if you want to freeze the payments for the people.
19. In the NPI Number field, enter the national provider identifier number.
20. Select the  button.
21. Select the MMSEA Data button.

The [MMSEA DATA window opens](#) and displays the Line of Business, Reporter ID, Office Code/Site ID and Medicare Filing Schedule.

**Note:** The Organization Hierarchy Entity can be registered with a different reporter ID and site ID for each Line of Business. The registration will be based on the FEIN of the Organization Hierarchy entity at or above the Self Insured.





22. To add a new MMSEA data, select the button.

The [MMSEA Data Details window](#) opens.

**Note:** You cannot duplicate a Line Of Business. For example, if you selected Workers Compensation as the LOB and entered a Reporter ID and Office Code / Site ID and saved the record, then, you cannot use the Workers Compensation LOB for another Reporter ID and Office Code. Each LOB is unique. If you select 'All' as the LOB, then you cannot add any other LOB.

23. From the Line Of Business drop down list, select a Line of Business.
24. In the MMSEA Reporter ID field, enter the MMSEA reporter Identification number.
25. In the MMSEA Office Code/Site ID field, enter the MMSEA office code or site identification number.
26. From the Medicare Filing Schedule field, enter the filing schedule for medicare or select the button to select from the Code Selection window.
27. Select the OK button to save and close the window.
28. On the Entity Maintenance window, from the toolbar, select the button.

# Diaries

## Diaries Overview

Work Process Administration ( WPA ) in RISKMASTER refers to the diary system. The RISKMASTER diary system offers strong work management capabilities. The diary system messaging function upgrades communication between system users and enables you to send messages and diaries to other users. You can use diaries to create reminders, and to assign, track, and prioritize tasks.

### You can use a diary in three typical work scenarios:

- Book marking records or windows for later review or work tasks.
- Routing work in a group based on pre-determined thresholds of time or any other criteria.
- Automatic, best practice business rule checking and diary creation. Best practices provide the business rules and templates with benefits and pro-active triggers.

### You can use different types of diaries in RISKMASTER:

- Referenced diary/ To Do List: A readily accessible, organized list of diary tasks and the due dates for these tasks.
  - Book marking records or windows for later review or work tasks.
  - Routing wo
- Quick diary/ Book marking: A quick and easy method of book marking claims, by attaching a claim to the diary To Do List. The Quick diary enables the easy retrieval of a claim record.
- Auto diary/ Best Business Practices: A tool that enables you to choose a pre-designed task option for frequently used claim types, and to automatically assign common tasks.
- Diary Routing: A quick and easy method of sending or assigning a diary task to another user.
- Referenced Email: A simple messaging system between system users.

The main processes in Work Process Administration are:

- Documentation: You can document events, claims, policies and funds using various software products, such as, smart system functions built into business rules, auto diaries and system utilities.
- Administration: You can process and forward records by role and function and use instructions and procedures to further organize work. Use time and event triggers to assist in keeping work on schedule.
- Billing and Forecast: You can provide billing information and forecast using Time on Task. Time on Task enables you to assign the time you want to spend on a diary, or to process bills, or forecast reports using SORTMASTER .
- Reporting: You can generate reports using SORTMASTER.

## Dialog

### Diary List (Calendar) Window

Use to print a calendar with diaries marked on it. You can filter the diaries to include in the calendar. You can also set up the appearance of the calendar.

- To open**
- From the main menu, select Diaries.

- From the Diaries menu, choose Diary Calendar.

## Field definitions

### Diary List Style

- Select **Daily** to print a calendar with only one day per window.
- Select **Weekly** to print a calendar with one week per window.
- Select **Monthly** to print a calendar with only one month per window.

### Sort Order

Select the order that you want to sort the diaries by.

### Diary Date Range

- Select **Today** to include diaries that are due today.
- Select **Current Week** to include diaries that are due during the current week.
- Select **Special Date(s)** to include only the diaries that are due between the dates you specify in the **From** and **To** fields.
- Select **Month/Year** to include diaries that are due during the month and year that you specify.

### Print

Select to open the Print Preview window. View your calendar and then choose Print to print the calendar to your default printer.

### Cancel

Select to close the window without printing.

## (User's) Diaries Window

Use to review, create and manage diaries.

Note: You can click on a column title to **sort** the diary list by that column.

### To open

- From the main menu, select Diaries.
- From the Diaries menu, choose Diary List.

## Tool Bar Buttons



Create Diary

Select to create a new Diary.



Edit Diary

Select to edit a new/existing diary.



Complete

Select to complete the diary task.








Route

Select to route the diary to another user.



Roll

Select to choose the date to roll the diary.




 Peek	Allows the manager to view the diaries of other users
 History	Select to see the diary history.
 Void	Choose to void the selected diary.
 Print	Choose to print the selected diary.
 Reload	Select to reload the diary page.

## Field definitions





**First|Prev|**  
**Next|Last**

If your diary list extends to several windows, select these buttons to navigate to the appropriate diary.

**Priority** Displays the level of importance for the task, such as:

This icon..	Indicates that...
	The task is Important
	The task is Required
	The task is Optional










**Due** Displays the date on which the task must be completed.

This icon..	Indicates that...
	The task is due in the future.
	The task is overdue.
	The task was assigned by a different user. Displays as red when overdue.
	The task was generated using <a href="#">Auto diary</a> . Displays as red when overdue.

**Text** Displays information about the task. Also displays whether the task is a quick diary .

**Task Name** Displays a description of the diary task.

<b>Attached Record</b>	Displays the record the diary is attached to.
<b>Parent Record</b>	Displays the parent record of the diary. If the diary is created from a child record of a claim, policy or event, this column displays the name of the parent claim, policy or event.  Note: You can open the parent record directly by selecting the link.
<b>Work Activity</b>	Displays the diary work activities.
<b>Claimant</b>	Displays the claimant name.
<b>Department</b>	Displays the department with which the claim is associated.
<b>Claim Status</b>	Displays the status of the claim.
<b>Assigned User</b>	Displays the name of the user to whom the diary is assigned.
<b>Assigning User</b>	Displays the name of the user who assigns the diary to another user.
<i>&lt;text boxes&gt;</i>	Enter the object in the text field to filter required data.
<b>Created On</b>	Select a diary to display the date on which the diary was created.
<b>Status</b>	Select a diary to display the diary status.
<b>Regarding</b>	Select a diary to display the subject of the diary. The subject displays the claim number, claimant name and the organizational level that displays on the event or claim window title bar.
<b>Notes</b>	Select a diary to display any additional notes related to the diary.
<b>To</b>	Select a diary to display the user to whom the diary is sent.
<b>From</b>	Select a diary to display the user from whom the diary is sent.
<b>Show All Active Diaries</b>	Select the check box to display all diaries not marked as completed.
<b>Show Active Diaries Due</b>	Enter a date to display only the diaries that are due on or before that date.
<b>Show all Diaries Related to the Claim</b>	Select the check box to display all diaries not marked as completed.

- Active Diaries** Select the check box to display all diaries not marked as completed.
- Diaries Due** Enter a date to display only the diaries that are due on or before that date.
- Refresh** Select to refresh the diary list to reflect any changes you made.
- Show Notes** Select the check box to display the notes related to the diary under the Task Name.
- Note: The Show Notes check box remains checked even after you close and open the Diary List window as the same user.
- Show Regarding** Select the check box to display the subject of the diary under the Task Name. The subject displays the claim number, claimant name and the organizational level that displays on the event or claim window title bar.
- Note: The Show Regarding check box remains checked even after you close and open the Diary List window as the same user.
-  Select a diary and then select this button to open the [Edit Diary window](#) and edit the selected diary.
-  Select a diary from this window and then select this button to open the Route Diary window. From the list of users, select a user to assign the selected diary task to, and then select the  Route button. RISKMASTER will notify the selected user about the diary assignment.
- Note: On the Route Diary window, the check box Notify by Email is checked by default, although you can uncheck it. This automatically sends an email notification to the routed user as soon the user is selected to assign the selected diary task to.
-  Select a diary from the list and then select this button to open the Roll Diary window. On the Roll Diary window, enter a new due date for the task and then select the Roll button.
-  Select to open [Create Diary window](#) and create a new diary entry.
-  Select to view another user's diary list. Select the Peek button to open the Diary Peek Target Selection window and select the user whose diaries you want to view and then select the Save button.
-  Select a diary from the list and then select this button to open the Void Diary window. On the Void diary window,
- Select **From** and **To** dates to delete all diaries with due dates that fall between the dates you entered.
  - Select the  Void button to delete the selected diaries, or the Cancel button to close the window without deleting diaries.
-  Select to open the [Diary History window](#).

## Create Diary Window

Use the Create Diary window to create a new diary task.

To open On the [\(User's\) Diaries window](#), select the  button.

### Tool Bar Buttons



Save

Select Save Button to save a diary.



Cancel

Select cancel button to cancel a diary without saving the changes.

### Field definitions

**Assign Diary To** Select the user you want to assign this diary to.

**Task Name** Enter a descriptive name for the diary task. If you open the [Create Diary window](#) from a claim or event, this field is automatically populated.

**Attach To** Select the search button to open the Search window and select the claim for which you want to create a diary.

**Due Date/Time** Enter the date and the time when you want the task to be completed or select the calendar button to enter date from a calendar.

Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.

**Work Activities** Select the search button to open the Create Diary window and from the drop down list select a work activity description.

You can add multiple work activities.

**Estimate Time (Hours)** Enter an approximate time in hours to complete the diary.

**Issue only on Completion Date** Select the option to issue diary reminders on the due date only.

**Issue Every** Select the option to issue diary reminders at intervals of the number of days you enter.

**Priority** From the drop down list, select the importance you want to assign to the task.

**Notes** Enter additional comments for the diary.

**Automatic Notification When Completed** Select to automatically notify users for this diary, when the diary is marked as completed.

**Notify by Email** Select the check box to automatically send an email notification to the assigned users as soon as a diary is created or updated.

Note: By default this check box is checked. You can uncheck it. For email notification to be sent, a valid email address must be set up in the Security Management System for assigned users or for the user creating the diary.

**Automatic Notification when Late** Select the check box to automatically notify users associated with this diary when there is delay in completion of the diary.

## (User's)Diary History Window

Use to display your completed diary tasks. You can view the diary completion dates, completion responses and expenses your organization spent on the task.




**To open** From the [\(User's\) Diaries window](#), select the Diary  button.

### Field definitions





**First|Prev|** If your diary list extends to several windows, select these buttons to navigate to the appropriate diary.

**Next|Last**

**Priority** Displays the level of importance for the task, such as:

This icon..	Indicates that...
	The task is Important
	The task is Required
	The task is Optional

**Due** Displays the date on which the task must be completed.

This icon..	Indicates that...
	The task is due in the future.
	The task is overdue.
	The task was assigned by a different user. Displays as red when overdue.
	The task was generated using <a href="#">Auto diary</a> . Displays as red when overdue.


**Text** Displays information about the task. Also displays whether the task is a [quick diary](#) .

**Attached Record** Displays the record the diary is attached to.



<b>Work Activity</b>	Displays the diary work activities.
<b>Claimant</b>	Displays the claimant name.
<b>Department</b>	Displays the department with which the claim is associated.
<b>Claim Status</b>	Displays the status of the claim.
Refresh	Select to refresh the diary list to reflect any changes you made.
Delete	Select a diary and select the button to delete the record.
Cancel	Select to close the window.

## Attach Diary Window

- Search for the claim or event you want to attach diary to.
- The event opens in the Event window or the claim opens in a Claim window.
- From the toolbar, select the  button.

## Field definitions

<b>Assign Diary To</b>	Select the user you want to assign this diary to.
<b>Task Name</b>	Enter a descriptive name for the diary task. If you open the <a href="#">Create Diary window</a> from a claim or event, this field is automatically populated.
<b>Due Date/Time</b>	Enter the date and the time when you want the task to be completed or select the calendar button to enter date from a calendar. <div style="background-color: #e0e0e0; padding: 5px; margin-top: 10px;">Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.</div>
<b>Work Activities</b>	Select the search button to open the Create Diary window and from the drop down list select a work activity description.  You can add multiple work activities.
<b>Estimate Time (Hours)</b>	Enter an approximate time in hours to complete the diary.
<b>Issue Only On Completion Date</b>	Select the option to issue diary reminders on the due date only.

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<b>Issue Every</b>	Select the option to issue diary reminders at intervals of the number of days you enter.
<b>Priority</b>	From the drop down list, select the importance you want to assign to the task.
<b>Notes</b>	Enter additional comments for the diary.
<b>Automatic Notification When Completed</b>	Select to automatically notify users for this diary, when the diary is marked as completed.
<b>Notify by Email</b>	<p>The defaulted checked check box automatically sends an email notification to the assigned users as soon as diary is created or updated.</p> <p>Note: The check box Notify by Email is checked by default although user can uncheck it. Users who have been assigned the diary or who created the diary must setup a valid email address in Security Management System.</p>
<b>Automatic Notification when Late</b>	Select to automatically notify users for this diary, when there is delay in generation of the diary.
<b>Save</b>	Select the button to save the diary.
<b>Cancel</b>	Select the button to close the window without saving your changes.

## View Record Diary

This window displays the diaries for a specific claim or event.

- Search for the claim or event you want to view record diaries for.
- To open**
- The event opens in the Event window or the claim opens in a Claim window.
  - From the toolbar, select the View Record Diaries button.

### Field definitions

<b>Active Diaries</b>	Select the check box to display all diaries not marked as completed.
<b>Diaries Due</b>	Enter a date to display only the diaries that are due on or before that date or select the calendar button to select from a calendar.
<b>Show Diaries For Active Record Only</b>	Select the check box to display all diaries attached to a record not marked as completed.

**Show All Diaries Related to this Claim**

Select the check box to display all diaries related to this claim not marked as completed.

**Refresh**

Select to refresh the diary list to reflect any changes you made.

**Show Notes**

Select the check box to display any additional notes related to the diary under the Task Name .

**Show Regarding**

Select the check box to display the subject of the diary under the Task Name .The subject displays the Claim Number, Claimant name and Department.



Select a diary and then select this Complete button to open the [Diary Task Completion window](#) to mark the selected diary as completed.



Select a diary and then select this Edit button to open the [Edit Diary window](#) and edit the selected diary.



Select a diary from this window and then select the Route button to open the Route Diary window. From the list of users, select a different user to assign the selected diary task to and then select the Route button. RISKMASTER will notify the selected user about the diary assignment.



Select a diary from the list and then select this Roll button to open the Roll Diary window. On the Roll Diary window, enter a new due date for the task and then select the Roll button.



Select to open the [Create Diary window](#) and create a new diary entry.

Note: When you check the 'Show Diaries For Active Record Only' check box, and select the Create button, the 'Create Diary' pop up window opens and after completing the fields on the pop up window and selecting the Save button, the diary will automatically attach to the active record. When you uncheck the 'Show Diaries For Active Record Only' check box, and select the Create button, the 'Create Diary' pop up window opens and after completing the fields on the pop up window and selecting the Save button, the diary will not be able to get attach to the active record.



Select to view another user's diary list. Select the Peek button to open the Diary Peek Target Selection window and select the user whose diaries you want to view and then select OK.



Select a diary from the list and then select this Void button to open the Void Diary window. On the Void diary window,

- Select **From** and **To** dates to delete all diaries with due dates that fall between the dates you entered.
- Select **Void** to delete the selected diaries, or **Cancel** to close the window without deleting diaries.



Select to open the [Diary History window](#).

## Diary Header Configuration Window

- From the main menu, select My Work
- To open**
- From the My Work menu, select Header Configuration
  - On the Header Configuration window, select the Diary Config tab.

### Field definitions

<i>&lt;Check boxes&gt;</i>	Select check boxes for each of the column header (Priority ,Due,Text,Attached Record,Work, Activity,Claimant, Department,Claim Status, ) that you want to display on the Diary List window.
<i>&lt;text boxes&gt;</i>	Enter the label of each of the respective column header .
<b>Default</b>	Select the button to restore the default column header name.
<b>Save Configuration</b>	Select the button to save the settings.
<b>Select All</b>	Select the button if you want to display all the columns on the Diary List window.
<b>Unselect All</b>	Select the button if you do not want to display any column on the Diary List window.

## Diary Task Completion Window

Use the Diary Task Completion window to mark diaries as completed.

- To open** From the [\(User's\) Diaries window](#), select a diary to edit and then select the Complete button.


### Field definitions

<b>Completed On</b>	Enter the date and time when you completed the diary.
<b>Completion Response</b>	Enter comments about diary completion.
<b>Track Time/Expenses for Task</b>	Select the check box if you want the system to calculate and track the time and expenses your organization spent on this task.
<b>Start Time</b>	Enter the time when you started working on the task. <div style="background-color: #e0e0e0; padding: 5px; margin-top: 5px;">Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.</div>
<b>End Time</b>	Enter the time when you stopped working on the task.
<b>Total Time Spent (hrs)</b>	Enter the number of hours you spent on this task.
<b>Expenses</b>	Enter the total amount your organization spent on this task.











- Notify Task Assigner of Completion** Select the check box to send an email to the person who assigned this task to you, telling the person that you completed the task.
- Save** Select to mark the diary as completed and to save the time and expense information you entered.
- Cancel** Select to close the window without saving your changes.

Diary UX enables to change the look & feel of Diary List window that is more user-friendly. Tool bar on the top of diary grid helps user to access various functions of diary on a single screen.

Use to sort and print a list of diaries. You can filter the list of diaries to include only those diaries that satisfy certain criteria, before you print.

- To open**
- From the Diaries menu, choose Diary List.
  - From the Diary List window, select the Diary List  button.

## Tool Bar Buttons

-  **Create Diary** Select to create a new Diary.
-  **Edit Diary** Select to edit a new/existing diary.
-  **Complete** Select to complete the diary task.
-  **Route** Select to route the diary to another user.
-  **Roll** Select to choose the date to roll the diary.
-  **Peek** Allows the manager to view the diaries of other users
-  **History** Select to see the diary history.
-  **Void** Choose to void the selected diary.
-  **Print** Choose to print the selected diary.
-  **Reload** Select to reload the diary page.

## Fields Definition

### Diary Selection

<b>Priority</b>	Displays the priority of the diary.
<b>Due</b>	Display the due date for the diary.
<b>Task Name</b>	Display the name of the task done or to be done for the diary.
<b>Work Activity</b>	Display the activity on a diary.
<b>Routable</b>	Display the status in yes/no whether the diary is routable or not.
<b>Rollable</b>	Display the status in yes/no whether the dairy is rollable or not. .
<b>Assigned User</b>	Display the name of the user to whom the diary has been assigned.
<b>Assigning User</b>	Display the name of the user who assigns the diary.
<b>Assigned User's Fullname</b>	Display the full name of the user to whom the diary has been assigned.
<b>Claimant</b>	Display the name of the claimant.
<b>Department</b>	Display the record attached with the diary. For example: Fund, Claim etc.
<b>Parent Record</b>	Display the parent claim record for selected diary.

## Edit Diary Window

Use it to edit the diary information.

**To open** From the [\(User's\) Diaries window](#), select a diary to edit and then select the  button.

### Field definitions



<b>Task Name</b>	Enter a description of the diary task.
<b>Due Date/Time</b>	Enter the date and time when you want the diary to be completed.

Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.


- Attached Record** Displays the event or claim record with which your diary is associated.
- Work Activities** Select the search button to open the Create Diary window and from the drop down list select a work activity description.  
You can add multiple work activities.
- Estimate Time** Enter an approximate time in hours to complete the diary.
- Priority** From the drop down list, select the importance you want to assign to the task.
- Notes** Enter additional comments for the diary.
- Automatic Notification When Completed** Select the check box to automatically notify users for this diary, when the diary is marked as completed.
- Notify by Email** Select the check box to automatically send an email notification to the assigned users as soon as a diary is created or updated.  
  
Note: By default this check box is checked. You can uncheck it. For email notification to be sent, a valid email address must be set up in the Security Management System for assigned users or for the user creating the diary.
- Automatic Notification when Late** Select the check box to automatically notify users associated with this diary when there is delay in completion of the diary.  
  
Select the button to save your changes and close the window.  
  
Select the button to close the window without saving your changes.

## How To

### To Create a Diary Task

1. From the main menu, select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, do one of the following:
  - Choose Diary List and select the  button.
  - Choose Diary Calender and select Create diary button.The [Create Diary window](#) opens and a Diary List node displays under Diaries in the navigation tree.
3. From the Assign Diary To list, select a user to assign the task to.
4. In the Task Name field, enter a diary task name.
5. From the Attach To field, select the  button to open the Search window and select the claim for which you want to create a diary.
6. In the Due Date/Time field, enter the date and the time when the diary task is due.

Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.

7. From the Work Activities field, select the  button to select work activity codes.
8. Do one of the following:
  - To receive diary reminders on the diary completion due date only, select the Issue Only On Completion Date option.
  - To receive diary reminders at regular intervals, select the Issue Every option.
9. To receive diary reminders at regular intervals, in the Days Until Completion Date field, enter the number of days prior to the completion date to start receiving reminders.

Note: RISKMASTER generates diaries in a series based on the number of days specified until the completion date.

10. From the drop down list, select the level of importance of the diary task, such as Optional, Important, or Required.
11. In the Notes field, enter any additional information.
12. To receive a system notification on completion of the diary, select the Automatic Notification When Completed check box.
13. To automatically send an email notification to the assigned users as soon as the diary is created or updated, select the Notify by Email check box.

Note: By default this check box is unchecked. You can check it. For email notification to be sent, a valid email address must be set up in the Security Management System for assigned users or for the user creating the diary.

14. Select the Automatic Notification when Late check box to receive a system notification when there is delay in completion of the diary.

**Note:** Overdue notification will be sent to the user who issued the diary. The overdue diary notifications can be sent via system diary, email notification or both as per user's requirement

15. To export the diary to Microsoft Outlook, select the Export to Schedule+ check box.

16. Select the  Save button.

## To Delete a Diary

You can select a diary from the [Diaries window](#) and make the diary void , or you can select a completed diary from the [Diary History window](#), and delete the diary task.

### To Void a Diary

1. From the main menu, select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, choose Diary List.  
The [Diaries window](#) opens.
3. Select the diary you want to delete.
4. Select the Void button.  
The Void Diary window opens.
5. Do one of the following:
  - To void only a selected diary, select the Void the Selected Diary check box.
  - To void all diaries within a date range, clear the Void the Selected Diary check box.

Note: The Void the Selected Diary check box is selected by default.

The fields in the Void Diary by Date frame become active.



6. In the From and To fields, enter the start and end date for the diary tasks you want to void.
7. Select OK.  
A window opens and displays the message, "Are you sure you want to void selected diary?"
8. Select OK.

#### *To Delete Completed Diary Tasks*

1. From the main menu, select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, choose Diary History.  
The [Diary History window](#) opens and displays all completed diaries.
3. Select a completed diary task and select the Delete button.  
  
A window opens and displays the message, "Are you sure you want to delete selected diary?"
4. Select OK.

## To Work with Diary Utilities

#### *To transfer diaries to a different user*

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose Tools & Designers.  
The Tools & Designers menu opens.
3. From the Tools & Designers menu, choose Diary Utilities .  
The WPA Diary Utilities window opens.
4. Select the Transfer Diary tab.
5. From the From Owner drop down list, select the user whose diaries you want to transfer.
6. From the Diary Status section, select whether you want to transfer open diaries or closed diaries.
7. In the Due Date Range section, enter the from and to dates that define the time period within which the diaries for transfer are due.
8. From the To Owner drop down list, select the user to whom you are transferring the diaries.
9. Select Go.


#### *To purge a user's diary*

1. From the menu bar, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose Tools & Designers.  
The Tools & Designers menu opens.
3. From the Tools & Designers menu, choose Diary Utilities .  
The WPA Diary Utilities window opens.
4. Select the Purge Diary tab.
5. From the Diary Owner list, select the user whose diaries you want to purge .
6. From the Diary Status section, select whether you want to purge open diaries or closed diaries.
7. In the Due Date Range section, enter the from and to dates that define the time period within which the diaries for purging are due.
8. Select Go.

## To Work with a Diary

#### *To Create a Quick Diary*

1. Search for the claim for which you want to add a quick diary .  
The claim opens in the Claim window.

2. From the toolbar, select the  button.  
The [Create Diary window](#) opens with the Assign Diary To field populated with your user ID.
3. Complete the fields on the window as required.
4. To automatically send an email notification to the assigned users as soon as the diary is created or updated, select the Notify by Email check box.  
Note: By default this check box is checked. You can uncheck it. For email notification to be sent, a valid email address must be set up in the Security Management System for assigned users or for the user creating the diary.
5. Select Save.  
[Back to top](#)



#### *To Access Attached Records from a Diary*

1. From the main menu select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, choose Create.  
The [\(User's\) Diaries window](#) opens.
3. From the Attached Records column, select the link of the attached record.  
The attached record opens.  
  
[Back to top](#)

#### *To Sort Diary Tasks*

1. From the main menu, select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, choose Create.  
The [Diaries window](#) opens.
3. Select a column by which you want to sort the diary tasks with.  
The Diary window displays the diary task sorted by the selected column.  
  
[Back to top](#)


#### *To Mark a Diary as Complete*

1. From the main menu, select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, choose Create.  
The [\(User's\) Diaries window](#) opens.
3. Select the diary you want to mark as complete.  
The [Diary Task Completion window](#) opens.
4. In the Completed On field, enter the date on which the diary task was completed.
5. In the Completion Response field, enter your comments.
6. Complete other fields on the window as required.
7. Select the  Save button.
8. Select the  Cancel button to close the window without saving your changes..  
  
[Back to top](#)

*To Track Time and Expenses*


1. From the main menu, select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, choose Create.  
The [\(User's\) Diaries window](#) opens.
3. Select the diary you want to mark as complete.  
The [Diary Task Completion window](#) opens.
4. To track time and expenses for the diary task, select the Track\Time Expenses For Task check box.
5. In the Start Time field, enter the time when you started the task.
6. In the End Time field, enter the time when you finished the task.
7. In the Total Time Spent field, enter the total number of hours spent on the task.
8. In the Expenses field, enter the expenses associated with the diary task.
9. Select the Automatic Notification When Completed check box if you want to receive a system notification on completion of the diary.  
Note: When you directly create a diary task for the user, the check box is deactivate.

10. Select the  Save button.


11. Select the  Cancel button to close the window without saving your changes.

[Back to top](#)

*To Change the Due Date for a Diary*

1. From the main menu, select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, choose Create.  
The [\(User's\) Diaries window](#) opens.
3. Select the diary you want to change the due date for.
4. Select the  Roll button.  
The Roll Diary window opens.
5. In the Roll Date field, enter the new due date.


6. Select the  Roll button.

7. Select the  Cancel button to close the window without saving your changes.

[Back to top](#)

*To Send a Diary to Another User*


1. From the main menu, select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, choose Create.  
The [\(User's\) Diaries window](#) opens.
3. Select the diary you want to send to a different user.

4. Select the  Route button.  
The Route Diary window opens.

- From the Route Diary to list, select the user you want to send the diary to.

Note: On the Route Diary window, the check box Notify by Email is checked by default, although you can uncheck it. This automatically sends an email notification to the routed user as soon the user is selected to assign the selected diary task to.

- Select the  Route button.

- Select the  Cancel button to close the window without saving your changes.

[Back to top](#)


#### *To Review Another User's Diary*

- From the main menu, select Diaries.  
The Diaries menu opens.
- From the Diaries menu, choose Create.  
The [\(User's\) Diaries window](#) opens.

- Select the  Peek button.  
The Diary Peek Target Selection window opens.

- From the list of Available Users, select the user whose diaries you want to review.


- Select the  Save button.

- Select the  Cancel button to close the window without saving your changes.

[Back to top](#)

## To Attach a Diary


- Search for the claim or event you want to attach diary to.  
The event opens in the event window or the claim opens in a Claim window.

- From the toolbar, select the Diary button .  
The Create Diary window opens.



- Complete the fields on the [Create Diary window](#) , as shown below .

**Assign Diary To**      Select the user you want to assign this diary to.

**Task Name**      Enter a descriptive name for the diary task. If you open the [Create Diary window](#) from a claim or event, this field is automatically populated.

**Due Date/Time**      Enter the date and the time when you want the task to be completed or select the  button to enter date from a calendar.

You must enter time in the format xx:xx, with a colon : between the hours and minutes.  
The time you enter defaults to AM.

<b>Work Activities</b>	Select the  button to open the Create Diary window and from the drop down list select a work activity description.  You can add multiple work activities.  Select an activity and select the  button to delete the activity from the field.
<b>Estimate Time (Hours)</b>	Enter an approximate time in hours to complete the diary.
<b>Issue Only On Completion Date</b>	Select the option to issue diary reminders on the due date only.
<b>Issue Every</b>	Select the option to issue diary reminders at intervals of the number of days you enter.
<b>Priority</b>	From the drop down list, select the importance you want to assign to the task.
<b>Notes</b>	Enter additional comments for the diary.
<b>Automatic Notification When Completed</b>	Select to automatically notify users for this diary, when the diary is marked as completed.
<b>Notify by Email</b>	The defaulted checked check box automatically sends an email notification to the assigned users as soon as diary is created or updated.  Note: The check box Notify by Email is checked by default although user can uncheck it. Users who have been assigned the diary or who created the diary must setup a valid email address in Security Management System.
<b>Automatic Notification when Late</b>	Select to automatically notify users for this diary, when there is delay in generation of the diary.
<b>Save</b>	Select the button to save the diary.
<b>Cancel</b>	Select the button to close the window without saving your changes.


## To Configure Diary List Header

1. From the main menu, select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, choose Diary Config.  
The Diary Header Configuration window opens.
3. Select the check box for the column headers that you want to display on the Diary List window.

**Note:** In the respective text boxes, the label for the column headers displays.

4. To modify the column name, change the text in the respective text box field.
5. To restore default column name, select the Default button against the respective text box.
6. Select the Select All button, if you want to display all the columns on the Diary List window.
7. Select the Unselect All button, if you do not want to display any column on the Diary List window.
8. Select the Save Configuration button.

## To Generate an Auto Diary

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose Tools & Designers.  
The Tools & Designers menu opens.
3. From the Tools & Designers menu, choose Auto Diary Setup.  
The Auto Diary Setup window opens.
4. Select the  button.  
The Auto Diary Creation - Step 1 of 6 (Introduction) window opens and displays " Work Processing Administrator: Best Practices for Risk and Claim Management".
5. Select the Next button.  
The Auto Diary Creation - Step 2 of 6 (Creation Process) window opens.
6. To select the method you want to use to create auto diary definition(s), do one of the following:
  - Select the Auto Diary wizard option
  - Select the Best Practices wizard option
7. Select the Next button.  
The appropriate wizard opens based on the option you selected on the Auto Diary Creation - Step 2 of 6 (Creation Process) window.
8. To create a best practices auto diary, complete the fields on the Auto Diary Creation wizard , as shown below .

### Auto Diary Creation wizard: Step 3 of 6

<b>Available Roles</b>	Select the available user roles or group to whom you want to send the best practices diary.
<b>Add</b>	Select to display the selected user roles or groups in the Selected Roles field.
<b>Selected Roles</b>	Displays the selected user roles or group to whom you want to send the best practices diary.
<b>Remove</b>	Select to remove user roles or groups from the Selected Roles field.

### Auto Diary Creation wizard: Step 4 of 6

<b>Available Lines of Business</b>	Select the available lines of business for which you want to send the best practices diary.
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- Add** Select to display the selected lines of business in the Selected Lines of Business field.
- Selected Lines of Business** Displays the selected lines of business for which you want to send the best practices diary.
- Remove** Select to remove lines of business from the Selected Lines of Business field.

**Auto Diary Creation wizard: Step 5 of 6**

- Available Topics** Select the available topics on which you want to send the best practices diary.
- Add** Select to display the selected topics in the Selected Topics field.
- Selected Topics** Displays the selected topics on which you want to send the best practices diary.
- Do you want to generate an email notification with information for diaries of this type?** Select Yes or No to determine whether you want to generate an e mail notification with information for diaries of this type or not.  
The email notification will be sent to the user whom the diary is assigned.

If you select 'Yes' option, then you should check that the valid Admin E-mail Address and User's E-mail Address is set in the Security Management System > Set email Options. If either of the email address is invalid, then diaries will be generated from the WPA Auto Diary Setup but email notification will not be sent and Log will be appended in the Log file for the same.

- Remove** Select to remove topics from the Selected Topics field.

**Auto Diary Creation wizard: Step 6 of 6**

- Available Pre-Defined Diary(s)** Select the available pre-defined diary(s) that you want to send the best practices diary.
- Add** Select to display the selected topics in the Selected Pre-Defined Diary(s) field.
- Selected Pre-Defined Diary(s)** Displays the selected pre-defined diary(s) that you want to send the best practices diary.
- Remove** Select to remove pre-defined diary(s) from the Selected Pre-Defined Diary(s) field.
- Cancel** Select to close the wizard.
- Back** Select to move to the previous window in the wizard.

**Next** Select to move to the next window in the wizard.

**Finish** Select to save the auto diary.

9. To create a user-defined auto diary, complete the fields on the New Auto Diary Creation wizard , as shown below .
- 8.

#### **New Auto Diary Creation wizard: Step 1 of 6 (Best Practices Scenario)**

**Which auto diary template do you wish to use?** From the drop down list, select an auto diary template.

**What do you want to call this auto diary definition?** Enter a name for your auto diary.

**Do not process diaries for records that were created before this date** Enter a date if you do not want to process the new auto diary for RISKMASTER records created before the date.

**Due Dates** By default, due date is set to one day after WPA processing. Enter the number of days after WPA processing to set as the new auto diary due day. Enter -1 to set due date to the same day as the WPA processing.

**What priority level should be given to this diary?** From the drop down list, select the auto diary priority level.

#### **New Auto Diary Creation wizard: Step 2 of 6 (Business Rule Definition)**

**Available Filter(s)** From the list, select the filters you want to use to determine records for which RISKMASTER will generate an auto diary.

If you select a filter such as X Days From Event Date, a pop-up window opens, where you can enter the value of X. For example, if you enter 5, then RISKMASTER will generate an auto diary 5 days after the event date.

CSC recommends that you restrict the number of selected filters if you do not want RISKMASTER to generate a large number of diaries.

**Add** Select to add the selected filter to the Selected Filters field.

**Edit** Select a filter and select the button to edit the filter criteria.

**Remove** Select to remove a filter from the Selected Filter(s) field.

**Selected Filter(s)** Displays the filter(s) you selected.





**New Auto Diary Creation wizard: Step 3 of 6 (Workflow Notification)**

**Check boxes** Select the appropriate check box to determine the users to whom you want to send the auto diary.

**User(s)/Group(s)** Select the option to determine whom you want to send the auto diary other than those determined by the check boxes you select.

- Select the **User(s)** option to send the diary to a user or users
- Select the **Group(s)** option to send the diary to a group of users

From the field, select the  button to open the Codes Selection window and select the system user(s) or group(s) to whom you want to send the auto diary.


To remove a user(s) or group(s) from the field, select the  button.


**New Auto Diary Creation wizard: Step 4 of 6 (Escalation Management)**

**Escalate diary to Highest Level** Select the check box if you want to notify the highest user level if the diary is not completed on the due date.


**Who should be notified when this diary's completion is overdue?** Select the option to determine whom you want to notify that the due is overdue for completion.


- Select the **Security Management Relationship** option to notify the manager or supervisor of the user to whom the diary is assigned.
- Select the **Select Users** option to notify selected users.

From the field, select the  button to open the Codes Selection window and select the system user(s) whom you want to notify.

To remove a user(s) from the field, select the  button.

**How many days before notification is sent?** Enter the number of days after the diary completion is overdue, when you want to notify the selected user(s).

**Who should the diary be re-routed to when this diary's completion is overdue?** From the field, select the  button to open the Codes Selection window and select the system user(s) to whom you want to reroute the diary if the diary completion is overdue.


To remove a user(s) from the field, select the  button.

**How many days before diary is re-routed?** Enter the number of days after the auto diary completion due date to re-route the diary to the selected user.

**New Auto Diary Creation wizard: Step 5 of 6 (Time and Task Management)**

<b>What is the total estimated amount of time it should take to complete this task?</b>	Enter the time in hours or minutes estimated to complete the diary task.
<b>Is the time associated with completion of this type of diary billable?</b>	Select Yes or No to determine whether the diary task is billable or not.
<b>Do you want diaries of this type exported to</b>	Select Yes or No to determine whether you want to schedule the diary task through Microsoft Outlook.

#### New Auto Diary Creation wizard: Step 6 of 6 (Instructions/Procedures)

<b>What work activities do you want to associate with this auto diary definition?</b>	<p>Select the  button to open the Work Activities window and select the work activities you want to include in your diary.</p> <ul style="list-style-type: none"> <li>On the Work Activities window, from the <b>Available Activities</b> field, select an activity and then select the Add button to display the activity in the Selected Activities field.</li> <li>Select the <b>Remove</b> button to remove the activity from the Selected Activities field.</li> <li>In the <b>Custom</b> field, enter a user-defined activity.</li> <li>Select OK.</li> </ul>
<b>Enter any diary related instructions into the box below</b>	Enter any additional comments related to the diary.
<b>Cancel</b>	Select to close the wizard.
<b>Back</b>	Select to move to the previous window in the wizard.
<b>Next</b>	Select to move to the next window in the wizard.
<b>Finish</b>	Select to save the auto diary.

- 9.
10. On the last window, select the Finish button.  
RISKMASTER adds the auto diary definition to the Auto Diary Setup window.
11. To generate the diaries, either run it manually using WPA Auto Diary Processing, or automatically through Event Scheduler.

Note: WPA is the manual process for producing your auto diaries. Event Scheduler is the system-generated process for producing your auto diaries via a calendar.

## To Print Diary Tasks

### *To Print a Diary Tasks List*

1. From the main menu, select Diaries.  
The Diaries menu opens.
2. From the Diaries menu, choose Create.  
The [Diaries window](#) opens.
3. Select the Diary List button.  
The Diary List window opens.
4. To print the required diary list, on the [Diary List window](#), select the options , as shown below .

#### **Diary Selection**

- |                                   |   |
|-----------------------------------|---|
| <b>Open Diaries Due Today</b>     | Select to include only the diaries that are not complete and are due on the current date.   |
| <b>Open Diaries Not Overdue</b>   | Select to include only the diaries that are not complete and are due in the future.   |
| <b>Open Diaries Overdue</b>       | Select to include only the diaries that are not complete and but are past their due date.   |
| <b>All Open Diaries</b>           | Select to include only the diaries that are not complete irrespective of their due date.  |
| <b>Filter by Task Description</b> | Select the check box to filter the diaries by task description.   |
| <b>Task Description</b>           | From the drop down list select the task description.  |
|                                   | The Task Description drop down list field gets enabled only when the Filter by Task Description check box is selected.  |
| <b>Open Diaries By Due Date</b>   | Select to include only the diaries that are not complete and are due between the dates you specify in the <b>From</b> and <b>To</b> fields.   |
| <b>Sort By</b>                    | Select the criteria you want to sort the diary list by. As you select options, a sort priority number will display next to the option. Select the first option to sort by first, and so on. |

The sorting order criteria is maintained on the Diary List window. When you open the Diary List window, the sort order criteria for that particular user is set by default.



Select the button to open the Print Preview window. Review your list and then choose Print to print the diary list to your default printer.



Select the button to close the window without printing.

### *To Print a Diary Task Calendar*

1. From the main menu, select Diaries.  
The Diaries menu opens.

- From the Diaries menu, choose Create.  
The [Diaries window](#) opens.



- Select the  button.

The Diary List (Calendar) window opens.

- To print the required diary calendar, on the [Diary List \(Calendar\) window](#), select the options , as shown below.

#### Diary List Style

- Select **Daily** to print a calendar with only one day per window.
- Select **Weekly** to print a calendar with one week per window.
- Select **Monthly** to print a calendar with only one month per window.

#### Sort Order

Select the order that you want to sort the diaries by.

#### Diary Date Range

- Select **Today** to include diaries that are due today.
- Select **Current Week** to include diaries that are due during the current week.
- Select **Special Date(s)** to include only the diaries that are due between the dates you specify in the **From** and **To** fields.
- Select **Month/Year** to include diaries that are due during the month and year that you specify.



Select the button to open the Print Preview window. Review your list and then choose Print to print the diary list to your default printer.




Select the button to close the window without printing.

- Select Print.

## To View Record Diaries

- Search for the claim or event you want to view record diaries for.  
The event opens in the Event window or the claim opens in a Claim window.




- From the toolbar, select the View Record Diaries button .  
The [View Record Diary](#) opens.

- To view and work with the diaries for the event or claim, select the options on the [View Record Diary](#) window , as shown below .

#### Active Diaries

Select the check box to display all diaries not marked as completed.

**Diaries Due** Enter a date to display only the diaries that are due on or before that date or select the  button to select from a calendar.

**Show Diaries For Active Record Only** Select the check box to display all diaries attached to a record not marked as completed.

**Show All Diaries Related to this Claim** Select the check box to display all diaries related to this claim not marked as completed.

**Refresh** Select to refresh the diary list to reflect any changes you made.

**Show Notes** Select the check box to display any additional notes related to the diary under the Task Name .

**Show Regarding** Select the check box to display the subject of the diary under the Task Name .The subject displays the Claim Number, Claimant name and Department.



Select the Home button to view your own diaries.



Select a diary and then select this Complete button to open the [Diary Task Completion window](#) to mark the selected diary as completed.



Select a diary and then select this Edit button to open the [Edit Diary window](#) and edit the selected diary.



Select a diary from this window and then select the Route button to open the Route Diary window. From the list of users, select a different user to assign the selected diary task to and then select the Route button. RISKMASTER will notify the selected user about the diary assignment.



Select a diary from the list and then select this Roll button to open the Roll Diary window. On the Roll Diary window, enter a new due date for the task and then select the Roll button.



Select to open the [Create Diary window](#) and create a new diary entry.

Note: When you check the 'Show Diaries For Active Record Only' check box, and select the Create button, the 'Create Diary' pop up window opens and after completing the fields on the pop up window and selecting the Save button, the diary will automatically attach to the active record. When you uncheck the 'Show Diaries For Active Record Only' check box, and select the Create button, the 'Create Diary' pop up window opens and after completing the fields on the pop up window and selecting the Save button, the diary will not be able to get attach to the active record.



Select to view another user's diary list. Select the Peek button to open the Diary Peek Target Selection window and select the user whose diaries you want to view and then select OK.



Select a diary from the list and then select this Void button to open the Void Diary window. On the Void diary window,

- Select **From** and **To** dates to delete all diaries with due dates that fall between the dates you entered.
- Select **Void** to delete the selected diaries, or **Cancel** to close the window without deleting diaries.



Select to open the [Diary History window](#).



# Payment

## Dialog

### Supervisor Approval Of Funds Transactions Window

Use the Supervisor Approval of Funds Transactions window to approve transactions for your subordinates who do not have authority to issue checks beyond a certain **incurred** limit.

- To open**
- From the main menu, select Funds.
  - From the Funds menu, choose Approve Transactions.

### Field definitions

**Funds Transactions Available For Approval, Void , Or Denial**

Displays the details of the payments you can approve, void or deny.

Select the check box for the transaction that you want to approve, void, or deny.

Note: Select the check box in the table header to select or deselect all transactions in single instance.

**Control1#** It enables a filtered search for and selected funds transactions using the control number.

**Transaction Date** Displays the reserve account date to which RISKMASTER will apply this payment.

**Payee** Select the payee for the selected payment.

**Primary Claimant** If there are multiple claimants for this claim, select the check box if you want this claimant to be the primary claimant.

**Claim #** Displays the claim number.

**Amount** Displays the payment amount.

**User** The one who processes the claim.

**Transaction Type** Displays the reserve account to which RISKMASTER will apply this payment.


**Split Amount** It shows the split amount for a fund transaction.

**From Date** Displays the date from which the service starts. For example, for a hospital stay, displays the admission date.

**To Date** Displays the date on which the service ends. For example, for a hospital stay, displays the discharge date.

**Comments** Enter comments about the transaction.




<b>Submitted to</b>	Enter the name of the contact to whom the transaction was reported.
<b>Hold Reason</b>	The reason for holding the transaction.
<b>Reserve Type</b>	Select this field to identify the reserve type of transaction.
<b>Print Report</b>	Select the button to print a report of the funds transactions that you have denied.
<b>Deny</b>	Select the button to reject funds transaction for the reserve.
<b>Approve</b>	Select the button to approve the selected payment processing or check printing.
<b>Void</b>	Select the button to void a selected funds transaction without readjusting the reserve.
<b>Print Report</b>	Select the button to print a report of the funds transactions that you have approved, voided or denied.
<b>Void Check Reason</b>	Enter a valid reason for marking the transaction as void or select the  button to open the RISKMASTER Editor and enter the reason for marking the transaction as void. <div style="background-color: #e0e0e0; padding: 5px; margin-top: 5px;">Note: This field is displayed only when the Check Void Reason check box is selected in Utilities.</div>
<b>Funds Transactions Available For Denial Only</b>	Displays the details of the payments that you can deny. Select the check box for the transaction that you want to deny.
<b>Deny</b>	Select the button to reject funds transaction for the reserve.
<b>Submit To</b>	Displays the name of the user for whom the payment is submitted.
<b>Print Report</b>	Select the button to print a report of the funds transactions that you have denied.
<b>Policy Currency</b>	Displays the payment amount.



## Funds Split Detail Window

Use the Transaction Detail Entry window to enter payment or collection details. RISKMASTER displays the details you enter on this window in the Transaction Detail frame on the [Funds Management window](#).

### To open

From the [Funds Management window](#): Transaction Details tab, select the  button.

## Field definitions

<b>Currency Type</b>	<p>Select the lookup button to select a new currency type in which you want to enter the transaction split amount.</p> <p style="background-color: #e0e0e0; padding: 5px; text-align: center;">Note: If the payment is not associated with a claim the Currency Type will default to Base Currency.</p>
<b>Exchange Rate</b>	<p>Enter the new exchange rate based on which you want to calculate or convert the amount from selected currency into base currency.</p> <p>Note: If the exchange rate entered has a variance of more than 10 % than the actual rate defined in the system, a warning message is displayed. If you select the OK button on the warning window, the exchange rate specified here overrides the exchange rate in the system table.</p>
<b>First And Final Payment</b>	<p>The First And Final Payment check box is checked automatically and read only. This option lets you create a First And Final Payment, which means you can make a payment without setting a reserve beforehand. When you create the payment, the reserve is created on the fly.</p> <p>Note: When you open the Funds Split Details window from the claim navigation tree without selecting a reserve from the financial/reserve grid, the 'First &amp; Final Payment' check box is selected automatically and is read only. If you do not want this check box to be selected, open the Funds window (Funds menu &gt; transaction) and search for a claim, and then uncheck the 'first &amp; Final Payment' check box.</p>
<b>Policy</b>	<p>From the Policy drop down list, select the name of policy.</p> <p style="background-color: #e0e0e0; padding: 5px; text-align: center;">Note: The Policy field is only visible when <b>the Use Carrier Claim Settings check box is selected</b> in Utilities.</p>
<b>Unit</b>	<p>From the Unit drop down list, select the generic unit.</p> <p style="background-color: #e0e0e0; padding: 5px; text-align: center;">Note: The Unit field is only visible when <b>the Use Carrier Claim Settings check box is selected</b>.</p>
<b>Coverage</b>	<p>Enter the type of coverage for the reserve account or select the  button to select from the Code Selection window.</p> <p style="background-color: #e0e0e0; padding: 5px; text-align: center;">Note: The Coverage field is only visible when <b>the Use Carrier Claim Settings check box is selected</b>.</p>
<b>Transaction Type</b>	<p>Enter the reserve account to which you want to apply the transaction, or select the  button to select from the Code Selection window.</p>
<b>Reserve Type</b>	<p>Displays the reserve type for the reserve account.</p> <p style="background-color: #e0e0e0; padding: 5px; text-align: center;">Note: This field is read-only by default. To be able to modify the reserve type in this field, in RISKMASTER Utilities, on the General System Parameter Setup window, select the Use Res Type to Filter Trans Type check box.</p>
<b>Reserve Balance</b>	<p>Displays the balance remaining in the reserve account you selected in the Transaction Type field.</p>

Note: The Reserve Balance is shown as zero for first and final payment. For payments other than first and final payment, the Reserve Balance is the actual reserve balance for the selected reserve.

**Reserve Balance (Claim Currency)**


Displays the balance remaining in the reserve account you selected in the transaction type field.

Note: The field is visible only when the Use Multiple Currency check box on the Globalization Settings tab is checked. The Reserve Balance (Claim Currency) field displays the balance defined in the claim currency.


**Amount**

Enter the transaction amount.

**GL Account**

Enter the general ledger fund from which you want to make this transaction, or select the  button to select from the Code Selection window.

**From and To**

Enter the date range for the service period or select the  button to select from a calendar. For example, for a hospital stay, enter the admission date and the discharge date.

**Invoiced By**

Enter the name of the payee who sent you the bill in response to which you are making the transaction.

**Invoice Number**

Enter the invoice number or any other identifying number that displays on the bill.

**Invoice Amount**

Enter the billing amount that displays on the bill.

**Invoice Date**

Enter the bill date that displays on the bill.

**P.O. Number**

Enter your organization's internal purchase order number.

**OK**

Select to save the payment and display the information in the Transaction Detail frame on the Funds Management window.

**Cancel**

Select to close the window without saving the information you entered.

## Apply Payments to Coverages Window

Use the Apply Payments to Coverages window to apply claim payments to policies, or remove payments from policies when you either process or void a check, or add or remove a policy from a claim.

Note: If no checks have been processed for a claim, selecting or removing a policy from a claim has no effect on dollar amounts applied to or removed from a policy.

**To open**

- From the main menu, select Funds.
- From the Funds menu, choose Apply Payments to Coverages window.

## Field definitions

<b>From Date</b>	Select the check box and enter a start date if you want to display only the claims with claim dates between the From Date and the To Date.
<b>To Date</b>	Select the check box and enter an end date if you want to display only the claims with claim dates between the From Date and the To Date.
<b>Claim Number</b>	Displays the claim numbers for claims with claim dates that occur between the From Date and the To Date you specified.
<b>Claim Date</b>	Displays the Claim date.
<b>Process</b>	Highlight a Claim Number and then select the Process button to recalculate payments associated with the selected claims against applicable insurance policies.
	Note: Use the shift key to select multiple adjoining claims. Use the Ctrl key to select multiple non-adjoining claims.
<b>Close</b>	Select to close the window without processing.
<b>Help</b>	Select to open the online help.

## Payment History Window

Use the Payment History window to view past payment transactions. You can also **void** single transaction on this window.

Note: You can sort and filter data on the window as per the available field. You can also enter the parameters based on which you want to filter the data.

**To open** From the [Reserves window](#), select the Payment History button.

## Field definitions



	From the Filter drop down list, select the operator you want to apply to objects to filter required data.
<text boxes>	Enter the object in the text field to filter required data.
<b>Control #</b>	Displays the control number link for the payment transaction.
	Note: You can select the control number link to open the <a href="#">Funds Management-Payments window</a> .
<b>Check #</b>	Displays the check number for the payment.
<b>Trans Date</b>	Displays the date of the payment.
<b>Type</b>	Displays the funds transaction type, such as Payment or Collection.
<b>Clr?</b>	Displays No to indicate if the payment is not marked as cleared. Displays the date when check is cleared in case the payment is marked cleared.

<b>Void?</b>	Displays Yes or No to indicate if the payment is marked as voided.
<b>Status</b>	Displays the check status.
<b>Payee</b>	Displays the name of the payee.
<b>Check Amount</b>	Displays the check dollar amount.
<b>From Date</b>	Displays the start date for the period of service.
<b>To Date</b>	Displays the end date for the period of service.
<b>Stop Pay</b>	Displays whether the payment for the transaction was stopped or not.
<b>Invoice #</b>	Displays the invoice number or any other identifying number that displays on the bill.
<b>Invoice Amount</b>	Displays the total invoice amount of the transaction as displayed on the bill.
<b>Check Memo</b>	Display the text you have chosen to print on the check
<b>Transaction Type</b>	Displays the reserve account to which RISKMASTER will apply this payment.
<b>Split Amount</b>	Displays the line item for a payment.
<b>Manual Check</b>	Displays the status whether for a payment, check was selected to be entered manually or not. The system will set the status of the check for the payment to printed. .
<b>User</b>	Displays the RISKMASTER user name of the user who entered payment details.
<b>Check Date</b>	Displays the date that will print on the check.
<b>First &amp; Final Payment?</b>	Displays 'Yes' if the payment is a first and final payment and 'No' if it is not.  The First And Final Payment means the payment was created without setting a reserve beforehand. The reserve was created on the fly when the payment was created.
<b>Combined Payment?</b>	Displays 'Yes' if the payment is a combined payment and 'No' if it is not for this claim.
<b>Net Total</b>	Displays the net total dollar amount of all checks for this claim.
<b>Total Payments</b>	Displays the total dollar amount of all payment checks for this claim.

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<b>Total Collections</b>	Displays the total dollar amount of all collection checks for this claim.
<b>Total Voids</b>	Displays the total dollar amount of all voided checks for this claim.
<b>Back to Financials</b>	Select to open the <a href="#">Reserves window</a> .
<b>Auto Checks</b>	Select to open the <a href="#">Schedule Automatic Check Processing window</a> .
<b>Print</b>	Select to print the payment history report.
<b>Back to Claim</b>	Select the button to return back to open the claim window.  Note: This button is visible on the Payment History window when you navigate through Search > Funds > on the Funds window from the toolbar, select the Go To Payment History button.

## How To

### To Approve Funds Transactions

1. From the main menu, select Funds.  
The Funds menu opens and a Funds node displays in the left navigation tree.
2. From the Funds menu, select Approve Funds Transactions.  
The [Approve Transactions window](#) opens.
3. From the Search Funds Transaction Details frame, search for the funds transaction.  
The Payments tab displays all on hold payments that matches the search criteria and the Collection from LSS tab displays all Legal Solution Suite (LSS) collections that are on hold.
4. From the Supervisor Approval Of Funds Transactions section, select the check box(s) against the funds transactions.
5. Do one of the following:
  - To approve the payment processing or check printing for the selected transaction, select the Approve button.
  - To reject the funds transaction for the reserve for the selected transaction, select the Deny button.
  - To void a selected payment without readjusting the reserve, select the Void button. In the Void Check Reason field, enter the reason for voiding the payment.
6. In the Void Check Reason field, enter a valid reason for marking the check as void.  
Note: The field will be visible only when on the Payment Parameter Setup window: Check Options tab, the Check Void Reason check box is selected.
7. Select the Print Report button.  
RISKMASTER prints a report of the denied, approved and voided funds transactions.

## To Void Payments

You can void single payments by completing the following steps.

Note: After you void a payment , you cannot undo the void status. If you decide that you voided a payment in error, you must create a new payment. You also cannot reuse the check number of a printed check that has been voided.

### *To void a payment*

1. Search for the claim associated with the payment you want to void.
2. From the left navigation tree, under the required claim node select the Financials link.  
The [Reserves window](#) opens.
3. Select the Payment History button.  
The Payment History window opens.
4. Select the transaction you want to void.  
The Funds Management window opens.
5. On the Transaction tab select the Void check box.  
A window opens and displays a warning message.
6. Select OK.  
On the Funds Management window, next to the Void field, Yes displays.

## To Apply Payments to Coverages

1. From the main menu, select Funds.  
The Funds menu opens and a Funds node displays in the left navigation tree.
2. From the Funds menu, select Apply Payments to Coverages.  
The Apply Payments To Coverages window opens and displays the claims to which payments are attached.
3. To enter the date range to display in the claim, from the From Date and To Date fields, select the check box and enter the claim date range.
4. To display the claims within the date range you selected, select the Refresh List button.
5. To attach the payments to the applicable insurance coverage for the claim , do one of the following:
  - To select all the claims that display, select the Select All button.
  - To de-select all the claims, select the Un-Select All button.
  - To select individual claims, select the check box for each claim.
6. Select Process.

## To Edit Payment Data

1. Search for the claim associated with the payment you want to void.
2. From the left navigation tree, under the required claim node select the Financials link.  
The [Reserves window](#) opens.
3. Select the Add Payment button.  
The Funds Management- Payments window opens.
4. In the Control Number field, enter the control number for the payment you want to change and then press Enter.

RISKMASTER updates the other fields on the Funds Management window.

5. Select the Transaction Detail tab.
6. Select the transaction you want to edit.
7. Select Edit.  
The [Payment Detail Entry window](#) opens.
8. Edit the information in the fields.
9. Select OK.  
The Funds Management window opens.



10. From the toolbar, select the Save button.

## To Enter Payment for a Claim

You can enter a payment for a claim directly from the claim window.

1. Search for the claim associated with the payment you want to void.
2. From the left navigation tree, under the required claim node select the Financials link.  
The [Reserves window](#) opens.
3. Select the Add Payment button.  
The Funds Management window opens.
4. Select and complete the fields on the Transaction tab , as shown below.


**Control Number** Enter a unique ID for a payment. If you do not enter a control number into this field, RISKMASTER automatically assigns a control number when you save the payment.

**Payment** Select the check box to create payment transaction.

**Collection** Select the check box to create collection transaction.

**Void** Select the check box to void the current transaction and set all values to 0.

**Cleared** Select the check box to mark the current transaction check as cleared.



**Claim Number** Enter the claim number for the claim associated with this payment, or select the  button to search for the claim number.





If you open the Funds Management window from a Claim window, RISKMASTER automatically displays the claim number.

**Final Payment** Select the check box to mark all the reserves on the claim to a closed status.


The Final Payment check box is visible only if the Payment check box is checked. After the check is printed, the Final Payment check box is disabled.



<b>Detailed Tracking Claimant</b>	<p>Displays the name of the claimant.</p> <p>Note: <b>The Detailed Tracking Claimant field is visible only when on the General System Parameter Setup window: Carrier Claim Settings tab, the Use Carrier Claim Settings check box is selected. While adding a new payment transaction, the Detailed Tracking Claimant is selected by default on the "Financials/Reserves" grid, but you can change it, provided no Funds Split Detail is added. Once the Funds Split Detail is added, you cannot change the Detailed Tracking Claimant. You can still add/edit another combination of policy, coverage and reserve type on the Funds Split Detail window but cannot edit the Detailed Tracking Claimant. While editing the payment, you cannot change the Detailed Tracking Claimant because changing the Detailed Tracking Claimant requires all saved transaction details to be deleted.</b></p>
<b>Transaction Date</b>	<p>Enter the date of the payment or select the  button to select from a calendar.</p>
<b>Bank Account</b>	<p>From the drop down list select the bank account from which you will make this payment.</p>
<b>Payee Type</b>	<p>From the drop down list, select the code that best describes the person to whom you are sending the check.</p> <p>If you select Claimant, RISKMASTER automatically enters the claimant information on the tab.</p> <p>Note: This field displays when you select the Payment check box.</p>
<b>Payee Phrase</b>	<p>From the drop down list select the phrase which you want to display on the Pay to the Order Of field on the funds transaction</p> <p>The available options in the field are 'attorney for' and 'as guardian of'.</p> <p>The first payee will not have a Payee List Phrase.</p> <p>Note: This field is enabled only when there are multiple payees for the transaction.</p>
<b>Last Name</b>	<p>Enter the payee's last name or select the  button to open the Standard Entity Search window and search for a payee.</p> <p>If you search for a payee, RISKMASTER automatically enters the payee information on the tab.</p>
<b>First Name</b>	<p>Enter the payee's first name.</p>
<b>Payees</b>	<p>Select the button open the code selection window and select payees for the selected payment</p> <p>Note: You can also select multiple payees in this field up to the maximum number of payees specified on the Payment Parameter Setup window: Check options tab.</p>
<b>Pay TO The Order Of</b>	<p>Displays the name of the payee to whom the check is issued. The name that displays here along with the payee phrase is printed on the check.</p>
<b>Tax ID</b>	<p>Enter the payee's tax identification number.</p>


- Address** Enter the payee's mailing address. Enter the City, State, and Zip in the appropriate fields.
- If RISKMASTER automatically enters the address and you want to change the address, making a change here will not update the payee's record in the database .
- Enclosure** Select the check box if you want to include other documents with the check. Selecting this option prints "Enc" on the check.
- Combined Payment?** This check box is selected if the payment is a combined payment and is to be paid to a set of payees.
- Auto Check?** Select the check box if you want checks to be automatically issued for this payment.
- Include Claimant in Payee** Select the check box to make the payment to the claimant along with any other payee you selected.
- Note: Payee name along with claimant name separated by the separator 'and' appears under the Payee column on the Payment History window. In case of multiple claimants, primary claimant name is displayed.
- EFT Payment** This check box is selected if the payment needs to be made through electronic funds transfer.
- Type of Bill** Enter the type of bill for which medical payments are generated for bill review fees or select the  button to select from the Code Selection window.
- The field is visible only when the Enable Bill Review Fee check box is selected on the General System Parameter Setup: Funds Settings tab. The medical payments generated for bill review fees will have check status as queued.
- Dormancy Status** Displays the dormancy status of the unclaimed or escheat payment.
- Check Date** Enter the date that will print on the check or select the  button to select from a calendar.
- Check Status** Enter the code that best describes the status of the check or select the  button to select from the Code Selection window. If you select Hold the payment will not print.
- Check Memo** Enter text you want to print on the check.
- Check Number** Enter the check number that will print on the check.
- Transaction Notes** Select the  button to open the RISKMASTER Editor and enter additional notes about the transaction.

**Currency Type**

Enter the currency type or select the search button  to select from the Code Selection window.

By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Void Check Reason**

Select the  button to open the RISKMASTER Editor and enter the reason for voiding the transaction.

The field will be visible only when on the Payment Parameter Setup window: Check Options tab, the Check Void Reason check box is selected.



Select the button to open the Print Single Check window, complete the fields and select the Print button to print a single check for the payment.



Select the button to open the Payee Experience window and view the number of payments, total amount of payments, and average amount of each payment made to the payee.

This link is displays, if you have previously made payments to this payee.



Select the button to load the claim.

Note: For the records where funds are searched from the Search menu, the claim is loaded in the MDI tree. From this funds window you can go back to the claim window.



Select the button to go back to Reserves window.



Select the button to go to Payment History window.



Select the button to preview the check for single current transaction.

Note: The Print Preview button appears on the toolbar before the check is printed for a transaction. You can view the check preview of the transaction before check printing. Once the check is printed for a transaction, the Print Preview button no longer displays on the toolbar.






Select the button to view the clone image of a printed check.

Note: Once the check for a transaction is printed, this Clone Printed Check button appears on the toolbar. You can view the check image even after the check is printed. The view contains all the checks in case the transaction is part of a rolled up check.





Select the button to open the Enhanced Notes for the associated parent claim record.

5. To add transaction details, On the Transaction Details tab, select the  button. The [Funds Split Detail window](#) opens.
6. Complete the fields on the [Funds Split Detail window](#) , as shown below .

<b>Currency Type</b>	<p>Displays the type of currency.</p> <p style="background-color: #f0f0f0; padding: 5px;">Note: If the payment is not associated with a claim the currency type will default to Base Currency.</p>
<b>First And Final Payment</b>	<p>The First And Final Payment check box is checked automatically and read only. This option lets you create a First And Final Payment, which means you can make a payment without setting a reserve beforehand. When you create the payment, the reserve is created on the fly. This option is available only when General System Parameters-&gt;Use carrier Claim setting is ON</p> <p>Note: When you open the Funds Split Details window from the claim navigation tree without selecting a reserve from the financial/reserve grid, the 'First &amp; Final Payment' check box is selected automatically and is read only. If you do not want this check box to be selected, either you can first select the reserve from financial/reserves grid on Claim navigation tree and then navigate to Funds window by selecting "Add New Payment" button on the toolbar or open the Funds window (Funds menu &gt; transaction) and search for a claim, and then uncheck the 'first &amp; Final Payment' check box.</p>
<b>Policy</b>	<p>From the Policy drop down list, select the name of policy.</p> <p style="background-color: #f0f0f0; padding: 5px;">Note: The Policy field is only visible when <b>the Use Carrier Claim Settings check box is</b> selected in Utilities.</p>
<b>Unit</b>	<p>From the Unit drop down list, select the generic unit.</p> <p style="background-color: #f0f0f0; padding: 5px;">Note: The Unit field is only visible when <b>the Use Carrier Claim Settings check box is</b> selected.</p>
<b>Coverage</b>	<p>Enter the type of coverage for the reserve account or select the  button to select from the Code Selection window.</p> <p style="background-color: #f0f0f0; padding: 5px;">Note: The Coverage field is only visible when <b>the Use Carrier Claim Settings check box is</b> selected.</p>
<b>Transaction Type</b>	<p>Enter the reserve account to which you want to apply the transaction, or select the  button to select from the Code Selection window.</p>
<b>Reserve Type</b>	<p>Displays the reserve type for the reserve account.</p> <p style="background-color: #f0f0f0; padding: 5px;">Note: This field is read-only by default. To be able to modify the reserve type in this field, in RISKMASTER Utilities, on the General System Parameter Setup window, select the Use Res Type to Filter Trans Type check box.</p>
<b>Reserve Balance</b>	<p>Displays the balance remaining in the reserve account you selected in the Transaction Type field.</p> <p>Note: The Reserve Balance is shown as zero for first and final payment. For payments other than first and final payment, the Reserve Balance is the actual reserve balance for the selected reserve.</p>
<b>Reserve Balance (Claim Currency)</b>	<p>Displays the balance remaining in the reserve account you selected in the transaction type field.</p>

Note: The field is visible only when the Use Multiple Currency check box on the Globalization Settings tab is checked. The Reserve Balance (Claim Currency) field displays the balance defined in the claim currency.


- Amount** Enter the transaction amount.
- GL Account** Enter the general ledger fund from which you want to make this transaction, or select the  button to select from the Code Selection window.
- From and To** Enter the date range for the service period or select the  button to select from a calendar. For example, for a hospital stay, enter the admission date and the discharge date.
- Invoiced By** Enter the name of the payee who sent you the bill in response to which you are making the transaction.
- Invoice Number** Enter the invoice number or any other identifying number that displays on the bill.
- Invoice Amount** Enter the billing amount that displays on the bill.
- Invoice Date** Enter the bill date that displays on the bill.
- P.O. Number** Enter your organization's internal purchase order number.
- OK** Select to save the payment and display the information in the Transaction Detail frame on the [Funds Management window](#).
- Cancel** Select to close the window without saving the information you entered.

7. Select OK.

The Transaction Detail frame on the [Funds Management window](#) displays the details of the payment.

## To Release a Payment

1. Search for the claim associated with the payment you want to void.
2. From the left navigation tree, under the required claim node select the Financials link. The [Reserves window](#) opens.
3. Select the Add Payment button. The Funds Management window opens.
4. In the Control Number field, enter the control number for the payment you want to change and then press Enter. RISKMASTER updates the other fields on the Funds Management window
5. From the Check Status field, select the search button to open the Code Selection window.
6. On the Codes Selection window, from the codes list, select R Released.

7. In the Check Date field, enter the date of the check.
8. In the Check Memo field, enter any text you want to print on the check.
9. From the toolbar, select the Save button . The payment prints when you print the check batch.

## To Customize Payment History window

1. From the main menu, select My Work
2. From the My Work menu, select Header Configuration
3. On the Header Configuration window, select Payment History Config tab
4. Select the check boxes next to fields you want to display on the Payment History window.
5. Enter the column header label for the field in the text box next to the field name.
6. Select the Save Configuration button to save the settings.

## Payments Overview

You can use RISKMASTER to track claim payments and display a list of multiple payments that you have already entered.

To process a payment you have to:

- **Set up the payment:** You can set up a payment after you enter a claim. A payment always has only one payee and is associated with only one claim. The payment can be the sum of multiple split payments or line items, such as the sum of an itemized bill for legal services and copying fees.
- **Issue a check:** You can print the payment as a check after you enter the payment information. You can also schedule a batch of automatic payments with different dates, so that RISKMASTER saves the payment data for batch printing of checks.

You can void a payment at any time. If you wrote a check against the reserves for a claim, RISKMASTER increases the reserves by the amount of the voided check.

You can use RISKMASTER's Bill Review System (BRS) to control invoicing and billing information.

**Note:** CSC recommends that you set up reserves for a claim before you process the payments. However using first and final payment you can create quick payments without creating reserves beforehand.

### First and Final Payment Overview

Also when Carrier Claims functionality is used, you can make a payment directly under the coverage using the First and Final Payment feature. You can directly create a payment without setting a reserve beforehand. When you create a payment the reserve is created on the fly.

A First and Final payment can be made only when there is a claim associated with a claimant, policy, unit, and coverage.

You can make multiple First & Final Payments under the same coverage based on unique reserve key criteria which include: Claim, Claimant, Policy, Coverage Type and Reserve Type.

You cannot edit detailed tracking claimant, policy, coverage type and reserve type information after the payment is saved

First and Final payments are not available for Scheduled Checks.



# Checks

## Checks Overview

Use RISKMASTER to set up and print checks for claim payments. You can also schedule automatic checks for future payments.

Each time you process checks, claim and policy data is updated to reflect currently applied payment amount.

## Dialog

### Schedule Automatic Check Processing Window

Use the Schedule Automatic Check Processing window to set up your system to automatically generate payments to a payee .

- To open**
- From the main menu, select Funds.
  - From the Funds menu, select the Automatic Checks link.

### Field definitions

[Scheduled Checks tab](#)

[Detailed Information tab](#)

[Third Party Payees tab](#)

**Select Batch** Select to open the Results for Automatic Check Batches window and from the list of all existing scheduled automatic check batches, select a batch.

The selected batch opens in the Schedule Automatic Check Processing window.

Note: When a batch of checks is printed it does not display in the list.

**Back to Financials** Select to open the Reserves window for the claim for which you are scheduling automatic checks.



Select the button to open the Enhanced Notes for the associated parent claim record.

Note: The Enhanced Notes button is only visible when a claim number is entered.

## Void Checks Window



Use the Void Checks window to void printed checks. Void transactions remain in the database for auditing purposes.

Note: After you void a transaction, you cannot undo the Void status. If you think that you voided a transaction in error, you must create a new transaction. Also, you cannot reuse the check number of a printed check that you have voided.

- Menu**
- From the main menu, select Funds.
  - From the Funds menu, select the Void Checks.



## Field definitions

<b>Check Searching Criteria</b>	Enter the search criteria to display the checks that you want to void.
<b>Check Date From To</b>	Enter the date range for the period during which the checks were issued or select the  button to select from a calendar.
<b>Include Collection</b>	Select the check box if you want RISKMASTER to display collection checks in the search results.
<b>Checks Not Attached to Claims</b>	Select the check box if you want RISKMASTER to display in the search results, checks not attached to claims.
<b>Filter by Company</b>	From the drop down list, select an organization to view checks only associated with the organization.
<b>Select Checks to Void</b>	Displays all the checks that meet your search criteria.
<b>Transaction #</b>	Displays the serial number for the transaction. Select the check box to select the check box for all the transactions that display.  <div style="background-color: #e0e0e0; padding: 2px;"><b>Note:</b> To select individual checks, select the check box for each transaction number.</div>
<b>Check Date</b>	Displays the date printed on the check.
<b>Control #</b>	Displays the check number that will print on the check.
<b>Payee Name</b>	Displays the payee name.
<b>Claim Number</b>	Displays the claim number for the claim associated with this payment .
<b>Amount</b>	Displays the dollar amount of the check.
<b>Account Name</b>	Displays the bank account name.
<b>Select All</b>	Select the button to select to void all the checks that display.
<b>Deselect All</b>	Select the button if you want to remove the selection that you made and select new checks.
<b>Refresh</b>	Select to refresh the checks that display, based on changes you made to the Include Collections check box, the From and To fields and the Filter by Company field.
<b>Void Checks</b>	Select to void the selected checks.
<b>Void Check Reason</b>	Enter a valid reason for marking the check as void or select the  button to open the RISKMASTER Editor and enter the reason for marking the check as void.


**Note:** The field will be visible only if Check Void Reason check box is selected in Utilities.

## Mark Checks Cleared Window

Use the Select Checks to Mark as Cleared window to clear printed checks. Using this window you can clear multiple payments together.

- Menu**
- From the main menu, select Funds.
  - From the Funds menu, select the Mark Checks Cleared.

### Field definitions

<b>Check Searching Criteria</b>	Enter the search criteria to display the checks that you want to clear.
<b>Check Date From To</b>	Enter the date range for the period during which the checks were issued or select the  button to select from a calendar.
<b>Checks Not Attached to Claims</b>	Select the check box if you want RISKMASTER to display in the search results, checks not attached to claims.
<b>Filter by Company</b>	From the drop down list, select an organization to view checks only associated with the organization.
<b>Select Checks to Mark as Cleared</b>	Displays all the checks that meet your search criteria.
<b>Transaction #</b>	Displays the serial number for the transaction. Select the check box to select the check box for all the transactions that display.  <b>Note:</b> To select individual checks, select the check box for each transaction number.
<b>Check Date</b>	Displays the date printed on the check.
<b>Control #</b>	Displays the check number that will print on the check.
<b>Payee Name</b>	Displays the payee name.
<b>Claim Number</b>	Displays the claim number for the claim associated with this payment .
<b>Amount</b>	Displays the dollar amount of the check.
<b>Account Name</b>	Displays the bank account name.
<b>Select All</b>	Select the button to select for clearing all the checks that display.
<b>Deselect All</b>	Select the button if you want to remove the selection that you made and select new checks.

**Refresh** Select to refresh the checks that display, based on changes you made to the Include Collections check box, the From and To fields and the Filter by Company field.

**Mark Cleared** Select to mark the selected checks as cleared.

## Print Check Window

Use the Print Check window to enter details about checks before printing checks.

- To open**
- From the main menu, select Funds.
  - From the Funds menu, choose Print Checks.

### Field definitions

[Precheck Register tab](#)

[Print Check Batch tab](#)

[Postcheck Register tab](#)

**Print** Select to print checks.



**Preview** Select to open the Print Preview window and preview details about the selected checks.

**Print Setup** Select to open the Print Setup window and enter the printing options.

**Close** Select to close the window without printing the check.

## Check Stocks Window

Use to configure the way your checks look and the information on them. You must set up **check stock** for each bank account against which you will enter checks.

- To open**
- On the [Bank Accounts window](#), select the Check Stocks button.
  - From the toolbar, select the Lookup button .
  - Select the bank account for which you want to create a check stock.
  - From the Bank Accounts window, select the  button.

### Field definitions

[Basic Options tab](#)

[Check Image tab](#)

[Alignment Options tab](#)

[Advanced Options tab](#)

<b>Print Sample</b>	Select the button to print a sample check to your default printer.
<b>Clone</b>	Select to open the Clone Check Stock window. To create a copy of the current check stock to use for any existing bank account, <ul style="list-style-type: none"> <li>▪ Select the <b>Use Current Bank Account</b> option to use the check stock for the current bank account.</li> <li>▪ Select the <b>Select Bank Account From List</b> option to select another existing bank account from the drop down list.</li> <li>▪ Select <b>Create</b> to create a copy of the check stock and assign it to the selected bank account.</li> <li>▪ Select <b>Cancel</b> to close the window without creating a copy of the check stock.</li> </ul>
<b>Back to Bank Accounts</b>	Select the button to open the <a href="#">Bank Accounts window</a> .

## Schedule Automatic Check Processing: Detailed Information Tab

Use the Detailed Information tab to enter details about the payment, the **reserve** accounts debited, and other transaction details.

**To open** From the [Schedule Automatic Check Processing window](#), select the Detailed Information tab.

### Field definitions

#### Payment Information

**Currency Type** Displays the type of currency.

Note: If the payment is not associated with a claim the Currency Type will default to Base Currency.

**Payment Number** Displays the payment number.

**Print Date** Displays the date on which the check will be issued. RISKMASTER automatically enters these dates based on the First and Last Payment dates and the # of Payments that you entered on the Scheduled Checks tab.

**Payment Total** Displays the total check amount for all checks. This includes payee checks and third party payee checks.

**Third Party Total** Displays the check amount for each third party check. You enter this amount on the Third Party Payees tab.

**Net Payment** Displays the total check amount for each check issued to the payee entered on the Schedule Checks tab.

**Add** Select to add a payment to the table based on the pay interval and payment amount on the [Schedule Automatic Check Processing: Scheduled Checks tab](#).

**Delete** Select to delete the last entered payment.

**Distribution Type** Select the lookup button to select the disbursement method for the check while adding a manual payment or an automatic transaction.

**Transaction Type** Displays the reserve account to which RISKMASTER will apply this payment.

**Reserve Type** Displays the reserve type based on the Transaction Type you selected.

**Amount** Displays the payment amount.

**From/To Date** Displays the date range for the period of service.



Select to open the [Payment Detail Entry: Add Transaction window](#) and enter payment details.



Select a payment and then select this button to open the [Payment Detail Entry:Update Transaction window](#) and edit the payment.



Select a payment and then select this button to delete the payment.

## Print Checks Window: Precheck Register Tab

Use the Precheck Register tab to preview checks before printing.

**To open** From the [Print Checks window](#), select the Precheck Register tab.

### Field definitions


**Bank Account** From the drop down list, select the account from which you want to issue the checks.

**Order Field** From the drop down list select the criteria to sort the preview list of checks.

**From Date** Select the check box and then select the date after which the checks you want to print were issued.

**To Date** Select the check box and then select the last date on which the checks you want to print were issued.

### Org. Hierarchy

Select the  button to open the Organization Hierarchy window and select an organizational hierarchy level based on which checks will be filtered.

**Org. Hierarchy Level (For Display Only)** From the drop down list, select the organizational hierarchy level you want to display on the precheck register.

Note: By default, the organizational hierarchy level you selected in 'Default Level to display on Precheck Register' field on the Payment Parameter Setup window:Check Options tab displays in this field.

**All Checks** Select the option to print all the checks within the date range you entered.

<b>Select Checks</b>	Select the option to select the checks you want to print.
<b>Choose</b>	<p>Select the button to open the Select Checks to Print window and select the checks you want to print.</p> <p>On the Select Checks to Print window, you can filter checks by control numbers starting with characters you enter.</p> <p style="text-align: center;">Note: The button gets enabled only when you select the Select Checks option.</p>
<b># of Prechecks</b>	<p>Displays the number of checks RISKMASTER will display in the Print Preview window when you select the Preview button.</p> <p>Once you mark all the checks in the batch eligible to print, this field displays (None).</p>
<b>Total Amounts</b>	Displays the total dollar amount of all the checks in the Preview list.
<b>Print</b>	Select to print the check.

## Print Checks Window: Postcheck Register Tab

Use the Postcheck Register tab to review details about check you printed.

<b>To open</b>	From the <a href="#">Print Checks window</a> , select the Postcheck Register tab.
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### Field definitions

<b>Bank Account</b>	From the drop down list, select the account from which you want to issue the checks.
<b>Check Batch</b>	Enter the check batch number for the check batch you want to print a summary for. The first batch of checks you mark as eligible to print is numbered 1, as you mark more check batches eligible to print they are incrementally numbered.
<b># of Payments</b>	Displays the number of payments included in the checks you printed.
<b>Postcheck Date</b>	Displays the date on which you printed the batch of checks.
<b># of Checks</b>	Displays the number of checks you printed.
<b>Distribution Type</b>	<p>Select the lookup button to select the disbursement method for the check while adding a manual payment or an automatic transaction.</p> <ul style="list-style-type: none"> <li>5. Regular Mail</li> <li>6. Express Mail</li> <li>7. Wire Transfer</li> <li>8. FX Wires</li> <li>9. EFT</li> <li>10. Manual</li> </ul>

From the drop down list select the criteria to sort the preview list of checks by.

**Postcheck Register Type**

- Select the **Detail** option to include details about the checks you printed.
- Select the **Summary** option to display a summary of the details about the checks you printed.
- Select **Sub Account** option to display sub account information for the checks you printed.

**Print**

Select to print details about the checks you printed.

**Print EOB**

Select to open and print the Explanation of Benefits.

## Schedule Automatic Check Processing: Scheduled Checks Tab


Use the Scheduled Checks tab to enter details about the claim, the bank account and the **payee** for the automatic checks.

**To open**

From the [Schedule Automatic Check Processing window](#), select the Scheduled Checks tab.

### Field definitions

**Claim Number**

Enter the claim number you want to associate with the payment or select the  button to search for a claim.


**Claimant**

Displays the claimant associated with the selected claim.

If there are multiple claimants, select the  button and select a claimant from the list of claimants.

**Unit**

Displays the vehicle unit associated with the selected vehicle accident claim.

If there are multiple units, select the  button and select a unit from the list of units for a Vehicle Accident claim.

**Control Number**

Enter the number your organization uses to track this data.

**Bank Account**

From the drop down list, select a bank account owned by the department responsible for this claim. RISKMASTER uses this bank account to pay the checks you are setting up.


If no bank accounts are available, set up the bank account for the department before scheduling automatic checks.




**Payee Type**

From the drop down list, select the code that best describes the person receiving the check.

If you select C-Claimant as the Payee Type, RISKMASTER automatically enters the payee information on this tab.

**Last Name**

If you did not select C- Claimant in the Payee Type field, select the  button to search for a payee.

<b>First Name</b>	When you select a payee in the Last Name field, RISKMASTER automatically enters the payee's first name.
<b>Middle Name</b>	When you select a payee in the Last Name field, RISKMASTER automatically enters the payee's middle name.
<b>Tax ID</b>	When you select a payee in the Last Name field, RISKMASTER automatically enters the payee's tax identification number.
<b>Address</b>	When you select a payee in the Last Name field, RISKMASTER automatically enters the address, city, state and zip details.  You can enter a different Address also, as changes you make to the address here, do not affect the address record in the database.
<b>Check Memo</b>	Enter the text that you want print on the check.
<b>Enclosure?</b>	Select the check box if you will include other documents with the check.  When you select the check box, "Enc" prints on the check.
<b>Pay Interval</b>	Enter the pay interval period or select the  button to select from the Code Selection window.
<b># of Payments</b>	Enter the number of automatic checks you want to issue for this payment.
<b>First Payment</b>	Enter the date on which you want the first check to be issued or select the  button to select from the calendar.
<b>Final Payment</b>	Displays the last check date based on the # of Payments and the First Payment date you entered.
<b>Freeze Payment Batch</b>	Select the check box if you want to freeze payments for the check batch.
<b>Payees</b>	Select the button open the code selection window and select payees for the selected payment  Note: You can also select multiple payees in this field up to the maximum number of payees specified on the Payment Parameter Setup window: Check options tab.
<b>Payee Phrase</b>	From the drop down list select the phrase which you want to display on the Pay to the Order Of field on the funds transaction.  The available options in the field are, 'attorney for' and 'as guardian of'.  The first payee will not have a Payee List Phrase.  Note: This field is enabled only when there are multiple payees for the transaction.
<b>Pay TO The Order Of</b>	Displays the name of the payee to whom the check is issued. The name that displays here along with the payee phrase is printed on the check
 ('Generate Pay TO The Order Of')	Select the button to open the 'Generate Pay TO The Order Of' window and create the text for the Pay to the Order Of' field. Select the payee phrase needs to be associated with the payee and whether it comes before or after the payee name. You can then edit the pay to the order field.



Any alteration to payees (order / addition / deletion) would reset the "Pay to the Order Of" to include all the payees in the payee list, and include the word "And" between each payee name. You can regenerate the payee phrases if needed. The payee and the associated payee phrases are saved to the database.

**Combined Payment** This check box is selected if the payment is a combined payment and is to be paid to a set of payees.

**EFT Payment** The check box is selected if the payment is to be made through electronic funds transfer.  
  
This check box will be automatically enabled and selected when you choose an EFT bank from the Bank Account drop down. You need to manually uncheck the check box if you to create a non EFT payment using an EFT bank account.

**Include Claimant in Payee** Select the check box to make the payment to the claimant along with any other payee you selected.  
  
Note: Payee name along with claimant name separated by the separator 'and' appears under the Payee column on the Payment History window. In case of multiple claimants, primary claimant name is displayed.

**Gross Amount** Displays the total dollar amount the payee you entered on this tab will receive. If you entered third party payees, the gross amount is the total of all checks less the total amount that third party payees will receive.

**Net Amount** Displays the total dollar amount of the entire payment including a total of all checks for all payees.

**# of Third Parties** Displays the number of third parties you added to the payment on the [Third Party Payees tab](#).

**Third Party Total** Displays the total dollar amount you will pay to third parties.


**# of Checks Printed** Displays the total number of checks that will be printed as part of this payment. This includes all scheduled checks for the payee and for all third party payees.

**Printed Amount** Displays the amount that will print on the check.

**Total # of Checks** Displays the total number of scheduled checks that will be printed as part of this payment. This includes checks for the payee and for third party payees.

**Payment Grand Total** Displays the total dollar amount the payee will receive.

**Adjust Print Date Using Schedule Dates** **The check box selected by default** adjusts the Print Date using the Scheduled Dates.  
  
Note: The Adjust Print Date Using Schedule Dates check box is visible, when the Use For Automatic Checks check box on the Payment Parameters Setup window: Schedule Date tab is selected. By selecting the check box user have the option to omit the current batch from having the print date adjusted using Schedule Dates.

**Currency Type** Enter the currency type or select the search button  to select from the Code Selection window.

Note: By default the Claim Currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

## Schedule Automatic Check Processing: Third Party Payees Tab

Use the Third Party Payee tab if you want to pay part of an automatic payment to someone other than the payee you specified in the [Scheduled Checks tab](#). RISKMASTER deducts the amount you specify for the third party payment when you select the Deduct Against Payee check box and creates separate checks for the persons you add on the Third Party Payees tab.

**To open** From the [Schedule Automatic Check Processing window](#), select the [Third Party Payees tab](#).

### Field definitions

#### Third Party Payments

**Last Name** Displays the third party payee's last name

**First Name** Displays the third party payee's first name.

**Percent** Displays the percent of the reserve balance that you want to pay to the third party payee.

**Amount** Displays the payment amount.

**Transaction Type** Displays the reserve account to which RISKMASTER will apply this payment.

**Reserve Type** Displays the reserve type based on the Transaction Type you selected.



Select to open the [Third Party Payment Detail Entry window](#) and enter payment details for the third party payee.



Select a payee from the third party payments list and then select this button to open the [Third Party Payment Detail Entry window](#) and edit payment details for the third party payee.



Select a payee from the third party payees list and then select this button to delete the third party payee.

## Payment Detail Entry Window

Use to add additional payments on the [Schedule Automatic Check Processing window](#).

**To open** From the Schedule Automatic Check Processing window: [Detailed Information tab](#), select the




button.

### Field definitions

**Currency Type** Displays the type of currency.

Note: If the payment is not associated with a claim the Currency Type will default to Base Currency.

**Transaction Type**

Enter the reserve account to which you want to apply the payment, or select the  button to select from the Code Selection window.

**Amount**

Enter the payment amount. If you want to calculate the payment amount select the calculator button to open the calculator. To enter the amount from the calculator select the = button on the calculator.


**Reserve Type**

Based on the transaction type you selected, RISKMASTER displays the reserve type.

**Reserve Balance**

Displays the balance remaining in the reserve account you selected in the Transaction Type field.

**GL Account**


Enter the general ledger fund from which you want to make this payment, or select the  button to select from the Code Selection window.

**Reserve Balance( Claim Currency)**

Displays the balance remaining in the reserve account you selected in the transaction type field.

Note: The field is visible only when the Use Multiple Currency check box on the Globalization Settings tab is checked. The Reserve Balance (Claim Currency) field displays the balance defined in the claim currency.

**From and To**

Enter the date range for the period of service or select the  button to select from a calendar. For example, for a hospital stay, enter the admission date and the discharge date.

**Invoiced By**

Enter the name of the payee who sent you the bill.

**Invoice Number**

Enter the invoice number or any other identifying number that displays on the bill.

**Invoice Amount**

Enter the billing amount that displays on the bill.

**Invoice Date**

Enter the bill date that displays on the bill.

**P.O. Number**

Enter your organization's internal purchase order number.

**OK**

Select to save the payment and close this window.

**Cancel**

Select to close the window without saving the information you entered.

## Check Stocks Window: Check Image Tab

Use the Check Image tab to define the background of the check and other graphic information that will print on the check.

**To open**

On the [Check Stocks window](#), select the Check Image tab.

## Field definitions

<b>None or Pre-Printed Check Stock</b>	Select the option if you do not want background images or graphics to print on the check.
<b>RxLaser (hardware cartridge or DIMM )</b>	Select the option if you want background images or graphics to print on checks from a hardware cartridge or a DIMM chip. The DIMM chip or the cartridge must be installed on each printer that you will use to print the checks.
<b>Regular Check</b>	If you select the RxLaser option, enter the image number for the image you want to use for regular checks. Each image contained in the hardware cartridge or the DIMM chip has a number assigned to it. Contact your chip or cartridge supplier for a list of images and their respective image numbers.
<b>Non-Negotiable or Void</b>	If you selected the RxLaser option, enter the image number for the image you want to use for non-negotiable or void checks. Each image contained in the hardware cartridge or the DIMM chip has a number assigned to it. Contact your chip or cartridge supplier for a list of images and their respective image numbers.
<b>Use Special Check?</b>	Select the check box if you want to issue special checks (different from regular checks or non-negotiable or void checks). If you select this option, these special checks will automatically be used when the check amount exceeds the amount you specify in the Activate When Amount >= field.
<b>Special Check</b>	If you selected the Use Special Check option, enter the image number for the image you want to use for special checks. Each image contained in the hardware cartridge or the DIMM chip has a number assigned to it. Contact your chip or cartridge supplier for a list of images and their respective image numbers.
<b>Activate When Amount &gt;=</b>	If You want to print special checks when the check amount is greater than or equal to a certain dollar amount, enter that dollar amount here.
<b>Windows Metafile (software generated)</b>	Select the option if you want background images or graphics to print on checks from a Windows Metafile ( .emf file). Customized Windows Metafiles with images your organization uses are saved on your system. Contact your system administrator for the location of the Windows Metafiles.
<b>Visio 2007 emf</b>	Select this option if the emf image you are using was generated from Visio 2007.
<b>Regular Check</b>	If you selected the Windows Metafile option, <ul style="list-style-type: none"> <li>▪ Select the Set Image button to open the file browser and select a Windows Metafile image to use on regular checks.</li> <li>▪ Select the View Image button to preview the check with the Metafile image in the View Check Image window.</li> </ul>
<b>Non-Negotiable or Void</b>	If you selected the Windows Metafile option, <ul style="list-style-type: none"> <li>▪ Select the Set Image button to open the file browser and select a Windows Metafile image to use on non-negotiable or void checks.</li> <li>▪ Select the View Image button to preview the check with the Metafile image in the View Check Image window.</li> </ul>

- Use Special check** Select the check box if you will issue special checks (different from regular checks or non-negotiable or void checks). If you select this option, these special checks will automatically be used when the check amount exceeds the amount you specify in the Activate When Amount >= field.
- Special Check** If you selected the special checks option,
- Select the Set Image button to open the file browser and select a Windows Metafile image to use on special checks.
  - Select the View Image button to preview the check in the View Check Image window.
- Activate When Amount >=** If You want to print special checks when the check amount is greater than or equal to a certain dollar amount, enter that dollar amount here.

## Check Stocks Window: Basic Options Tab

Use the Basic Options tab to define the basic design and appearance of the check stock .

**To open** On the [Check Stocks window](#), select the Basic Options tab.

### Field definitions

- Stock Name** Enter a unique name for the check stock.
- Font Name** From the drop down list select the font you want to use on the check.
- Font Size** From the drop down list select the font size you want to use on the check.  
RISKMASTER displays a preview of how the fonts will look on your check.
- MICR Enabled?** Select the check box to print the series of numbers that a bank uses to track checks.

Note: Magnetic Ink Character Recognition (MICR) is a font set used to print information on financial documents like checks.

Typed Character	Meaning	MICR Character
;	Transit Number	
>	Amount	
:	On Us	
=	Dash	

d Check Number 0-9

### MICR Settings

**MICR Number** If you selected the MICR enabled check box, enter the MICR number.

Note: Refer to your financial institution for the order of the transit numbers, routing numbers, or other information you enter in the MICR number field.

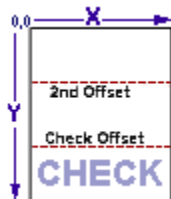
**MICR Type** Select one of the following:

- Select the **RxLaser (hardware cartridge or DIMM )** option if you want to use a hardware cartridge or a DIMM chip to print the MICR numbers. You have to install the hardware cartridge or DIMM chip on each printer you will use to print checks.
- Select the **True Type Font (software generated)** option, if you want to use system fonts contained in your computer.

**MICR Font Name** From the drop down list, select the MICR font you want to use.

**MICR Font Size** From the drop down list, select the MICR font size you want to use.

## Check Stocks Window: Alignment Options Tab



Use the Alignment Options tab to define data alignment on checks. Enter X and Y coordinates to specify exactly where you want an element to display on the check. As you increase an X coordinate, the element moves to the right. As you increase the Y coordinate the element moves down. Check with your check stock supplier to get exact measurements.

Note: If you do not want data listed on this tab to display on your checks, enter coordinates that fall outside the check perimeter.

**To open** On the [Check Stocks window](#), select the Alignment Options tab.

### Field definitions

**Date** Enter the X and Y coordinates for where you want the date to display on the check.

**Check Number** Enter the X and Y coordinates for where you want the check number to display on the check.

**Amount** Enter the X and Y coordinates for where you want the check amount to display on the check.

**Amount Text** Enter the X and Y coordinates for where you want the check amount text to display on the check.

**Claim Number** Enter the X and Y coordinates for where you want the claim number to display on the check.

**Memo Text** Enter the X and Y coordinates for where you want the memo text to display on the check.


<b>Trans. Detail</b>	Enter the X and Y coordinates for where you want the transaction details to display on the check.
<b>Payer</b>	Enter the X and Y coordinates for where you want the payer name to display on the check.
<b>Payee</b>	Enter the X and Y coordinates for where you want the payee name to display on the check.
<b>Check Offset</b>	For 2-part checks, enter the X coordinate for where you want the address to display and Y coordinates for where you want the fold line to display
<b>MICR Offset</b>	Enter the X and Y coordinates for where you want the MICR number to display.
<b>2nd Offset</b>	For 3-part checks, enter the X coordinate for where you want the transaction details to display and a Y coordinates for where you want the second fold line to display.  Note: For 2-part checks enter 0 in both X and Y fields.
<b>Units</b>	Displays the unit such as, Centimeters or Inches, for X and Y coordinates based on the configuration settings done by your System Administrator.
<b>Restore Defaults</b>	Select Restore Defaults > Restore Defaults to set all alignments to default values.
<b>Check in Middle</b>	Select Restore Defaults > 3 Part Checks > Check in Middle to place the check in the middle of a 3 part check and restore defaults.
<b>Check at the Bottom</b>	Select Restore Defaults > 3 Part Checks > Check at the Bottom to place the check at the bottom of a 3 part check and restore defaults.

## Un-Clear Checks

Use the Un-Clear Checks tab to change the state of checks marked as cleared to printed state.

- To open**
- From the main menu, select Funds
  - From the Funds menu, select the Un-Clear Checks.

## Field definitions

<b>Check Searching Criteria</b>	Enter the search criteria to display the checks that you want to mark as printed/un-clear.
<b>Check Date From To</b>	Enter the date range for the period during which the checks were issued or select  button to select from a calendar.
<b>Include Collections</b>	Select the check box if you want RISKMASTER to display collection checks in the search results.
<b>Checks Not Attached to Claims</b>	Select the check box if you want RISKMASTER to display in the search results, checks not attached to claims.

<b>Filter by Company</b>	From the drop down list, select an organization to view checks only associated with the organization.
<b>Filter By Bank Account</b>	From the drop down list, select a bank account to view checks only associated with the bank account.
<b>Select Checks to Mark as Un-cleared</b>	Displays all the checks that meet your search criteria.
<b>Transaction #</b>	Displays the serial number for the transaction. Select the check box to select the check box for all the transactions that display.  <b>Note:</b> To select individual checks, select the check box for each transaction number.
<b>Check Date</b>	Displays the date printed on the check.
<b>Control #</b>	Displays the check number that will print on the check.
<b>Payee Name</b>	Displays the payee name.
<b>Claim Number</b>	Displays the claim number for the claim associated with this payment .
<b>Amount</b>	Displays the dollar amount of the check.
<b>Account Name</b>	Displays the bank account name.
<b>Select All</b>	Select the button to select to reset the checks marked as cleared to printed state for all the checks that display.
<b>Deselect All</b>	Select the button if you want to remove the selection that you made and select new checks.
<b>Refresh</b>	Select to refresh the checks.
<b>Mark Un-cleared</b>	Select to mark as un-cleared the selected checks.


## Third Party Payment Detail Entry Window

Use to enter third party payees and payment transaction details for the third party payees .

**To open** From the Schedule Automatic Check Processing window: [Third Party Payees tab](#), select the  button.



### Field definitions


#### Payee Details

**Last Name** Enter the payee last name, or select the  button to open the Standard Entity Search window and select an entity.

**First Name** Displays the payee entity's first name.



<b>Middle Name</b>	Displays the payee entity's middle name.
<b>Tax ID</b>	Displays the payee entity's Tax ID.
<b>Address</b>	Displays the payee entity's address.
<b>City, State, Zip</b>	Displays the payee entity's city, state and zip code.
<b>Check Memo</b>	Enter the text you want to display on the check.
<b>Deduct Against Payee</b>	Select the check box if you want to deduct the payment amount from the primary payee's payment and create a second check for the payment.
<b>Third Party Payee Enclosure</b>	Select the check box if you want to include other documents with the check. When you select the check box, "Enc" prints on the check.
<b>Transaction</b>	
<b>Currency Type</b>	Displays the type of currency. <div style="border: 1px solid gray; background-color: #f0f0f0; padding: 5px; margin-top: 5px;">Note: If the payment is not associated with a claim the Currency Type will default to Base Currency.</div>
<b>Transaction Type</b>	Enter the reserve account to which you want to apply the payment, or select the  button to select from the Code Selection window.
<b>Amount</b>	Enter the payment amount.
<b>Percent</b>	Enter the percent of the reserve balance that you want to pay to the third party payee.
<b>Enable Amount/Payment</b>	Select to enable the Amount or Percent field, to enter a value. The corresponding field automatically displays a calculated value. For example, select Enable Percent to enter a percent value. The Amount field displays the calculated payment amount.
<b>Reserve Type</b>	Based on the transaction type you selected, RISKMASTER displays the reserve type.
<b>Reserve Balance</b>	Displays the balance remaining in the reserve account you selected in the transaction type field.
<b>Reserve Balance( Claim Currency)</b>	Displays the balance remaining in the reserve account you selected in the transaction type field. <div style="border: 1px solid gray; background-color: #f0f0f0; padding: 5px; margin-top: 5px;">Note: The field is visible only when the Use Multiple Currency check box on the Globalization Settings tab is checked. The Reserve Balance (Claim Currency) field displays the balance defined in the claim currency.</div>
<b>GL Account</b>	Enter the general ledger fund from which you want to make this payment, or select the  button to select from the Code Selection window.

<b>From and To</b>	Enter the date range for the period of service or select the  button to select from a calendar. For example, for a hospital stay, enter the admission date and the discharge date.
<b>Invoiced By</b>	Enter the name of the payee who sent you the bill.
<b>Invoice Number</b>	Enter the invoice number or any other identifying number that displays on the bill.
<b>Invoice Amount</b>	Enter the billing amount that displays on the bill.
<b>Invoice Date</b>	Enter the bill date that displays on the bill.
<b>P.O. Number</b>	Enter your organization's internal purchase order number.
<b>OK</b>	Select to save the payment and close this window.
<b>Cancel</b>	Select to close the window without saving the information you entered.


## Reset Printed Check

Use the Reset Printed Check tab to reprint checks that are not legible or the payee name was spelled incorrectly on the check. Instead of offsetting and re-entering the payment, the Reset Printed Check window changes the print check status from printed to release state and then the payment is printed again in the another check batch.

Note: A Voided/Cleared Check, EFT Payments and Bank Accounts are not included in the list of checks that are to be reset from printed to release state. A set of rolled up checks will be marked as release.

- To open**
- From the main menu, select Funds
  - From the Funds menu, select the Reset Printed Check.

## Field definitions

<b>Check Searching Criteria</b>	Enter the search criteria to display the checks that you want to mark as release state.
<b>Check Date From To</b>	Enter the date range for the period during which the checks were issued or select  button to select from a calendar.
<b>Filter By Bank Account</b>	From the drop down list, select a bank account to view checks only associated with the bank account.
<b>Check Batch</b>	Enter the check batch number for the check batch you want to print.

Note: The first batch of checks you mark as eligible to print is numbered 1, as you mark more check batches eligible to print they are incrementally numbered.

<b>Select Checks to Mark as Released State</b>	Displays all the checks that meet your search criteria.
<b>Transaction #</b>	Displays the serial number for the transaction. Select the check box to select the check box for all the transactions that display. <div style="background-color: #e0e0e0; padding: 2px; margin-top: 5px;"><b>Note:</b> To select individual checks, select the check box for each transaction number.</div>
<b>Check Date</b>	Displays the date printed on the check.
<b>Control #</b>	Displays the check number that will print on the check.
<b>Payee Name</b>	Displays the payee name.
<b>Claim Number</b>	Displays the claim number for the claim associated with this payment .
<b>Amount</b>	Displays the dollar amount of the check.
<b>Account Name</b>	Displays the bank account name.
<b>Batch Number</b>	Displays the batch number for the check batch.  Note: The first batch of checks you mark as eligible to print is numbered 1, as you mark more check batches eligible to print they are incrementally numbered.
<b>Select All</b>	Select the button to select to reset the print check status to release state for all the checks that display.
<b>Deselect All</b>	Select the button if you want to remove the selection that you made and select new checks.
<b>Refresh</b>	Select to refresh the checks.
<b>Mark as Released</b>	Select to mark as released the selected checks.

## Check Stocks Window: Advanced Options Tab

Use the Advanced Options tab to specify details about permanent data that displays on all checks.

**To open** On the [Check Stocks window](#), select the Advanced Options tab.

### Field definitions

#### Fields on the Check

**Print Payee Address on Check** Select the check box, if you want the payee's address to print on check.

**Full Policy Number on The Check:** Select the check box if you want the policy number to be printed on the check

<b>Print Claim No. on Check</b>	Select the check box, if you want the claim number to display on the check.
<b>Date of Claim on the Check</b>	Select the check box, to print the date of claim on the check.
<b>Format Date of Check with '-' on Check</b>	Select the checkbox, if you want '-' to be used as a separator in the check date.
<b>Check Date Format</b>	From the dropdown select the format in which the date is printed on the check.
<b>Insurer Name on the Check</b>	Select the check box, if you want insurer name to be displayed on the check..
<b>Print Memo on Check</b>	Select the check box, if you want a memo to print on checks.
<b>Date of Event on the Check</b>	Select the checkbox, to print the date of event on the check.

**Memo Settings**

Note: This section gets enabled only when you select the Print Memo on Check check box.

<b>Font Name</b>	If you selected Print Memo on Check, select the font you want to use to print the memo.
<b>MICR Font Size</b>	Select the font size for the memo.
<b>No. of Rows for Memo</b>	Enter the maximum number of text rows the memo can extend to.
<b>No. of Characters per Memo Row</b>	Enter the maximum number of characters in a row.
<b>Pay to The Order Of Settings</b>	
<b>Pay To The Order Sample Text</b>	Enter a sample text which you can use to view how the text displays on the printed check sample and then adjust the settings as needed.
<b>Font Name</b>	Enter the text font in which the Pay to The Order Of text will be printed on the check.
<b>Pay To The Order No. of Rows:</b>	Enter the number of rows in which you want the Pay to The Order Of text to be printed on the check.
<b>Pay To The Order Font Size:</b>	Enter the size of the font in which the text is printed on the check.
<b>No of Characters per Pay To The Order Row</b>	Enter the maximum number of characters of the Pay to The Order Of text that can display in a row on the printed check.

**Field on the Check Stub**

- Print Control # on Check Stub**                      Select the check box, if you want the Control # to display on the check.
- Print Adjuster Name and Phone # on Check Stub**                      Select the check box, if you want the Adjuster Name and Phone # to display on the check.
- Agent Name and Address on the Check Stub:**                      Select the check box, to print the policy agent name and address on the check stub.
- Full Policy Number on the Check Stub:**                      Select the check box if you want the policy number to be printed on the check stub.
- Print Payee Tax ID on Check Stub**                      Select the check box, if you want the Payee Tax ID to display on the check.
- Print Event # on Check Stub**                      Select the check box, if you want the Event # to display on the check.
- Print Date of Check on Check Stub**                      Select the check box, if you want the Check Date to display on the check.
- Date of Claim on Check Stub**                      Select the check box, if you want the claim date to display on the check.

**Check Page Setup**

- Suppress \$ Sign**                      Select the check box, if you do not want a dollar sign to print on checks.
- Print Claim insurer Instead of Payer**                      Select the check box, if you want the insurer paying for the claim to print on the check in place of a payer.
- Pre-numbered Check Stock**                      Select the check box, if you want a check number to print on the check.
- Payer Level For Checks**                      From the drop down list, select SysParm Client to use the payer name your system administrator set up in Utilities . Select one of the organizational hierarchy levels to use the organization you selected as the payer.

Note: If you selected to roll up checks in Utilities, and if you select different payer levels for checks made out to the same payee, RISKMASTER will print separate checks for each payer level.

**3- Part Check Address Settings**

Note: This option is available only if on the Alignment Options tab, you select the Check in the Middlebutton.

- Blank**                      Select the button, if on the 3-part check you want the uppermost part to contain details, the middle part to contain the check, and the lowermost part to remain blank.

<b>Payee Address</b>	Select the button, if on the 3-part check you want the uppermost part to contain details, the middle part to contain the check, and the lowermost part to contain the payee address.
<b>Payment Detail</b>	Select the button, if on the 3-part check you want the uppermost part to contain details, the middle part to contain the check, and the lowermost part to contain payee details.

## Print Checks Window: Print Check Batch Tab

Use the Print Check Batch tab to enter details about a check before printing the check.

**To open** From the [Print Checks window](#), select the Print Check Batch tab.

### Field definitions

<b>Bank Account</b>	From the drop down list, select the account from which you want to issue the checks.
<b>Check Stock</b>	From the drop down list select the check stock that you want to use for the checks.
<b>First Check #</b>	Displays the check number that will print on the check for the first check in the batch.
<b>Check Date</b>	Displays the date that will print on the check.
<b>Check Batch</b>	Enter the check batch number for the check batch you want to print. The first batch of checks you mark as eligible to print is numbered 1, as you mark more check batches eligible to print they are incrementally numbered.
<b>Precheck Date</b>	Displays the date on which you previewed the check batch on the Precheck Register tab.
<b># of Checks</b>	Displays the number of checks RISKMASTER will print when you select the Print button.
<b>Order Field</b>	Displays the criteria to sort the checks.
<b>Print</b>	Select to print the check.

## Re-Create Check File

Use the Re-Create Check File to recreate the check file by not changing the print date. Moreover, Re-Create Check File does not reprint the checks even if the option to print to printer and file is selected.

Note: The window is visible only when the 'To File Only' or 'To Printer and File' option is selected on the Payment Parameter Setup window:Checks Options Setup tab, the Print Check To File Options drop down list.

**To open**

- From the main menu, select Funds.
- From the Funds menu, select the Re-Create Check File.

### Field definitions

<b>Bank Account</b>	From the drop down list, select a Bank Account.
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- Check Date** Displays the default current system date. The date to print on the check.
- Check Batch** A system generated batch number automatically assigned to a grouping of checks selected through Precheck Register criteria. If you have run multiple pre-check registers for a bank before printing, the batch number will default to the batch number assigned to the last pre-check register you ran. If need be change the batch number to another.
- Precheck Date** Displays the date you selected and marked the checks for the Precheck register.
- # of Checks** A system generated batch number automatically assigned to a grouping of checks you selected through Precheck Register criteria.
- Order Field** A protected field, displays the criteria for sorting the checks as you selected through the pre-check register order by field.
- Re-Print** Select the Re-Print button to print a batch of checks that were placed in suspense through the Precheck Register's Preprint Acknowledgement window.

## How To

### To Set Up Check Stock




Before you can configure the way your checks look and the information on them, you must set up your bank accounts. You can set up checks for each bank account against which you will enter checks. For example, if you have several **checking accounts** or **escrow accounts** from which you issue payments, for each account you will require a separate account record and **check stock**.


You can also set up multiple check stocks for one bank account.

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select the Bank Accounts.  
The [Bank Accounts window](#) opens and a Bank Account link displays under the Funds node in the left navigation tree.



3. From the toolbar, select the Lookup .  
The Lookup Results window opens.
4. Select the bank account for which you want to create a check stock.
5. From the Bank Accounts window, select the Check Stocks button.
6. Select the Check Stocks button.  
The [Check Stocks window](#) opens.
7. Complete the fields on the
  - [Basic Options tab](#)
  - [Check Image tab](#)

- [Alignment Options tab](#)
- [Advanced Options tab](#)

8. From the toolbar, select the Save button .
9. Select the Print Sample button.
10. Select the Clone button to open the Clone Check Stock window to clone the check stock.





Note: You can create a copy of the current check stock settings for any existing Bank Account. You can select the current bank account or choose a different bank account from the list.

11. Select the Back to Bank Accounts button.
12. Save and close the Bank Accounts window.

### Guidelines for Entering the MICR Number on Checks

Magnetic Ink Character Recognition (MICR) was developed to utilize the benefits of computer technology in the banking industry. Using MICR numbers enables automatic check sorting.

MICR font set has a total of 14 characters, ten specially designed numbers (0 through 9) and four special symbols (Transit, Amount, On-Us, and Dash).

Typed Character	Meaning	MICR Character
;	Transit Number	
>	Amount	
:	On Us	
=	Dash	
0-9	Check Number	0-9

### To Set Up Schedule Date

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, select System Parameters.  
The System Parameters menu opens.
3. From the System Parameters menu, select Payment Parameter Setup.  
The Payment Parameter Setup window opens and a Payment Parameter Setup link displays under the Utilities node in the left navigation tree.
4. Select the Schedule Date tab.
5. Select the options you want on the Schedule Date tab , as shown below .



**Use For Automatic Checks**

Select the check box to add the Schedule Dates and Holidays while calculating print dates.

Note: If you select the Use For Automatic Checks check box then another check box is added on the Schedule Automatic Check Processing: Scheduled Checks tab and selected by default to give user the permission whether to use the Schedule Dates and Holidays while calculating print dates or not. Also allow the user to have the option of having the current batch omitted from having the print date adjusted due to Schedule Dates, by not selecting this check box.

**Use For Non-Occupationals Claim Payments**

Select the check box to add the Schedule Dates and Holidays while calculating print dates.

Note: If you select the Use For Non-Occupationals Claim Payments check box then another check box is added on the the Non-Occ Payments window and selected by default to give user the permission whether to use the Schedule Dates and Holidays while calculating print dates or not. Also allow the user to have the option of having the current batch omitted from having the print date adjusted due to Schedule Dates, by not selecting this check box.

**Use For Combined Payments**

Select the check box to add the Schedule Dates and Holidays while calculating print dates.

Note: If you select the Use For Combined Payments check box then another check box is added on the Combined Payments form and selected by default to give user the permission whether to use the Schedule Dates and Holidays while calculating print dates or not. Also allow the user to have the option of having the current batch omitted from having the print date adjusted due to Schedule Dates, by not selecting this check box.

**Options**

Select the option for weekend payments which will apply for all the Schedule Dates.

Note: The default option selected is Monday: Schedule Saturday and Sunday Checks for the following Monday.



Select the button to enter the information into the fields on this window.




Select the record from the table and then select the button to open the Schedule Dates window in edit mode.



Select the record from the table and then select button to delete the Schedule Dates record.



6. Select the  button on the window to save the change.

## To Un-Clear Checks

You can change the status of checks marked as cleared back to printed.

To un-clear checks:

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select the Un-Clear Checks.  
The Un-Clear Checks window opens and an Un-Clear Checks link displays under the Funds node in the left navigation tree.

3. On the Check Searching Criteria frame, in the Check Date From and To fields, enter the date range for the period during which the checks you want to change the state from cleared to printed were issued.
4. Select the Include Collections check box, to display collection checks in the search results.
5. Select the Checks Not Attached to Claims check box, to display checks not associated with a claim .
6. From the Filter by Company drop down list, select an organization, if you want to view only the checks associated with the selected organization.
7. From the Filter By Bank Account drop down list, select a bank account, if you want to view only the checks associated with the selected bank account.
8. Select Refresh to see an updated list of checks based on your check searching criteria.  
The Select Checks to Mark as Un-cleared frame, displays all the checks that meet your search criteria.
9. Do one of the following:
  - To select all checks to marked as un-cleared, select the Select All button.
  - To remove the selection of all checks, select the Deselect All button.
  - To select individual checks to un-clear, select the check box, next to the Transaction number.
10. Select the Mark Un-cleared button to change the status of checks marked as cleared to printed state.

## To Set Up Automatic Checks

You can set up an automatic check. You can then enter payment details and add third party payees, if any.


- [To Set up Automatic Checks](#)
- [To Enter Detailed Check Information](#)
- [To Enter Third Party Payments](#)

## To Set up Automatic Checks

You must associate the payment with a claim number, a bank account, a payee type and the payee.

1. From the main menu, choose Funds.  
The Funds menu opens.
2. From the Funds menu, select Automatic Checks.  
The [Schedule Automatic Check Processing window](#) opens and an Automatic Checks link displays under the Funds node in the left navigation tree.
3. Select and complete the [Scheduled Checks tab](#) , as shown below .

### Claim Number

Enter the claim number you want to associate with the payment or select the  button to search for a claim.


### [Claimant](#)




Displays the claimant associated with the selected claim.

If there are multiple claimants, select the  button and select a claimant from the list of claimants.

### Unit


Displays the vehicle unit associated with the selected vehicle accident claim.

If there are multiple units, select the  button and select a unit from the list of units for a Vehicle Accident claim.



<b>Control Number</b>	Enter the number your organization uses to track this data.
<b>Bank Account</b>	<p>From the drop down list, select a bank account owned by the department responsible for this claim. RISKMASTER uses this bank account to pay the checks you are setting up.</p> <p>If no bank accounts are available, set up the bank account for the department before scheduling automatic checks.</p>
<b>Payee Type</b>	<p>From the drop down list, select the code that best describes the person receiving the check.</p> <p>If you select C-Claimant as the Payee Type, RISKMASTER automatically enters the payee information on this tab.</p>
<b>Last Name</b>	If you did not select C- Claimant in the Payee Type field, select the  button to search for a payee.
<b>First Name</b>	When you select a payee in the Last Name field, RISKMASTER automatically enters the payee's first name.
<b>Middle Name</b>	When you select a payee in the Last Name field, RISKMASTER automatically enters the payee's middle name.
<b>Tax ID</b>	When you select a payee in the Last Name field, RISKMASTER automatically enters the payee's tax identification number.
<b>Address</b>	<p>When you select a payee in the Last Name field, RISKMASTER automatically enters the address, city, state and zip details.</p> <p>You can enter a different Address also, as changes you make to the address here, do not affect the address record in the database.</p>
<b>Check Memo</b>	Enter the text that you want print on the check.
<b>Pay Interval</b>	Enter the pay interval period or select the  button to select from the Code Selection window.
<b># of Payments</b>	Enter the number of automatic checks you want to issue for this payment.
<b>First Payment</b>	Enter the date on which you want the first check to be issued or select  button to select from the calendar.
<b>Final Payment</b>	Displays the last check date based on the # of Payments and the First Payment date you entered.
<b>Freeze Payment Batch</b>	Select the check box if you want to freeze payments for the check batch.
<b>Enclosure</b>	<p>Select the check box if you will include other documents with the check.</p> <p>When you select the check box, "Enc" prints on the check.</p>

<b>Payees</b>	<p>Select the button open the code selection window and select payees for the selected payment</p> <p>Note: You can also select multiple payees in this field up to the maximum number of payees specified on the Payment Parameter Setup window: Check options tab.</p>
<b>Payee Phrase</b>	<p>From the drop down list select the phrase which you want to display on the Pay to the Order Of field on the funds transaction</p> <p>The available options in the field are and, 'attorney for' and 'as guardian of'.</p> <p>The first payee will not have a Payee List Phrase.</p> <p>Note: This field is enabled only when there are multiple payees for the transaction.</p>
<b>Pay TO The Order Of</b>	<p>Displays the name of the payee to whom the check is issued. The name that displays here along with the payee phrase is printed on the check.</p>
<b>Combined Payment?</b>	<p>This check box is selected if the payment is a combined payment and is to be paid to a set of payees.</p>
<b>EFT Payment</b>	<p>The check box is selected if the payment is to be made through electronic funds transfer.</p>
<b>Include Claimant in Payee</b>	<p>Select the check box to make the payment to the claimant along with any other payee you selected.</p>
<b>Gross Amount</b>	<p>Displays the total dollar amount the payee you entered on this tab will receive. If you entered third party payees, the gross amount is the total of all checks less the total amount that third party payees will receive.</p>
<b>Net Amount</b>	<p>Displays the total dollar amount of the entire payment including a total of all checks for all payees.</p>
<b># of Third Parties</b>	<p>Displays the number of third parties you added to the payment on the <a href="#">Third Party Payees tab</a> .</p>
<b>Third Party Total</b>	<p>Displays the total dollar amount you will pay to third parties.</p>
<b># of Checks Printed</b>	<p>Displays the total number of checks that will be printed as part of this payment. This includes all scheduled checks for the payee and for all third party payees.</p>
<b>Printed Amount</b>	<p>Displays the amount that will print on the check.</p>
<b>Total # of Checks</b>	<p>Displays the total number of scheduled checks that will be printed as part of this payment. This includes checks for the payee and for third party payees.</p>
<b>Payment Grand Total</b>	<p>Displays the total dollar amount the payee will receive.</p>
<b>Adjust Print Date Using Schedule Dates</b>	<p><b>The check box selected by default</b> adjusts the Print Date using the Scheduled Dates.</p> <p>Note: The Adjust Print Date Using Schedule Dates check box is visible, when the Use For Automatic Checks check box on the Payment Parameters Setup window: Schedule Date tab is selected. By selecting the check box user have the option to omit the current batch from having the print date adjusted using Schedule Dates.</p>

**Currency Type**

Enter the currency type or select the search button  to select from the Code Selection window.

By default the Claim Currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.


4. From the toolbar, select the Save button .
5. From the toolbar, select the Enhanced Notes  button to open the Enhanced Notes for the associated parent claim record.

Note: The Enhanced Notes button is only visible when a claim number is entered.

**To Enter Detailed Check Information**

After you create an automatic check, you enter the payment amount, the reserve accounts debited, as well as other transaction details.


1. From the [Schedule Automatic Check Processing window](#), select the [Detailed Information tab](#).
2. Review the payments that display in the Payment Information frame.
3. To schedule another payment at the pay interval you selected on the Scheduled Checks tab, select the Add button.  
The payment displays on the Payment Information tab.

4. To add additional payments, from the Transaction Details for Future Payments table, select the New button .

The Payment Detail Entry window opens.

5. Complete the fields on the [Payment Detail Entry window](#), as shown below.

**Currency Type** Displays the type of currency.

**Transaction Type** Enter the reserve account to which you want to apply the payment, or select the  button to select from the Code Selection window.


**Amount** Enter the payment amount. If you want to calculate the payment amount select the calculator button to open the calculator. To enter the amount from the calculator select the = button on the calculator.

**Reserve Type** Based on the transaction type you selected, RISKMASTER displays the reserve type.

**Reserve Balance** Displays the balance remaining in the reserve account you selected in the Transaction Type field.

**Reserve Balance( Claim Currency)** Displays the balance remaining in the reserve account you selected in the transaction type field.

The field is visible only when the Use Multiple Currency check box on the Globalization Settings tab is checked. The Reserve Balance (Claim Currency) field displays the balance defined in the claim currency.

**GL Account** Enter the general ledger fund from which you want to make this payment, or select the  button to select from the Code Selection window.


<b>From and To</b>	Enter the date range for the period of service or select the button to select from a calendar. For example, for a hospital stay, enter the admission date and the discharge date.
<b>Invoiced By</b>	Enter the name of the payee who sent you the bill.
<b>Invoice Number</b>	Enter the invoice number or any other identifying number that displays on the bill.
<b>Invoice Amount</b>	Enter the billing amount that displays on the bill.
<b>Invoice Date</b>	Enter the bill date that displays on the bill.
<b>P.O. Number</b>	Enter your organization's internal purchase order number.

- Select the OK button.  
The payment displays in the Transaction Details for Future Payments table on the Detailed Information tab.


### To enter third party payees




If you want to pay part of an automatic payment to someone other than the person you set up in the Scheduled Checks tab, you can enter this information in the Third Party Payee tab.

Note: You must complete the Scheduled Checks tab and the Detailed Information tab before you complete the [Third Party Payees tab](#).

- From the [Schedule Automatic Check Processing window](#), select the [Third Party Payees tab](#).
- From the Third Party Payments table, select the New button . The [Third Party Payment Detail Entry window](#) opens.
- Complete the fields on the [Third Party Payment Detail Entry window](#), as shown below.

#### Payee Details

<b>Last Name</b>	Enter the payee last name, or select the  button to open the Standard Entity Search window and select an entity.
<b>First Name</b>	Displays the payee entity's first name.
<b>Middle Name</b>	Displays the payee entity's middle name.
<b>Tax ID</b>	Displays the payee entity's Tax ID.
<b>Address</b>	Displays the payee entity's address.
<b>City, State, Zip</b>	Displays the payee entity's city, state and zip code.
<b>Check Memo</b>	Enter the text you want to display on the check.
<b>Deduct Against Payee</b>	Select the check box if you want to deduct the payment amount from the primary payee's payment and create a second check for the payment.

<b>Third Party Payee Enclosure</b>	Select the check box if you want to include other documents with the check.  When you select the check box, "Enc" prints on the check.
<b>Transaction</b>	
<b>Currency Type</b>	ys the type of currency.
<b>Transaction Type</b>	Enter the reserve account to which you want to apply the payment, orselect the  button to select from the Code Selection window.
<b>Amount</b>	Enter the payment amount.
<b>Percent</b>	Enter the percent of the reserve balance that you want to pay to the third party payee.
<b>Enable Amount/Payment</b>	Select to enable the Amount or Percent field, to enter a value. The corresponding field automatically displays a calculated value. For example, select Enable Percent to enter a percent value. The Amount field displays the calculated payment amount.
<b>Reserve Type</b>	Based on the transaction type you selected, RISKMASTER displays the reserve type.
<b>Reserve Balance</b>	Displays the balance remaining in the reserve account you selected in the transaction type field.
<b>Reserve Balance(Claim Currency)</b>	Displays the balance remaining in the reserve account you selected in the transaction type field.  The field is visible only when the Use Multiple Currency check box on the Globalization Settings tab is checked. The Reserve Balance (Claim Currency) field displays the balance defined in the claim currency.
<b>GL Account</b>	Enter the general ledger fund from which you want to make this payment, orselect the  button to select from the Code Selection window.
<b>From and To</b>	Enter the date range for the period of service or select the  button to select from a calendar. For example, for a hospital stay, enter the admission date and the discharge date.
<b>Invoiced By</b>	Enter the name of the payee who sent you the bill.
<b>Invoice Number</b>	Enter the invoice number or any other identifying number that displays on the bill.
<b>Invoice Amount</b>	Enter the billing amount that displays on the bill.
<b>Invoice Date</b>	Enter the bill date that displays on the bill.
<b>P.O. Number</b>	Enter your organization's internal purchase order number.
<b>OK</b>	Select to save the payment and close this window.

**Cancel** Select to close the window without saving the information you entered.

4. Select the OK button.

## To Print Checks


To print checks, first complete the precheck register to preview the checks, then print the check batch, and then complete the postcheck register to print a report of the printed checks.

Note: If you selected the option to roll up checks in Utilities , RISKMASTER will add up all checks to the same payee and print one check for the total amount made out to the single payee. If you void one of the checks from the rolled up checks, RISKMASTER voids all the checks in the roll-up.

### To Complete the Precheck Register

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select Print Checks.  
The [Print Checks window](#) opens and a Print Check link displays under the Funds node in the left navigation tree.
3. Select the [Precheck Register tab](#).
4. From the Bank Account drop down list, select a bank account.
5. From the Order Field drop down list, select the criteria to sort the checks before printing.

Note: If you do not enter an order, RISKMASTER uses the default order for sorting.

6. Select the From Date check box.
  7. In the From Date field, enter the date from which you want to print checks.
- Note: If you do not select the From Date check box, the Precheck Register includes the earliest released payment in the check database .
8. Select the To Date check box.
  9. In the To Date field, enter the last date for which you want to print checks.
  10. In the Org. Hierarchy field, select the  button to open the Organization Hierarchy window and select a organizational hierarchy level based on which checks will be filtered.
  11. From the Org Hierarchy Level (For Display Only) list, select the Organizational Hierarchy level you want to display on the precheck register.
  12. To print checks do one of the following:
    - To print all checks, select the All Checks option.
    - To select checks to print, select the Select Checks option. Then select Choose to select checks from the Select Checks to Print window.
  13. Select the Include Auto Payments? check box to print automatic payments.
  14. To review the checks list that will print, select Preview.
  15. Close the Print Preview window.
  16. Select Print.

### To Print a Check Batch

1. On the [Print Checks window](#), select the [Print Check Batch tab](#).
2. Select Print.
3. RISKMASTER prints the batch of checks and the Check Printing Completed Successfully? window opens.
4. If the checks print correctly, select Yes.
5. If the checks did not print correctly,
  - Select No.



- In the Which Checks Failed to Print window, enter the first check that failed.
- Select OK.
- Select Close on the Print Checks window and correct the problem.
- Restart the process of printing checks.
- Manually destroy all duplicate checks

### To Print the Post Check Register

1. On the [Print Checks window](#), select the [Postcheck Register tab](#).
2. In the Check Batch field, enter a batch number.
3. Select the Postcheck Register Type you want to print.
  - To print all information about the checks, select the Detail option.
  - To print only the check number and amount, select the Summary option.
  - To display sub account information for the checks you printed, select the Sub Account option.
4. Select Print.

### To Void Printed Checks

You can void printed checks. The voided transactions remain in the RISKMASTER database for auditing purposes. After you void a transaction, you cannot undo the void status. If you decide that you voided the transaction in error, you must create a new transaction. You cannot reuse the check number of a printed check that you have voided.

Note: If you void a check from a set of rolled up checks, all the checks in that set of rolled up checks are automatically voided. If a funds transaction is part of a rolled up check then all the funds transactions are voided and re-issued, void and reissue all the funds transactions. A list of all funds transactions that are a part of rolled up checks is displayed.

To void printed checks:

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select the Void Checks.  
The [Void Checks window](#) opens and a Void Checks link displays under the Funds node in the left navigation tree.
3. On the Check Searching Criteria frame, in the Check Date From and To fields, enter the date range for the period during which the checks you want to void were issued.
4. Select the Include Collections check box, to display collection checks in the search results.
5. Select the Checks Not Attached to Claims check box, to display checks not associated with a claim .
6. From the Filter by Company drop down list, select an organization, if you want to view only the checks associated with the selected organization.
7. Select Refresh to see an updated list of checks based on your check searching criteria.  
The Select Checks to Void frame, displays all the checks that meet your search criteria.
8. Do one of the following:
  - To select all checks to void, select the Select All button.
  - To remove the selection of all checks, select the Deselect All button.

- To select individual checks to void, select the check box, next to the Transaction number.
9. Select Void Checks.
  10. In the Void Check Reason field, enter a valid reason for marking the check as void.

Note: The Field will be visible only if Check Void Reason check box is selected in Utilities.

## To Reset Printed Checks

Use the Reset Printed Check tab to reprint checks that are not legible or the payee name was spelled incorrectly on the check. Instead of offsetting and re-entering the payment, the Reset Printed Check window changes the print check status from printed to release state and then the payment is printed again in the another check batch or allows users to pre-checked again.

Note: A Voided/Cleared Check, EFT Payments and Bank Accounts are not included in the list of checks that are to be reset from printed to release state. A set of rolled up checks will be marked as release.

To reset printed checks:

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select the Reset Printed Check.  
The [Reset Printed Check window](#) opens and a Reset Printed Check link displays under the Funds node in the left navigation tree.
3. On the Check Searching Criteria frame, in the Check Date From and To fields, enter the date range for the period during which the checks you want to mark as release were issued.
4. Enter the check batch number for the check batch you want to print. The first batch of checks you mark as eligible to print is numbered 1, as you mark more check batches eligible to print they are incrementally numbered.
5. From the Filter By Bank Account drop down list, select a bank account, if you want to view only the checks associated with the selected bank account.
6. Select the Refresh button to see an updated list of checks based on your check searching criteria.
7. Do one of the following:
  - To select all checks to reset the print check status to release, select the Select All button.
  - To remove the selection of all checks, select the Deselect All button.
8. Select the Mark as Released button to mark the status of check as release.

## To Clear Checks

You can clear the checks issued against a payment, to reconcile your bank statement.

1. From the main menu, choose Funds.  
The Funds menu opens.
2. From the Funds menu, choose the Mark Checks Cleared.  
The [Mark Checks Cleared window](#) opens and a Mark Checks as Cleared link displays under the Funds node in the left navigation tree.
3. On the Check Searching Criteria frame, in the Check Date From and To fields, enter the date range for the period during which the checks you want to clear were issued.
4. Select the Checks Not Attached to Claims check box, to display checks not associated with a claim .
5. From the Filter by Company drop down list, select an organization, if you want to view only the checks associated with the selected organization.

6. Select Refresh to see an updated list of checks based on your check searching criteria.  
The Select Checks to Clear frame, displays all the checks that meet your search criteria.
7. Do one of the following:
  - To select all checks to mark as cleared, select the Select All button.
  - To remove the selection of all checks, select the Deselect All button.
  - To select individual checks to mark as cleared, select the check box, next to the Transaction number.

## To Re-Create Check File

Use the Re-Create Check File to recreate the check file by not changing the print date. Moreover, Re-Create Check File does not reprint the checks even if the option to print to printer and file is selected.

Note: The window is visible only when the 'To File Only' or 'To Printer and File' option is selected on the Payment Parameter Setup window:Checks Options Setup tab, the Print Check To File Options drop down list.

To re-create check file:

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select the Re-Create Check File.  
The Re-Create Check File opens and a Re-Create Check File link displays under the Funds node in the left navigation tree.
3. Complete the fields on the [Re-Create Check File window](#), as shown below:

**Bank Account** From the drop down list, select a Bank Account.

**Check Date** Displays the default current system date. The date to print on the check.

**Check Batch** A system generated batch number automatically assigned to a grouping of checks selected through Precheck Register criteria. If you have run multiple pre-check registers for a bank before printing, the batch number will default to the batch number assigned to the last pre-check register you ran. If need be change the batch number to another.

**Precheck Date** Displays the date you selected and marked the checks for the Precheck register.

**# of Checks** A system generated batch number automatically assigned to a grouping of checks you selected through Precheck Register criteria.

**Order Field** A protected field, displays the criteria for sorting the checks as you selected through the pre-check register order by field.

**Re-Print** Select the Re-Print button to print a batch of checks that were placed in suspense through the Precheck Register's Preprint Acknowledgement window.

# User Document

## User Documents and Attachments Overview

### User Documents

A user document is any document assigned to you in RISKMASTER. To create a user document, you can attach existing files, such as text files and sound files, on a local or network drive, to your list of documents. You can also create a user document by scanning printed materials and saving images as files. You can view, print, or detach user documents.

When you attach a file to a record, RISKMASTER saves a copy of the file in the documents directory for your database and records it as a user document assigned to you. When you open the User Documents window, it displays all user documents assigned to you. If you transfer a user document to another user, the document does not display when you open the User Documents window.

You can use command buttons to print, delete, view the properties of and open user documents.

### Attachments

An attachment is any document that is attached to at least one record in RISKMASTER. When you attach a file to a record, RISKMASTER saves a copy of the file in the documents directory for your database and records it as a user document assigned to you. When you display a record, you can list all files attached to that record.

Note: If you cannot attach a file or create a user document, contact your system administrator. Your system administrator may need to re-configure your permissions.

You can use command buttons to print, delete, view the properties of and open attachments.

## Dialog

### Document List window

Use the My Documents window to display your user documents and to add new documents to your user documents. Login with your User ID to display your user documents in this window.

- To open**
- From the main menu, select User Documents.
  - From the User Documents menu, select Documents List.

### Field definitions



Reload

Select to display the most recent documents.



Add New

Select to open the [Add New Document window](#).



Move

Select the check box for a document and select the button to open the Move Folders window and select a folder to which you want to move the document.



E-mail

Select the check box for a document and select the button to open the E-mail Documents window and select a user/s to whom you want to email the document.

You can also enter additional email IDs and a message for the recipients.



Delete

Select the check box for a document and select the button to delete the document.



Transfer

Select the check box for a document and select the button to open the Transfer Documents window and select a user/s to whom you want to move the document.

Note: RISKMASTER removes the document from your user documents and displays on the My Documents window of the user to whom you transferred the document.



Copy

Select the check box for a document and select the button to open the Copy Documents window and select a user/s to whom you want to mark a copy of the document.

Note: RISKMASTER displays the document on the My Documents window of the user to whom you marked a copy of the document.



Create Folder

Select to create the folder.

## Add New Document Window


Use the Add New Document window to enter details about a file that you are attaching to a record, a file that you are assigning as a **user document**, or a new **mail merge** document.


**To open** From the [My Documents window](#) opens, select the Add New button.


### Field definitions

**Title** Enter a name for the document. This name can be up to 32 characters long.

**Subject** Enter a subject for the document.

**Type** Enter the code that best describes the document type you want to create, or select the  button to select from the Code Selection window.

**Class** Enter the code that best describes the document class you want to create, or select the  button to select from the Code Selection window.

**Category** Enter the code that best describes the document category you want to create, or select the  button to select from the Code Selection window.

**Keywords** Enter keywords that RISKMASTER uses to find this document when you search for the document.

**Notes** Enter any additional comments about the document.



Save


If you open the New Document window from the Attachments window, select to attach the document to the record.

If you open the New Document window from the My Documents window, select to assign the document to your User ID.

**Cancel** Select to close the window without saving.

## Attachments Window

Use the Attachments window to display documents attached to the open record, and to attach new documents to records. You must open the Attachments window with a record open to display or add attachments to that record.

- To open**
- Search for the event or claim you want to attach the file to.
  - From the toolbar, select .

### Field definitions



**Add New  
button**

Select to open the [Add New Document window](#).



**Email**

Select a file from the list and then select this button to email the file.



**Print  
Selected Files**

Select a files from the list and then select this button to print them.



**Download  
Selected Files**

Select a files from the list and then select this button to download them.



**Delete**

Select a file from the list and then select this button to delete the file.




**Reload**




Select this button to reload the records.

## How To

### To Attach Files to Events and Claims

1. Search for the event or claim you want to attach the file to.  
The event opens in the Event window or the claim opens in a Claims window.
2. From the toolbar, select the Attach Documents button .  
The [Attachments window](#) opens.
3. On the Attachments window, select the Add New button.  
The Add New Document window opens.
4. Complete the fields on the [Add New Document window](#), as shown below.
 

**Title** Enter a name for the document. This name can be up to 32 characters long.

- Subject** Enter a subject for the document.
- Type** Enter the code that best describes the document type you want to create, or select the  button to select from the Code Selection window.
- Class** Enter the code that best describes the document class you want to create, or select the  button to select from the Code Selection window.
- Category** Enter the code that best describes the document category you want to create, or select the  button to select from the Code Selection window.
- Notes** Enter any additional comments about the document.
- Save** If you open the New Document window from the Attachments window, select to attach the document to the record.  
  
If you open the New Document window from the My Documents window, select to assign the document to your User ID.
- Cancel** Select to close the window without saving.

5. To attach a file saved on your machine or on a network machine, select the Click here to select files for attachment button.
6. From the Choose File window, navigate to the file and select the file to attach.
7. Select Open.  
The File Name field displays the path of the file that you selected.
8. Select Save.  
The new attachments displays in the My Documents window.

## To Work with User Documents

1. From the main menu, select User Documents.
2. The User Documents menu opens and a User Documents node appears in the left navigation tree.
3. From the User Documents menu, choose Documents List.  
The [My Documents window](#) opens.
4. To view the most recent documents list, select the Refresh button.
5. To move between windows and view the documents in the list, select the First, Prev, Next or Last links.
6. To create a new folder in which you want to your documents, enter the field name in the Enter Folder Name to Create here field.
7. Select the Create Folder button.  
The folder you create, displays on the Add New Documents window.
8. [To create a new user document](#), select the Add New button.

### *To move a document*

1. To move a document from one folder to another, select the check box for the document and select the Move button.

**Note:** You can select multiple documents.

The Move Documents window opens.

2. Select the folder to which you want to move the document and select the Move button.  
The My Documents window displays the folder name and documents in the folder.

*To transfer a document*

1. To transfer a document from one user to another, select the check box for the document and select the Transfer button.  
The Transfer Documents window opens.
2. Select the user/users to whom you want to transfer the document and select the Transfer button.  
RISKMASTER removes the document from your user documents and displays on the My Documents window of the user to whom you transferred the document.

*To copy a document*

1. To mark a copy of a document to another user, select the check box for the document and select the Copy button.  
The Copy Documents window opens.
2. Select the user/users to whom you want to mark a copy of the document and select the Copy button.  
RISKMASTER displays a copy of the document on the My Documents window of the user to whom you marked a copy of the document.

*To e-mail a document*

1. To email a document, select the check box for the document and select the E-mail button.  
The E-mail Documents window opens.
2. Select the user/s to whom you want to email the selected document.
3. In the E-Mail document(s) to following additional recipient(s) field, enter the email IDs of any other recipients.
4. In the Message for the Recipients field, enter a message or subject for your email.
5. Select the E-Mail button.  
RISKMASTER e-mails the document to the selected recipients.





*To delete a document*

1. To delete a document, select the check box for the document and select the Delete button.  
A Confirm/File Folder Delete window opens.
2. Select the Delete button.  
RISKMASTER deletes the document.

## To Create User Documents

1. From the main menu, select User Documents.  
The User Documents menu opens.
2. From the User Documents menu, select Documents List.  
The [My Documents window](#) opens.
3. From the My Documents window, select the Add New button.  
The Add New Document window opens.
4. Complete the fields on the [Add New Document window](#).  
**Document Folder** Displays the folder in which RISKMASTER stores the document you are attaching.  
**Title** Enter a name for the document. This name can be up to 32 characters long.  
**Subject** Enter a subject for the document.



- Type** Enter the code that best describes the document type you want to create, or select the  button to select from the Code Selection window.
- Class** Enter the code that best describes the document class you want to create, or select the  button to select from the Code Selection window.
- Category** Enter the code that best describes the document category you want to create, or select the  button to select from the Code Selection window.
- Keywords** Enter keywords that RISKMASTER uses to find this document when you search for the document.
- Notes** Enter any additional comments about the document.
- File Name** Select the Browse button to navigate to and select the file you want to attach.  
To select multiple files, press the Ctrl key on the keyboard and then select the file name.
- Save**  If you open the New Document window from the Attachments window, select to attach the document to the record.  
If you open the New Document window from the My Documents window, select to assign the document to your User ID.
- Cancel** Select to close the window without saving.

5. To attach a file saved on your machine or on a network machine, from the File Name, select the Browse button.
6. From the Choose File window, navigate to the file and select the file to add to your user documents list.
7. Select Open.  
The File Name field displays the path of the file that you selected.
8. Select Save.  
The new document displays in the My Documents window.

# Enhanced Notes

## Enhanced Notes Overview

Use the Enhanced Notes feature to add notes to claims and events. Enhanced notes enable you to govern data handling and manage tasks related to claims and events. You can sort enhanced notes by adjuster, date, user type and note type and can maintain the sorted order of enhanced notes for that particular user when ever user opens the Advanced Search window.

While viewing existing enhanced notes, you can re-order column headers, print notes by note type, and create enhanced notes templates. You can also restrict editing rights to the user who creates a note and you can specify a time frame within which a note can be edited.

You must enter a Note Type code to create and complete an enhanced note. To create a new note or view notes related to an event or claim, search for the event or the claim you want to associate the note with and then open the Enhanced Notes window.


## GUI

### Enhanced Notes Window

Use the Enhanced Notes window to see notes attached to an **event** or a claim . You can view the **enhanced notes** in the upper frame of the window with the most recent note being the first. You can re-order the columns on the Enhanced Notes window by simply dragging and dropping a column header to change the position of the column.

You can select the Create New button to enter new claim notes. You can also modify the list of notes available by selecting the advanced search button. Select a note from the upper frame to display more details about the note in the two fields below.

#### To open

- Search for the claim or event you want to attach an enhanced note to.
- The event opens in the event window or the claim opens in a Claim window.
- From the toolbar, select the Enhanced Notes button .
- The Claim Enhanced Notes window opens.

### Toolbar Buttons



Advanced Search

Select the button to open the Advanced Search window.



Create Note

Select the button to create a new enhanced note for a claim or an event.



Edit Note

Select the button to edit an existing enhanced note.



Note Attachment

Displays the note text entered while creating the enhanced note.



Delete  
Note

Select a note and then select this button to delete the selected enhanced note..



View All  
Notes

Select the button to display all the enhanced notes in ascending order.



Templates

Select the button to open the Enhanced Notes Templates window and select a template to use for enhanced notes.



Print  
Notes

Select the button to display the notes in a Print Preview window. You can select any one of the following:

- **Print Selected Note** : Select a note and then select this option to display the selected note in a Print Preview window.
- **Print All Notes**: Select the option to display all the notes in a Print Preview window.
- **Print Notes by Note Type**: Select the option to display the notes by selected note type in the Print Preview window.

Note: You need to select a Note Type before selecting the Print Notes button.

## Field definitions

**Activity Date** Displays the date of creation of the Enhanced note.

**Attached To** Displays the event or the claim number to which the note is attached to. If you have an event window open, the Enhanced Notes window displays notes associated with all the claims related to that event. If you have a Claim window open, the window displays notes associated with that claim only.

**Notes Type** Displays the note type code and description selected from the Note Type Codes List. If you select a confidential note type, only the current adjuster and the current adjuster's supervisor can view the note.

Note: **You can change the Note Type for an enhanced note. If the note type is that of a system generated note, you cannot change the note type.**

**Notes Level** Select the event, claim or claimant level at which you want to filter the enhanced notes records.

Now, the Enhanced Notes Note level drop down has "All" as an option which allows the user to view all the notes attached to the claim, event or claimant level.

**Note:** When selected 'ALL' Notes Level, user can only have the access to 'search' and 'Template' option. Functions like Add, Edit etc. will be restricted.

**User Type** Displays the users who are allowed access to the enhanced note.

**Note Text** Displays the note text entered while creating the enhanced note.


**Entered By** Displays the name of the user who entered the enhanced note.

<b>Date/Time Created</b>	Displays the date/Time of creation of the enhanced note.
<b>Important</b>	Displays whether the Enhanced Notes is important or not.
<b>Subject</b>	Displays the information describing the content of the note. It is an optional field and is used only for display.

## Templates Window

- Search for the claim or event you want to attach an enhanced note to.
- The event opens in the event window or the claim opens in a Claim window.

### To open

- From the toolbar, select the Enhanced Notes button  .
- On the Enhanced Notes window, select the Templates button.

## Field definitions

**Template Name** Displays the name of the template.

**Entered By** Displays the name of the user who created the template.



**Create Template**

Select the button to open a window that lets you create a new enhanced notes template.



**Edit Template**

Select an existing template and then select the button to open a window that lets you edit the template.



**Delete Template**

Select an existing template and then select the button to delete the template.



**Back to Notes**

Select the button to close the window.


## Enhanced Notes Entry Window

Use the Enhanced Notes Entry window to create enhanced notes attached to an **event** or a claim . You can format the note text by selecting different format options.

**To open** From the [Enhanced Notes window](#), select the Create Note button.

## Field definitions

**Note Type**

Enter the code that best describes the note type or select the  button to select from the Code Selection window.

If you select a confidential note type, only the current adjuster and the current adjuster's supervisor can view the note. You have to select a note type to complete a enhanced note.

**Note: You can change the Note Type for an enhanced note. If the note type is that of a system generated note, you cannot change the note type.**

**Activity Date** Enter a date for creation of the enhanced note. By default, the Activity Date is the current system date.

**Note Attached To** Select a claim or the event to which you want to attach the note to. If a note applies to all claims related to an event, do not associate it with an individual claim.

**Note when you choose to create an enhanced note at the claimant level, this field displays claimants attached to a claim along with the event, its associated claim(s) and other claimants associated with other claims on an event.**

**The enhanced notes at the claimant level are only displayed when the required permissions are set in the Security Management System.**

**Template(s)** Select the ellipses button to open the Enhanced Notes Templates window and select a template for enhanced notes.

**Cancel** Select the button to close the window without saving your changes.

**Create Another Note** Select the button to create a new note for the same claim without closing out of the window.

Note: You must save the previous comment before trying to create a new note. When you select the 'Create Another Note' button the contents of the previous note are cleared. If try to create a new note without saving the existing note open in the window, an error message is displayed.

**Subject** Enter the information describing the content of the note. It is an optional field and is used only for display.

**Back To Notes** Select to return back to open the Enhanced Notes window.

## Advanced Search Window


Use the Enhanced Notes Search window to modify the list of notes available for viewing. The list is limited to the notes attached to the Event associated with the current claim , and whether or not the note type is a confidential note type.

**To open** From the [Enhanced Notes window](#), select the Advanced Search button.


### Field definitions




**Event Number** Displays the number of the event to which the list of notes is attached.

**Claim(s)** Select Claim option to open the Claim Selection window, and select the claim for which you want to view the enhanced note.

**User Type(s)** Select the  button to open the Code Selection window and select the user type who has access to the enhanced notes.

**Note: There is a user type for each security group. When you add a user to a group, the user inherits the user type code for that group.**


**Entered By** Select the  button to open the Code Selection window and select the system user who entered the enhanced notes.


<b>Claimant</b>	Select Claimant option to open the Claim Selection window, and select the claimant for whom you want to view the enhanced note.
<b>Note Type(s)</b>	Enter the code that best describes the note type or select the  button to select from the Code Selection window.
<b>Activity From Date</b>	Select  button to select the start date from which you want to view the enhanced notes.
<b>Activity To Date</b>	Select  button to select the end date till which you want to view the enhanced notes.
<b>Notes Text contains</b>	Enter the text you want to search for in the Note Text field in the notes list.
<b>Sort By</b>	<p>From the drop down list, select the criteria you want to use to sort the notes list in order of importance. Begin with the most important criteria on the left, followed by the second most important and so on. You can sort the list by:</p> <ul style="list-style-type: none"> <li>▪ <b>Entered By:</b> Name of the user who entered the note.</li> <li>▪ <b>Note Type:</b> The type of note (Supervisor, System and so on.)</li> <li>▪ <b>Note:</b> If the note type is of type confidential, then only the entering user and the entering user's supervisor can view the note.</li> <li>▪ <b>Activity Date:</b> A date range for the creation of the note.</li> <li>▪ <b>User Type:</b> A code defined for each security group and inherited by a user added to that group.</li> </ul> <p><b>Note:</b> The sorted order of notes list is maintained for that particular user when ever user opens the window.</p>
<b>Subject</b>	Enter the text you want to search for in the Subject field in the notes list.
<b>Important</b>	Displays whether the Enhanced Notes is important or not.
<b>Return</b>	Select the button to view the enhanced notes list.
<b>Cancel</b>	Select the button to close the window.

## How To

### To Create an Enhanced Note


1. Search for the claim or event you want to attach [enhanced notes](#) to.  
The event opens in the event window or the claim opens in a Claim window.

2. From the toolbar, select the [Enhanced Notes](#) button .  
The [Enhanced Notes window](#) opens.

- On the Enhanced Notes window, select the Create Note  button.  
The Create Notes window opens.

- Complete the fields on the Create\_Notes window, as shown below.

**Note Type**

Enter the code that best describes the note type or select the  button to select from the Code Selection window.

If you select a confidential note type, only the current adjuster and the current adjuster's supervisor can view the note. You have to select a note type to complete a enhanced note.

**You can change the Note Type for an enhanced note. If the note type is that of a system generated note, you cannot change the note type.**



**Activity Date**

Enter a date for creation of the enhanced note. By default, the Activity Date is the current system date.

**Note Attached To**

Select a claim or the event to which you want to attach the note to. If a note applies to all claims related to an event, do not associate it with an individual claim..

**When you choose to create an enhanced note at the claimant level, this field displays claimants attached to a claim along with the event, its associated claim(s) and other claimants associated with other claims on an event.**

**Enhanced notes at the claimant level are only displayed when the required permissions are set in the Security Management System.**

**Cancel**

Select the button to close the window without saving your changes.



**Back To Notes**

Select to return back to open the Enhanced Notes window.

**Template**

Select the ellipses button to open the Enhanced Notes Templates window and select a template for enhanced notes.

**Create Another Note**


Select the button to create a new note for the claim without closing the window and navigating back to the Enhanced Notes window.

**You must save the previous comment before trying to create a new note. When you select the 'Create Another Note' button the contents of the previous note are cleared. If try to create a new note without saving the existing note open in the window, an error message is displayed.**

- Select Save.  
RISKMASTER adds the note to the list of notes in the [Enhanced Notes window](#).

## To Print Enhanced Notes

*To print all notes*


- Search for the claim or event you want to attach an enhanced note to.
- The event opens in the event window or the claim opens in a Claim window.
- From the toolbar, select the Enhanced Notes button  .  
The Enhanced Notes window opens.
- Select the Print All Notes option

5. Select the Print Notes button to display the notes in a print preview window.
6. On the Print Preview window, select the print button to get a printed copy of all the notes.



*To print selected note*

1. On the Enhanced Notes window, select the option against the note that you want to print.
2. Select the Print Selected Note option.
3. Select the Print Notes button to display the selected note in a Print Preview window.
4. On the Print preview window, select the print button to get a printed copy of the note.

*To print notes by Note Type.*

1. On the Enhanced Notes window, select the Print Notes by Note Type option.
2. In the Note Types field, select the  button to open Code Selection window to select the required note type.
3. Select the Print Notes button to display the notes in a print preview window.
4. On the print preview window, select the print button to get a printed copy of the notes.

## To Create Enhanced Notes Templates



1. Search for the claim or event you want to attach an enhanced note to.  
The event opens in the event window or the claim opens in a Claim window.
2. From the toolbar, select the Enhanced Notes button .  
The Enhanced Notes window opens.
3. On the Enhanced Notes window, select the Templates button.  
The Templates window opens.
4. On the Templates window, select the Create Template button.  
The [Templates window](#) opens.
5. On the Templates window, select the Create Template button.  
The Create Template window opens
6. In the Template Name field, enter the name of the template.
7. Create the template as required and then from the formatting toolbar, select the  button to save the template.  
The template you created is saved. You can edit or delete this template from the Templates window. The next time you create an enhanced note using the Enhanced Notes window you can select the template you created from the Template field and apply it to your enhanced note.



## To Search for an Enhanced Note

1. On the [Enhanced Notes window](#), select the Advanced Search button.  
The Advanced Search window opens.
2. Complete the fields on the [Advanced Search window](#) , as shown below .



**Event Number**      Displays the number of the event to which the list of notes is attached.




**Claim(s)**  Select the  button to open the Claim Selection window, and select the claim for which you want to view the enhanced note.

**User Type(s)**  Select the  button to open the Code Selection window and select the usertype who has access to the enhanced notes.

**There is a user type for each security group. When you add a user to a group, the user inherits the user type code for that group.**

**Entered By**  Select the  button to open the Code Selection window and select the system user who entered the enhanced notes.

**Note Type(s)** Enter the code that best describes the note type or select the  button to select from the Code Selection window.

**Claimant** Select Claimant option to open the Claim Selection window, and select the claimant for whom you want to view the enhanced note.

**Activity From Date** Select the start date from which you want to view the enhanced notes.

**Activity To Date** Select the end date till which you want to view the enhanced notes.

**Notes Text contains** Enter the text you want to search for in the Note Text field in the notes list.

**Sort By** From the drop down list, select the criteria you want to use to sort the notes list in order of importance. Begin with the most important criteria on the left, followed by the second most important and so on. You can sort the list by:

- **Entered By:** Name of the user who entered the note.
- **Note Type:** The type of note (Supervisor, System and so on.)

Note: If the note type is of confidential, then only entering user and user's supervisor can view note.

- **Activity Date:** A date range for the creation of the note.
- **User Type:** A code defined for each security group and inherited by a user added to that group.

The sorted order of notes list is maintained for that particular user when ever user opens the window.

**Return** Select the button to view the enhanced notes list.

**Cancel** Select the button to return to the Enhanced Notes window without saving the changes made to the Advanced Search window.

- 2.
3. To display the results of your search, select the Return button.  
The Advanced Search Results window opens.

4. Complete the fields on the Advanced Search Results window as shown below .

<b>Activity Date</b>	Displays the date of creation of the Enhanced note.
<b>Attached To</b>	Displays the event or the claim number to which the note is attached to. If you have an event window open, the Enhanced Notes window displays notes associated with all the claims related to that event. If you have a Claim window open, the window displays notes associated with that claim only.
<b>Note Type</b>	Displays the note type code and description selected from the Note Type Codes List. If you select a confidential note type, only the current adjuster and the current adjuster's supervisor can view the note.

**You can change the Note Type for a enhanced note. If the note type is that of a system generated note, you cannot change the note type.**

<b>Note Text</b>	Displays the note text entered while creating the enhanced note.
<b>Entered By</b>	Displays the name of the user who entered the enhanced note.
<b>Activity Date</b>	Displays the date of creation of the enhanced note.
<b>Date Created</b>	Displays the date of creation of the enhanced note.
<b>Time Created</b>	Displays the time of creation of the enhanced note.
<b>Entered By</b>	Displays the name of the user who entered the enhanced note.
<b>User Type</b>	Displays the users who are allowed access to the enhanced note.
<b>Attached To</b>	Displays the event or the claim number to which the note is attached to. If you have an event window open, the Enhanced Notes window displays notes associated with all the claims related to that event. If you have a Claim window open, the window displays notes associated with that claim only.
<b>Edit Note</b>	Select the button to edit an existing enhanced note.
<b>Print Notes</b>	Select the button to display all the notes in a Print Preview window. On the Print Preview window, select the print button to get a printed copy of all the notes.
<b>Delete Note</b>	Select a note and then select this button to delete the selected enhanced note
<b>Print Selected Note</b>	Select a note and then select this button to display the selected note in a Print Preview window.
<b>View All Notes</b>	Select the button to display all the enhanced notes in ascending order.

- Cancel**                      Select the button to close the window without saving your changes.
  
- Back To All Notes**              Select the button to return to the Enhanced Notes window.

## To Configure Enhanced Notes Header

1. From the main menu, select Utilities.
2. From the main menu, select My Work
3. From the My Work menu, select Header Configuration
4. The Header Customization window opens.
5. On the Header Configuration window, select Payment History Config tab
6. Select the check boxes next to fields you want to display on the Enhanced Notes window.
7. Enter the column header label for the field in the text box next to the field name.
8. Select the Save Configuration button to save the settings.

## Executive Summary Scheduler

The Executive Summary Scheduler for Executive Summary and Enhanced Notes helps handle large amounts of data in Executive Summary and Enhanced Notes reports. You can specify a threshold value in the WCFService\appSettings.config file deployed on the server.

```
<add key="ExecSummaryOfflineThreshold" value="10"/> <!--Number of Pages
```

```
<add key="ExecSummaryOfflineHours" value="20:00"/> <!--24 hr format time. If blank value it gets executed immediately.
```

### For Executive Summary:

When you select the Executive Summary button on the toolbar for events, claims, etc., uses the threshold value you specified in the WCFService\appSettings.config file to generate a PDF file. While building the PDF file, RISKMASTER checks if the threshold value is crossed at every page. In case the threshold value is crossed the PDF generation process is aborted and an entry is created in the task manager database. RISKMASTER then displays a message telling you that the threshold criteria has been crossed and that the Executive Summary PDF will be generated offline and will be available for viewing from the Attachments button on the toolbar.

Once the PDF file is built, it is sent to the RISKMASTER X Document Management system. A diary entry is also created to let you know that the executive summary is available for viewing with a link to the original event or claim for which the executive summary was created.

<http://20.198.58.90/RiskmasterUI/UI/Executivesummary/ExecSummary.aspx?recid=55&type=CLAIM&admta=V>

Executive Summary threshold limit was exceeded.ExecSummary creation has been scheduled.  
Once generated, it will be accessible from the Attachments list.



### For Enhanced Notes:

When you select the Print button for enhanced notes, the number of characters to be printed in the Enhanced Notes column in the database is checked. If the number of characters exceeds (2500 \* Threshold Value), the PDF generation is skipped and scheduled into the Task Manager.

checks for duplicates and makes sure duplicate Task Manager task entries are not created each time the Executive Summary button or the Enhanced Notes Print PDF button is selected. It also checks the Task Manager database for existing entries and does not creating new duplicate entries.

To limit CPU utilization on the server during office hours, gives you the option to run the task entry during off hours by using the "Off Hours" entry in the WCFService\appSettings.config file. If you use the Off Hours option, the new Task Manager entry is scheduled to run at the off hour time specified in the config file. If the Off Hour value is left blank, the executive summary and the enhanced notes PDF task entries are created for immediate execution.

If the Media Content Management (MCM) interface is enabled, the PDF report is sent to the MCM web service.

Note: For an executive summary with admin tracking tables the PDF report is uploaded to the RISKMASTER X base Document Attachment module even if MCM is enabled, since the MCM interface does not support Admin Tracking.

If the Email switch is enabled, the PDF report is sent as an Email attachment. The SMTP server and the ADMIN email sender details are obtained from the Security database.



# Activity log

## Activity Log Overview

maintains an activity log that lets you automatically capture changes to claims. You can configure (enable/disable) the activity log through Utilities.

You can configure the activity log to record changes to:





- Claim
- Event/Person Involved Claimant
- Funds
- Funds Trans Split
- Reserves
- Adjuster
- Defendant
- Subrogation
- Property
- Unit
- Arbitration
- Auto Funds
- Claim Status history
- Supplemental
- Policy
- Policy Coverage
- Salvage
- Litigation

To view the activity log you must have Module level access permissions for claim activity log setup in Security Management System.

## How To

### To Setup Activity Log


1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, select Managers.  
The Managers menu opens.
3. From the Managers menu, select Claim Setup.  
The Claim Setup menu opens.

4. Select Claim Activity Log Setup.  
The Claim Activity Log Setup window opens.
5. Select the New button.  
The Claim Activity Log Setup Details window opens.
6. From the Table Name field, select the table name on which you want to enable activity log and track changes made.
7. From the Operation field, select the  button to open the Code selection window and select the type of operation for claim activity log.
8. From the Activity Type field, select the  button to open the Code Selection window and select the claim activity type. When this selected activity is performed on the table then the activity log is updated.
9. In the Log Text field, select the  button, to open RISKMASTER editor window and enter text which displays in the log when the selected activity is performed on the table.
10. Select the  button from the toolbar.

## To View Claim Activity Log

While working on a particular claim, you can view all the changes done by different users on the claim or event and related modules. **You can view the changes based on various actions that are taken on a claim pertinent to the following**

**Reserve Add/Hold/Reject/Approve, Litigation, Policy, Claim, Claim Status, Transaction Action for split, Payment Action (Payment, void, Collection, offset), Payment transaction rejected/Approved, Adjuster/Claimant/Defendants etc**

1. Search and open the claim for which you want to view the activity log.
2. From the toolbar, select the  button.  
The Claim Activity Log window opens. The various changes done on the claim are displayed in this window based on the activity log configuration in Utilities.

## To Enable Activity Log

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, select System Parameters.  
The System Parameters menu opens.
3. From the System Parameters menu, select General System Parameters Setup.  
The General System Parameter Setup window opens.
4. On the System Settings tab, select the Enable Activity Log check box.  
The Activity Log feature is activated.

## Field Help





### Claim Activity Log Setup Details Window

#### To Open

- From the main menu, select Utilities.
- From the Utilities menu, select Managers.

- From the Managers menu, select Claim Setup.
- Select Claim Activity Log Setup.
- Select the New button.

## Fields Description

<b>Table Name</b>	From the drop down, select the table name on which you want to enable activity log and track changes made.
<b>Operation</b>	Select the  button to open the Code selection window and select the type of operation for claim activity log
<b>Activity Type</b>	Select the  button to open the Code Selection window and select the claim activity type. When this selected activity is performed on the table then the activity log is updated.
<b>Log Text</b>	Select the  button, to open RISKMASTER editor window and enter text which displays in the log when the selected activity is performed on the table.
	Select the button to save the activity log type for the claim.





# Export to Excel Feature

## Export to Excel Overview

## Export to Excel Overview

Using this feature you can export the data displayed on the various grids and tables on the rmA windows into a Microsoft Excel spreadsheet.

The Export to Excel button is available on the various windows on which advanced ng-Grid is used for data display. By selecting this button, you can retrieve the data on these windows in an excel sheet.

Please note:

- Only the data displayed on the current page will be exported in the columns
- Only system data is exported and not the grid filter specific data.



# Move Financial

## Overview

Using this feature you can move financial information of the system, which allow system to update financial key of a reserve.

This helps to

11. Move financial data across policy, insured unit, and coverage within a claim.
12. Move financials by edit of reserve keys on reserve screen. The reserve keys include claimant and loss type (non-wc claims) or disability type (wc claims).

## To Move Financials

### Move Financials window

**To Open the Move Financials window,**

1. From the Reserves/ Financials window, select the reserve you want to move and then select the Move Financials button from the toolbar.
2. On the Move financial window, you can move financials or move reserve.
3. On the Move Financial tab, select the source and target for move financial at different levels of policy, unit, and coverage. The source and target selected is validated based on the matching criteria and against duplicate financial key.
4. Select the Add Mapping button to add the chosen levels of policy, unit, or coverage to the grid.
5. Select the Remove Mapping button, to remove the selected mappings in the grid.
6. If source is mapped to any target then source node and all its children will be disabled. On removing mapping for source the corresponding node in tree and its children will be enabled



### Move Reserves tab

13. You can change claimant and loss type (or disability type). This runs move financial in background for that single reserve from a claimant or loss type to other available.
14. If you need to change reserve amount or status then you should do this from the existing the Edit Reserve window.

Document Home Funds Maintenance My Work Reports Search Security User Documents Utilities Help

Document → Event (E0210041000 - 04/10/2010) → General Claim (0409541) → Financial Reserves

Move Financials Move Reserves

Reserve Details

Claimant	ABC Manufacturing	Loss Type	BOP52 Advertising Injury
Reserve Type	1 Loss	Reserve Balance	\$91.00
Reserve Sub Type		Incurred	\$10.00

Move Reserve to Claimant:

Move Reserve to Loss Type:

Adjuster (0)  
 Claimant (1)  
 Defendant (0)  
 Financial Statements  
 Litigation (0)  
 Subrogation (0)  
 UAR (0)  
 Liability (0)  
 Appellate (0)  
 Policy (0)  
 Persons Involved (4)  
 CSHA  
 Other Text (0)

# Supervisory Approval

## Introduction

Supervisory Approval UX is the integration of two previously existed functions 'Reserve Approval' and 'Approve Transaction'. Now, we have a single window on which Reserve and Payment approval can be carried out and both the functionality can be accessed individually by switching the tabs as per the requisites. The new UX also integrates 'My Pending Payment & Reserves' for providing a more precise and quick solution to the users. The new tool bar with more visual understanding allows user to carry out most of the functions under Supervisory Approval with ease.

## How to

### To Navigate Supervisory Approval window

*To Navigate Supervisory Approval Window*

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu list, select Supervisory Approval.  
The Supervisory Approval window opens.







## Reserve

### Supervisory Approval window: Reserve Tab

The Reserve Tab lists all reserves which are on hold for approval.

- From the main menu, select Funds.
- To open**
- From the Funds menu, choose Supervisory Approval.
  - From the Supervisory Approval, Choose Reserve Tab.

### Field definition

 <b>User</b>	Displays the list of the all the reserves on hold.
 <b>User Group</b>	Displays the list of the reserves available within the authority of the user.
 <b>Pending</b>	Displays the pending reserves at manager's level.
 <b>Approve</b>	Displays the list of all approved financial.
 <b>Reject</b>	Displays the list of all rejected financial.
 <b>Refresh</b>	Allows to refresh the financial.

**Edit Column** Allows the columns to edit.

<b>Save State</b>	Allows saving the columns.
<b>Restore State</b>	Allows restoring of columns.
<b>Export To Pdf</b>	Allows data to export to PDF.
<b>Export To Excel</b>	Allows the data to export to excel.
<b>Claim Number</b>	Displays the Claim number.
<b>Claimant</b>	Displays the name of the claimant for the claim associated with reserve worksheet.
<b>Reserve Type</b>	Display the type of the financial reserve.
<b>Reserve Amount</b>	Display the total reserve amount in the reserve worksheet.
<b>Incurred Amount</b>	Display the total incurred (Client is liable for) amount.
<b>Prior Reserve Amount</b>	Display the prior reserve amount.
<b>Submitted By</b>	Displays the name of the user who submitted the reserve worksheet for approval.
<b>Date Submitted</b>	Displays the date when reserve worksheet is submitted for approval.
<b>Claim Status</b>	Displays the status of the claim associated with the reserve worksheet.
<b>Benefit Review Date</b>	Displays the benefit review date.
<b>Hold Reason</b>	Displays the reason for hold of financial.
<b>Line of Business</b>	Displays the Line of business of the user.
<b>Claim Type</b>	Displays the type of the claim associated with the reserve worksheet.
<b>Date of Claim</b>	Displays the date of the claim associated with the reserve worksheet.
<b>Current Adjuster</b>	Displays the name of the current adjuster.
<b>Policy Name</b>	Displays the name of the policy attached with the claim.
<b>Policy Holder Name</b>	Displays the name of the user who holds the policy.
<b>Submitted To</b>	Displays the name of the person to whom the reserve worksheet is submitted for approval..

## Payment

### Payment Tab

The Payment Tab lists all payments which are on hold for approval.







- From the main menu, select Funds.
- To open**
- From the Funds menu, choose Supervisory Approval.
  - From the Supervisory Approval, Choose Payment Tab.

### Field definition



User

Displays the list of the all the payments on hold.

 <b>User Group</b>	Displays the list of the payments available within the authority of the user.
 <b>Pending</b>	Displays the pending payments at manager's level.
 <b>Queued</b>	Displays the payments on hold in queued view.
 <b>Approve</b>	Displays the list of all approved financial.
 <b>Reject</b>	Displays the list of all rejected financial.
 <b>Refresh</b>	Allows to refresh the financial.
<b>Edit Column</b>	Allows edit of columns in the grid.
<b>Save State</b>	Allows saving of selected column in the grid.
<b>Restore State</b>	Allows restoring of the columns in the grid.
<b>Export To Pdf</b>	Allows data to export in PDF file.
<b>Export To Excel</b>	Allows data to export in Excel file.
<b>Claim Number</b>	Displays the claim number.
<b>Claimant</b>	Displays the name of the claimant for the claim associated with reserve worksheet.
<b>Control Number</b>	Displays the transaction control number.
<b>Fund Date</b>	Display the date on which fund is submitted.
<b>Payee</b>	Display the name of the payee.
<b>Amount</b>	Display the amount of the payment.
<b>Split Amount</b>	Display the split amount of the payment.
<b>Trans Type</b>	Displays the type of the transaction.
<b>Reserve type</b>	Displays the type of the reserve for payment.
<b>Comment</b>	Displays the comments left on payment.
<b>Submitted by</b>	Displays the name of the user who submits the payment.
<b>Service Dates</b>	Displays the date from which the service starts.
<b>Hold Reason</b>	Displays the reason for hold of payment.
<b>Line of Business</b>	Displays the line of business of the user.
<b>Claim Type</b>	Displays the type of claim for the payment.
<b>Date of Claim</b>	Displays the date of the claim associated with the payment.



<b>Current Adjuster</b>	Displays the name of the Adjuster.
<b>Policy Name</b>	Displays the policy name.
<b>Policy Holder Name</b>	Displays the name of the person who holds the policy.
<b>LSS Invoice</b>	Displays the invoice generated for LSS.
<b>Submitted To</b>	Displays the name of the person to whom the payment is submitted.

# Reserve worksheet

## Reserve Worksheet Overview

Reserve Worksheets help you set up, edit and work with the reserve amounts in a logical sequential manner. Reserve Worksheets also provide an approval process to notify supervisors and therefore prevent users with lower reserve limit from setting reserve amounts.

## Field Help

### Reserve Approval Window

The Reserve Approval window lists all reserves which are on hold for approval.

#### To open

- From the main menu, select Funds.
- From the Funds menu, choose Reserve Approval.

### Field definition

The Reserve History record will not be added to the Reserve\_History table until the reserve edit as been approved by the supervisor.

The Reserve Current is updated and set to Hold and a record will be added to the RSV\_SUP\_APPROVAL\_HIST table with status as 'Hold'.

Later, when the reserve is approved for the record from the RSV\_SUP\_APPROVAL\_HIST and RESERVE\_CURRENT tables, the system adds the record to the RESERVE\_HISTORY table



<b>Claim Number</b>	Displays the number of the claim associated with reserve worksheet.
<b>Primary Claimant</b>	Displays the name of the claimant for the claim associated with reserve worksheet.
<b>Date of Claim</b>	Displays the date of the claim associated with the reserve worksheet.
<b>Date of Event</b>	Displays the date of the event associated with the reserve worksheet.
<b>Expense Reserve</b>	Displays the expense reserve amount.
<b>Indemnity Reserve</b>	Displays the indemnity reserve amount.
<b>Total Paid to date</b>	Displays the total amount paid till the current date.
<b>Current Adjuster</b>	Displays the name of the Adjuster.
<b>Date Submitted</b>	Displays the date when reserve worksheet is submitted for approval.
<b>Reason</b>	Enter the reason for approving or rejecting the reserve worksheet.
<b>Submitted By</b>	Displays the name of the user who submitted the reserve worksheet for approval.
<b>Approve Selected</b>	Select the button to approve the reserve worksheet.
<b>Reject Selected</b>	Select the button to reject the reserve worksheet.

<b>Reserve Change Amount</b>	Displays the Reserve Change Amount.
<b>Policy Currency</b>	Displays the Policy Currency.

### Reserve Current Window

- To open**
- From the left navigation tree, under the required claim node, right click the Financials/ Reserves link.
  - From the pop-up menu, choose New Reserve Current.

### Field definitions


<b>Claim Number</b>	Displays the number of the claim of the reserve.
<b>Claimant</b>	Displays the name of the claimant for the reserve.
<b>Date of Claim</b>	Displays the date of claim.
<b>Date of Event</b>	Displays the date when event occurred.
<b>Adjuster</b>	Displays the adjuster name.
<b>Supervisor</b>	Displays the name of the supervisor for the reserve.
<b>New Reserve Balance</b>	Enter the reserve balance against the required reserve category .
<b>New Reserve Amount</b>	Enter the required reserve amount for the reserve category.
<b>Reason</b>	Enter the reason for modification in the reserves or select the  button to open the Code Selection window and select a reason code.
<b>Comments</b>	Select the  button to enter comments.

### Reserve Current Window: Reserve Summary Tab

- To open**
- From the left navigation tree, under the required claim node, right click the Financials/ Reserves link.
  - From the pop-up menu, choose New Reserve Current.
  - On the Reserve Current window, select the Reserve Summary tab.

### Field definitions

<b>Reserve Category</b>	Displays the reserve category name.
<b>Paid</b>	Displays the amount paid in the reserve category.
<b>Previous Reserve Balance</b>	Displays the previous balance of the reserve category
<b>New Reserve Balance</b>	Displays the new reserve balance of the reserve category.
<b>New Total Reserve</b>	Displays the total amount in the reserve category.

<b>Reserve Change</b>	Displays whether the reserve balance has changed or not.
<b>Comments</b>	Select the  button to open the RISKMASTER Editor and enter comments for the reserve worksheet.

## ReserveWorkSheet Approval Window

The ReserveWorkSheet Approval window lists the Reserve Worksheets pending for approval.

- To open**
- From the main menu, select Funds.
  - From the Funds menu, choose ReserveWorkSheet Approval.

## Field definition


<b>Claim Number</b>	Displays the number of the claim associated with reserve worksheet.
<b>Primary Claimant</b>	Displays the name of the claimant for the claim associated with reserve worksheet.
<b>Date of Claim</b>	Displays the date of the claim associated with the reserve worksheet.
<b>Date of Event</b>	Displays the date of the event associated with the reserve worksheet.
<b>Expense Reserve</b>	Displays the expense reserve amount.
<b>Indemnity Reserve</b>	Displays the indemnity reserve amount.
<b>Total Paid to date</b>	Displays the total amount paid till the current date.
<b>Current Adjuster</b>	Displays the name of the Adjuster.
<b>Date Submitted</b>	Displays the date when reserve worksheet is submitted for approval.
<b>Reason</b>	Enter the reason for approving or rejecting the reserve worksheet.
<b>Submitted By</b>	Displays the name of the user who submitted the reserve worksheet for approval.
<b>Approve Selected</b>	Select the button to approve the reserve worksheet.
<b>Reject Selected</b>	Select the button to reject the reserve worksheet.
<b>Print Worksheet</b>	Select the button to print the reserve worksheet.

## How To

### To Delete a Reserve Worksheet

You can only delete a reserve worksheet with Pending Approval status.

1. Search for the claim for which you want to delete the reserve worksheet.
2. From the left navigation tree right click the Financials/ Reserves link.
3. Select the link for the reserve worksheet you want to delete.  
The [Reserve Current window](#) opens.

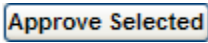
4. On the Reserve Current window, from the toolbar, select the  button.

## To Approve or Reject a Reserve Worksheet

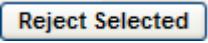
You can approve or reject reserve only when you have appropriate rights.

**Note:** If you are authorised to approve or reject a reserve worksheet within the specified **Reserve Limit**, then you can also [approve it from the Reserve Worksheet window](#).

### To approve a reserve worksheet



1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, choose Reserve Approval.  
The [Reserve Approval window](#) opens.
3. Select the option for reserve worksheet you want to approve.
4. In the Reason field, enter the reason for approving the reserve.
5. Select the  button.

### *To reject a reserve worksheet*

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, choose Reserve Approval.  
The [Reserve Approval window](#) opens.
3. Select the option for reserve worksheet you want to reject.
4. In the Reason field, enter the reason for reject reserve worksheet.
5. Select the  button.


## To Approve or Reject Reserve Worksheet on Reserve Current Window

**Note:** You can only approve or reject a reserve worksheet from the Reserve Current window when you are authorised to approve or reject reserves within the specified reserve limits.

1. Search for the claim for which you want to create reserve worksheet.
2. From the left navigation tree, under the required claim node, do one of the following:
  - a. Select the Financials/ Reserves link, select the Reserve Worksheet link you want to approve/ reject.
  - b. Right Click the Financials/Reserves link to add new Reserve Worksheet.  
The Reserves Current window opens.
3. After you create or modify the reserve sheet, from the tool bar select the  button to approve the reserve worksheet.
4. Select the  button to reject a reserve worksheet.








## To Submit a Reserve Worksheet for Approval

1. [Create a reserve worksheet.](#)
2. On the Reserve Current window from the toolbar select the  button.  
The Reserve Worksheet is submitted to the supervisor for approval.


**Note:** You can also [approve or reject a reserve worksheet you create from Reserve Currents window](#) if you have the permissions to approve reserves within specified reserve limit.




- 1.

## To Activate Reserve Worksheet

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose System Parameters.  
The System Parameters menu opens.
3. From the System Parameters menu, choose Line Of Business Parameter Setup.
4. The Line of Business Parameter Setup window opens.
5. On the Line of Business Parameter Setup window: Reserve Options tab, in the Reserve Worksheet section, select the Use Reserve Worksheet check box to use the reserve worksheet for the specified line of business.
6. From the Disable Tollbar for selected Claim Types field, select the  button to open the Code Selection window and select the claim types for which you want to disable the reserve worksheet toolbar on the Reserve Worksheet window.
7. To remove the selected claim type from the Disable Tollbar for selected Claim Types field, select the  button.
8. Select the Attach PDF check box, if you want to attach the reserve worksheet as PDF to the specified line of business.
9. From Disable Toolbar for selected Claim Status field, select the  button to open the Code Selection window and select the claim status for which you want to disable the reserve worksheet toolbar on the Reserve Worksheet window.
10. To remove the selected claim status from the Disable Toolbar for selected Claim Status field, select the  button.
11. From the toolbar select the  button.

## To Create a Reserve Worksheet

1. Search for the claim for which you want to create reserve worksheet.
2. From the left navigation tree, under the required claim node, right click the Financial/ Reserves link.
3. From the pop up menu, select New Reserve Current.  
The [Reserve Current window](#) opens.
4. Select the reserve type tab for which you want to create reserve worksheet.
5. In the New Reserve Balance field, against the required Reserve Category enter the reserve balance.
6. In the New Reserve Amount field, enter the required reserve amount for the Reserve Category.
7. In the Reason field, enter the reason for modifying reserves or select the  to open the Code Selection window and select the reason code.

8. In the Comments field, select the  button to enter comments.
9. Select the Reserve Summary tab.  
The [Reserves Current window: Reserves Summary tab](#) opens.
10. In the Comments field, select the  button to enter comments.
11. From the toolbar, select the  button.

# Collections

## Collections Overview

You can use RISKMASTER to track collections. You can enter collections while processing claim or claimant information, or you can first enter collections and then associate them with claims . You can also enter a collection without setting up reserves for claims.

To enter a collection for a claim, use the Add Collection button on the Reserves window.

## Dialog

### Funds Management (Collections) Window: Transaction Tab

Use the Transaction tab to enter details about the collection and the associated payor , who is the person receiving the check.

- To open**
- From the main menu, select Document.
  - From the Document menu, choose any Claim type.
  - From the left navigation tree, select Financials link under the required claim node.
  - On the Funds window, select the Collection check box.

Note: You can also open the window directly from the [Funds Management window](#).

### Field definitions

**Control Number** Enter a unique ID for a payment. If you do not enter a control number into this field, RISKMASTER automatically assigns a control number when you save the payment.

**Payment** Select the check box to create payment transaction.


**Collection** Select the check box to create collection transaction.

**Void** Select the check box to void the current transaction and set all values to 0.



**Cleared** Select the check box to mark the current transaction check as cleared.

**Claim Number** Enter the claim number for the claim associated with this payment, or select the search button to search for the claim number.

Note: If you open the Funds Management window from a Claim window, RISKMASTER automatically displays the claim number.

**Transaction Date** Enter the date of the payment or select the  button to select from a calendar.



- Bank Account** From the drop down list, select the bank account from which you want to make the payment.
- Payee Type** From the drop down list, select the code that best describes the person who is receiving the check.
- Claimant** Enter the Claimant or select the  button to open the Claimant Search window and search for a claimant.
- Last Name** Enter the payee's last name or select the  button to open the Standard Entity Search window and search for a payee.
- Note: If you select a payee from the search results, RISKMASTER automatically enters the payee information in the fields.
- Payees** Select the button open the code selection window and select payees for the selected payment
- Note: You can also select multiple payees in this field up to the maximum number of payees specified on the Payment Parameter Setup window: Check options tab.
- OFAC Check** Select to open the Specially Designated Nationals List Check window and view if the payee is listed in the United States Treasury's Office of Foreign Assets Control (OFAC) Specially Designated Nationals (SDN) List.
- First Name** Enter the payee's first name.
- Pay To The Order Of** Displays the name of the payee to whom the check is issued. The name that displays here along with the payee phrase is printed on the check.
- Tax ID** Enter payee's Tax identification number.
- Address** Enter payee's mailing address. Enter the City, State, and Zip in the appropriate fields.
- Note: If RISKMASTER automatically enters the address and you edit the address in the fields, the changes that you make will not update the payee's record in the database
- Enclosure** Select the check box if you want to include other documents with the check.
- Note: When you select the check box, "Enc" prints on the check.
- Combined Payment?** This check box is selected if the payment is a combined payment and is to be paid to a set of payees.
- Include Claimant in Payee** Select the check box to make the payment to the claimant along with any other payee you selected.
- Note: Payee name along with claimant name separated by the separator End appears under the Payee column on the Payment History window. In case of multiple claimants, primary claimant name is displayed.

**Auto Check** Select the check box if you want checks or bills to be automatically issued for this transaction.

**EFT Payment** This check box is selected if the payment needs to be made through electronic funds transfer.

**Type of Bill** Enter the type of bill for which medical payments are generated for bill review fees or select the button to select from the Code Selection window. 

**Note:** The field is visible only when the Enable Bill Review Fee check box is selected on the General System Parameter Setup: Funds Settings tab. The medical payments generated for bill review fees will have check status as queued.

**Dormancy Status** Displays the dormancy status of the unclaimed or escheat payment.


**Check Status** Enter the status of the check or select the button to select the code from the Code selection window.

**Check Date** Display the date on the check.

**Check Number** Displays the check number.

**Check Memo** Displays the memo text that you want to print on the check.

**Transaction Notes** Displays the additional comments.

**Void Check Reason** Enter a valid reason for marking the check as void or select the  button to open the RISKMASTER Editor and enter the reason for marking the check as void.

**Note:** The Field will be visible only if Check Void Reason check box is selected in Utilities.

**Detailed Tracking Claimant** Displays the name of the claimant.

**Note:** The Detailed Tracking Claimant field will be visible only if **Use Carrier Claim Settings check box** is selected in Utilities.



Select the  button to load the claim.

**Note:** For the records where funds are searched from the Search menu, the claim is loaded in the MDI tree and moreover from this funds window you can go back to the claim window.



Select the button to preview the check for single current transaction.

**Note:** The Print Preview button appears on the toolbar before the check is printed for a transaction. You can view the check preview of the transaction before the check printing. Once the check is printed for a transaction , after that the Print Preview button would disappear from the toolbar.



Select the button to view the clone image of a printed check.

Note: Once the check for a transaction is printed, the Clone Image of Printed Check button appears on the toolbar. User can view the check image even after the check was printed for a transaction. The view will contain all the checks in case the transaction is a part of rolled up check.





Select the button to open the Enhanced Notes for the associated parent claim record.


## How To

### To Work with Collection Data

#### *To Edit Collection Data*

1. Search for the claim you want to edit a collection for.
2. From the left navigation tree, under the required claim node, select the Financials link. The [Reserves window](#) opens.
3. Select the Payment History button. The Payment History window opens.
4. From the list that displays, select the control number link for the transaction that you want to edit. The [Funds window](#) for the selected collection opens.
5. Select the Collections check box.
6. Edit the information in the fields.
7. From the toolbar, select the Save button .
8. To edit transaction details, on the Transaction Details tab, select the  button. The [Funds Split Details window](#) opens.
9. From the Transaction Type drop down list, select the reason for the collection.
10. In the Amount field, enter the dollar amount of the collection.
11. Complete any other required fields.
12. Select OK.  
On the [Funds Management window](#) the Transaction Detail frame displays the detail of the transaction.

#### *To Delete a Collection*

1. Search for the funds transaction for which you want to delete transaction details. The [Funds window](#) opens.
2. From the Transaction Detail tab, select the link for the collection that you want to delete.
3. Select  button .  
RISKMASTER deletes the selected collection.

## To Enter Collection Data

1. Search for the claim you want to add a collection for.
2. On the Claim window, select the Financials button.  
The [Reserves window](#) opens.
3. Select the Add Collection button.  
The [Funds window](#) opens and a Funds node displays in the left navigation tree.
4. Select and complete the fields on the [Transaction tab](#), as shown below .

**Control Number** Enter a unique ID for a payment . If you do not enter a control number into this field, RISKMASTER automatically assigns a control number when you save the payment.

**Payment** Select the check box to create payment transaction.

**Collection** Select the check box to create collection transaction.

**Claim Number** Enter the claim number for the claim associated with this payment, or select the search button to search for the claim number. If you open this window from a Claim window, RISKMASTER automatically displays the claim number.

**Void** Select the check box to void the current transaction and set all values to 0.

**Cleared** Select the check box to mark the current transaction check as cleared.

**Transaction Date** Enter the date of the payment or select the button to select from a calendar.

**Bank Account** From the drop down list select the bank account from which you will make this payment.

**Payor Type** From the drop down list, select the code that best describes the person receiving the check.




**Last Name** Enter the payor's last name or select the search button to search for a payor. If you search for a payor, RISKMASTER automatically enters the payor information on the tab.





**OFAC Check** Select to open the Specially Designated Nationals List Check window and view if the payor is listed in the United States Treasury's Office of Foreign Assets Control ( OFAC) Specially Designated Nationals ( SDN) List.


**Payees** Select the button open the code selection window and select payees for the selected payment

Note: You can also select multiple payees in this field up to the maximum number of payees specified on the Payment Parameter Setup window: Check options tab.

**First Name** Enter payor's first name.

<b>Pay To The Order Of</b>	Displays the name of the payee to whom the check is issued. The name that displays here along with the payee phrase is printed on the check.
<b>Tax ID</b>	Enter payor's tax identification number.
<b>Address</b>	Enter payor's mailing address, enter the City, State, and Zip in the appropriate fields.  If RISKMASTER automatically enters the address and you want to change the address, making a change here will not update the payor's record in the database .
<b>Enclosure</b>	Select the check box if you want to include other documents with the check.  When you select the check box, "Enc" prints on the check.
<b>Auto Check?</b>	Select the check box if you want bills to be automatically issued for this collection.
<b>Include Claimant in payee</b>	Select the check box to make the payment to the claimant along with any other payor you selected.  Note: Payee name along with claimant name separated by the separator 'and' appears under the Payee column on the Payment History window. In case of multiple claimants, primary claimant name is displayed.
<b>Combined Payment?</b>	This check box is selected if the payment is a combined payment and is to be paid to a set of payees.
<b>Dormancy Status</b>	Displays the dormancy status of the unclaimed or escheat payment.
<b>EFT Payment</b>	This check box is selected if the payment needs to be made through electronic funds transfer.
<b>Type of Bill</b>	Enter the type of bill for which medical payments are generated for bill review fees or select the  button to select from the Code Selection window.  The field is visible only when the Enable Bill Review Fee check box is selected on the General System Parameter Setup: Funds Settings tab. The medical payments generated for bill review fees will have check status as queued.
<b>Date</b>	Enter the date on which you are adding the collection or select the  button to select from a calendar.
<b>Check Date</b>	Enter the date on which you are adding the collection or select  button to select from a calendar.
<b>Check Memo</b>	Enter text you want to print on the check.
<b>Deposit Number</b>	Enter the deposit number for the collection.

<b>Transaction Notes</b>	Enter any additional comments or select  button to open the RISKMASTER Editor and enter additional notes about the transaction.
<b>Void Check Reason</b>	Enter a valid reason for marking the check as void or select the  button to open the RISKMASTER Editor and enter the reason for marking the check as void.  The Field will be visible only if Check Void Reason check box is selected in Utilities.
<b>Detailed Tracking Claimant</b>	<b>Displays the name of the claimant.</b>  Note: <b>The Detailed Tracking Claimant field will be visible only when on the General System Parameter Setup window: Carrier Claim Settings tab, the Use Carrier Claim Settings check box is selected. While adding a new payment transaction, the Detailed Tracking Claimant will by default be selected as selected on "Financials/Reserves" grid, However, you may change it if you want to, provided no Funds Split Detail is added. Once the Funds Split Detail is added, you will not be able to change the Detailed Tracking Claimant. You can still add/edit another combination of policy, coverage and reserve type on the Funds Split Detail window but cannot edit Detailed Tracking Claimant. While editing the payment, user cannot change the Detailed Tracking Claimant as changing the Detailed Tracking Claimant requires all saved transaction details to be deleted.</b>
5. To add transaction details, From the Transaction Details tab,select the Add Transaction button. The Funds Split Detail window opens.	
6. Complete the fields on the <a href="#">Funds Split Detail window</a> , a s shown below .	
<b>Transaction Type</b>	Enter the reserve account to which you want to apply the transaction, or select the  button to select from the Code Selection window.
<b>Reserve Type</b>	Displays the reserve type for the reserve account.
<b>Reserve Balance</b>	Displays the balance remaining in the reserve account you selected in the Transaction Type field.
<b>Amount</b>	Enter the transaction amount.
<b>GL Account</b>	Enter the general ledger fund from which you want to make this transaction, or select the  button to select from the Code Selection window.
<b>From and To</b>	Enter the date range for the service period or select the buttons to select from a calendar. For example, for a hospital stay, enter the admission date and the discharge date.
<b>Invoiced By</b>	Enter the name of the payee who sent you the bill in response to which you are making the transaction.
<b>Invoiced Number</b>	Enter the invoice number or any other identifying number that displays on the bill.
<b>Invoice Amount</b>	Enter the billing amount that displays on the bill.
<b>Invoice Date</b>	Enter the bill date that displays on the bill.

<b>P.O. Number</b>	Enter your organization's internal purchase order number.
<b>First And Final Payment</b>	<p>By Default, First &amp; Final Payment check box will always be disabled and unchecked for collections</p> <p>Note: The field is read-only by default. You can create the First And Final Payment without making a reserve. A reserve still need to be created but it will be created when needed while making payments.</p>
<b>Policy</b>	From the Policy drop down list, select the name of policy.
<b>Unit</b>	From the Unit drop down list, select the generic unit.
<b>Coverage</b>	Enter the type of coverage for the reserve account or select the  button to select from the Code Selection window.

7. Select OK.

The Transaction Detail tab on the [Funds Management window](#) displays the details of the payment .

# Reserves

## Reserves Overview

Use RISKMASTER to work with reserves, payments, and collections in a logical sequence that follows the life cycle of a claim . When you first record a claim, you create the opening reserve . You can subdivide the reserve into multiple categories, including expense and indemnity .

You can increase or decrease reserves whenever necessary. When you make a payment , the payment amount is subtracted from the reserve balance. When you close a claim, you can set RISKMASTER up to either reset the reserve balance to zero, the reserve amount to zero, or to leave it unchanged.

Note: CSC recommends that you set up reserves for a claim before processing payments. RISKMASTER does not include claims without reserves in financial reports.

### Reserve Categories

RISKMASTER uses different reserve categories for each line of business and for claimants. Your system administrator creates the categories when RISKMASTER is installed. In general, all user reserves are linked to two reserve categories:

- **Expense:** The reserves for expenses defined by your organization. This includes all reserves that are not considered indemnity reserves.
- **Indemnity:** The amount needed to indemnify your organization against the claim. The indemnity reserve can change over time for many reasons specified by your legal counsel and actuary.

### Reserve Calculations

RISKMASTER calculates reserve balance and related data as shown next:

	For open claims	For closed claims
<b>Reserve Balance=</b>	<p>When Collections are not taken into account:</p> <ul style="list-style-type: none"> <li>▪ Reserve Amount - Paid</li> </ul> <p>When Collections are taken into account:</p> <ul style="list-style-type: none"> <li>▪ Reserve Amount - Paid + Collections (if Collections are less than or equal to Paid)</li> <li>▪ Reserve Amount (if Collections are more than paid)</li> </ul>	<p>May be 0, or left unchanged based on the settings in Utilities</p>
<b>Total Incurred =</b>	<p>When Collections are not taken into account:</p> <ul style="list-style-type: none"> <li>▪ Greater of the Reserve Amount or Paid Balance</li> </ul> <p>When Collections are taken into account:</p>	<p>When Collections are not taken into account:</p> <ul style="list-style-type: none"> <li>▪ Greater of the Reserve Amount or Paid Balance</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Greater of the (Reserve Amount - Collections) or Paid Balance</li> </ul>	<p>When Collections are taken into account:</p> <ul style="list-style-type: none"> <li>▪ Greater of the (Reserve Amount - Collections) or Paid Balance</li> </ul>
<b>Paid Balance=</b>	Payments - Collections (if the difference is less than 0, then the Paid Balance will be 0	Payments - Collections (if the difference is less than 0, then the Paid Balance will be 0

### Reserve Tracking Methods

Your system administrator can configure RISKMASTER to track reserves in either one of two ways:

- **Claim-level tracking:** Also called "gross-level" tracking. You can enter reserves and payments when entering or working with claims. Select this option to track reserves by claim only. This option is available for all four lines of business. You cannot track individual reserves for each claimant if you select this option.
- **Detail-level tracking:** Also called "claimant-level" or "unit-level" tracking. You can only record reserves and payments at the claimant or unit level. Detail-level tracking is designed for organizations that allocate costs at the most detailed level. This option is only available for General and Vehicle Accident claims.
- When using detail-level tracking for General claims, the Financials tab in the Claim window displays an aggregate of the claimant financials and is read-only.
- When using detail-level tracking for Vehicle Accident Claims, the Financials tab in the Claim window displays an aggregate of the claimant and the unit financials and is read-only.

Note: CSC strongly recommends that you do not change your reserve tracking method once you start recording claims. If you have to change your reserve tracking method, do it at the start of your organizations fiscal year .

### Auto Adjusting Reserves

Your system administrator specifies how reserves are maintained for open and closed claims. This influences the reserve reports you generate. Your system administrator can set your system to Auto Adjust Negative Reserves to Zero so that when you enter a payment that is greater than the Reserve Balance, RISKMASTER automatically raises the Reserve amount and maintains a zero balance and processes the payment. If your reserve history reports show many automatic adjustments to Reserves, consider raising your opening Reserve levels. You should also review your claims more frequently to manually raise the Reserve levels before an automatic adjustment is necessary.

### Closed Claim Reserves

When setting up RISKMASTER, your organization can define the following settings for claim reserves when a claim's status is set to "Closed".

- **Set Reserve Balance to Zero:** Automatically adjusts the reserve balance to zero for any reserve amount
- **Set Reserve Amount to Zero:** Automatically adjusts the reserve amount to zero.
- **Set Negative Reserve Balance to Zero:** Automatically adjusts any negative reserve balance to zero.
- **Do Nothing:** Makes no change to the reserve amount or the reserve balance

The method your organization selects will have a significant effect on your reserve reports.

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## How To

### To View Reserve History

1. Search for the claim with the reserve for which you want to view a history.
2. From the left navigation tree, under the required claim node, select the Financials link. The [Reserves window](#) opens.
3. From the list of current reserves, select the reserve for which you want to view a history. The [Compensation Reserve for claim window](#) opens and displays the history of the reserve you selected.
4. To return to the Reserves window, select Cancel.

### To Create a Reserve

1. Search for the claim you want to create a reserve for.
2. From the left navigation tree, under the required claim node, select the Financials link.
3. [The Reserves window](#) opens.
4. From the list of reserves, select a reserve. The [Reserve for claim window](#) opens.
5. Complete the fields in the [Reserve for claim window](#), as shown below.

**Date** Enter the date on which the new reserve takes effect or select the  button to select from a calendar. Usually this is the current date.

**Reserve Amount** Enter the new reserve amount.


**Status** From the drop down list, select the status of the claim.

**User ID** Displays your RISKMASTER User ID. You can enter a different user ID if you want.

**Reason** From the drop down list, select the reason why you are changing the reserve amount.

**Currency Type** Select the lookup button to select a different currency for the reserves. The system converts the entered currency to claim currency.

If the payment is not associated with a claim the currency type will default to Base Currency.

6. In the Date field, enter the date on which the new reserve takes effect or select the  button to select from a calendar. Usually this is the current date.
7. In the Reserve Amount field, enter the new reserve amount.
8. In the Status field, from the drop down list select O for open.
9. In the User ID field, enter your RISKMASTER user ID. You can enter a different user ID if you want.
10. From the Reason drop down list, select the reason for creating the reserve.
11. In the Assigned Adjuster field, select the adjuster associated with the reserve.
12. From the Currency Type field, select the lookup button to select a different currency for the reserves. The system would convert the entered currency to claim currency.
13. Select Modify.

## To Edit a Reserve


1. Search for the claim for which you want to edit the reserve .
2. From the left navigation tree, under the required claim node, select the Financials link..  
The [Reserves window](#) opens.
3. From the list of current reserves, double click the reserve you want to edit.  
The Compensation Reserve for claim window opens.
4. Enter the date on which the new reserve takes effect. Usually this is the current system date.
5. Edit the information in the fields.
6. Select Modify.  
The Reserves window displays the changed reserve amount.

## To Edit Existing Reserve- Carrier Claim

Note: The Edit Existing Reserve window opens only when the Use Carrier Claims on the General System Parameter Setup is selected.

1. Search for the claim you want to edit a reserve for.
2. From the left navigation tree, under the required claim node, select the Financials link..  
The [Reserves window](#) opens.



3. From the toolbar, select the Edit Reserve  button.  
The Edit Existing Reserve window opens.

The screenshot shows a dialog box titled "Add New Reserve". It contains several fields and dropdown menus:

- Policy Name: 0009999
- Unit: (empty)
- Coverage Type: Directors & Officers Liab
- Loss Type: Hand
- Reserve Type: Expense
- Reserve Sub Type: (empty)
- Amount: \$0.00
- Status: (empty)
- Reason: (empty)

At the bottom of the dialog box are two buttons: "OK" and "Cancel".

4. Complete the fields on the [Edit Existing Reserve window](#), as shown below.  
**Policy Name** Displays the Policy Name attached to the claim.

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<b>Unit</b>	Displays the code that best describes the vehicle type.
<b>Coverage Type</b>	Displays the coverage type for the reserve.
<b>Reserve Type</b>	Displays the reserve type.
<b>Reserve Sub-Type</b>	From the dropdown select the code that best describes the type reserve sub category.  <div style="background-color: #f0f0f0; padding: 5px; text-align: center;">Note: The options displayed in this field are based on the type selected in Reserve Type field.</div>
<b>Loss Type</b>	From the drop down list, select the code that best describes the loss.  Note: This field will be part of the financial key.
<b>Amount</b>	Enter the reserve amount.  <div style="background-color: #f0f0f0; padding: 5px; text-align: center;">Note: If the Amount exceeds the reserve limit then the user will be prompted that reserve will go for supervisory approval and the status will change to 'Hold' and will turn the Status field to read only.</div>
<b>Reserve Balance</b>	Displays the balance amount remaining in the reserve after the payments made.
<b>Currency Type</b>	From the Currency Type field, select the lookup button to select a different currency for the reserves. The system converts the entered currency to claim currency  <div style="background-color: #f0f0f0; padding: 5px; text-align: center;">Note: By default, claim currency will display in the Currency Type field. If the payment is not associated with a claim, the currency type will default to Base Currency.</div>
<b>Status</b>	From the drop down list, select the status of the reserve.  If you select Close, the claim will not be closed automatically.  <div style="background-color: #f0f0f0; padding: 5px; text-align: center;">Note: If the reserve status is explicitly selected as "First &amp; final Payment" then this indicates that it was created automatically for a first and final payment. You cannot change this status.</div> <b>When the amount set exceeds the reserve limits, the reserve status is set to Hold and the field will turn to read only. No payment /collection is allowed when the reserve status is set to Hold.</b>
<b>Reason</b>	From the drop down list, select the reason why you are changing the reserve amount.
<b>OK</b>	Select to save your changes and close the window.
<b>Cancel</b>	Select to close the window without saving your changes.

## New Folder

### To Add New Reserve- Carrier Claim

Note: The Add New Reserve window opens only when the Use Carrier Claims on the General System Parameter Setup is selected.

1. Search for the claim you want to edit a reserve for.
2. From the left navigation tree, under the required claim node, select the Financials link. [The Reserves window](#) opens.



3. From the toolbar, select the Add New Reserve button. The Add New Reserve window opens.

**Add New Reserve**

Policy Name:

Unit:

Coverage Type:

Loss Type:

Reserve Type:

Reserve Sub Type:

Amount:

Status:

Reason:

4. Complete the fields on the [Add New Reserve window](#), as shown below.

- |                         |  |
|-------------------------|--|
| <b>Policy Name</b>      | From the drop down list, select the Policy Name.   |
| <b>Unit</b>             | From the drop down list, select the vehicle type for the reserve.  |
| <b>Coverage Type</b>    | From the drop down list, select the coverage type for the reserve.   |
| <b>Reserve Type</b>     | From the drop down list, select the reserve type.  |
| <b>Reserve Sub-Type</b> | From the dropdown list select the code that best describes the reserve sub category. Note: The options displayed in this field are based on the type selected in the Reserve Type field. |

Note: The codes in this field are populated from the user code table.

**Loss Type** From the drop down list, select the code that best describes the loss.

Note: This field will be part of the financial key.

**Amount** Enter the reserve amount.

Note: If the Amount exceeds the reserve limit then the user will be prompted that reserve will go for supervisory approval and the status will change to 'Hold' and will turn the Status field to read only.

**Status** From the drop down list, select the status of the claim.

Note: If the reserve status is explicitly selected as "First & final Payment" then this indicates that it was created automatically for a first and final payment. You cannot change this status.

**When the amount set exceeds the reserve limits, the reserve status is set to Hold and the field will turn to read only. No payment /collection is allowed when the reserve status is set to Hold.**

**Reason** From the drop down list, select the reason why you are changing the reserve amount.

**OK** Select to save your changes and close the window.

**Cancel** Select to close the window without saving your changes.

## Dialog

### Insufficient Reserve Window

Use the Insufficient Reserve Funds window to adjust reserves for a claim when you try to make a payment that exceeds the existing reserves. This window automatically opens when you try to save a transaction on the Funds Management window, and the payment amount is more than the current reserves.

You can use this window if your system is set up to check for insufficient reserve funds in RISKMASTER Utilities .

#### Field definitions

**Current Balance** Displays the current reserve balance amount.

<b>Current Reserve</b>	Displays the current reserve amount.
<b>Payment Amount</b>	Displays the payment amount you are trying to save on the Funds Management window.
<b>Set Reserve</b>	In the field, enter a new total reserve amount and then select the Set Reserve button to change the total reserve amount. By default, RISKMASTER enters a new reserve amount that is just enough to cover the excess payment.
<b>Add to Reserve</b>	In the field, enter the dollar amount to add to the current reserve amount and then select the Add to Reserve button to add to the current reserve amount. By default RISKMASTER enters a dollar amount that is just enough to cover the payment you are trying to make.
<b>Continue</b>	Select to save your changes and close the window.
<b>Cancel Save</b>	Select to close the window without saving your changes. If you select this button the payment you are trying to make is not saved.

## Reserve for Claim Window

Use the Reserve for Claim window to assign reserves to a claim, after you enter a claim.

**To open** From the [Reserves window](#), select a reserve link.

### Field definitions

<b>Date</b>	Enter the date on which the new reserve takes effect. Usually this is the current system date.
<b>Reserve Amount</b>	Enter the new reserve amount.
<b>Status</b>	From the drop down list, select the status of the claim.  <b>Note: If the reserve status is explicitly selected as “First &amp; final Payment” then this indicates that it was created automatically for a first and final payment. You cannot change this status.</b>  <b>When the amount set exceeds the reserve limits, the reserve status is set to Hold. No payment /collection is allowed when the reserve status is set to Hold.</b>
<b>User ID</b>	Displays your RISKMASTER User ID. You can enter a different user ID if you want.
<b>Reason</b>	From the drop down list, select the reason why you are changing the reserve amount.
<b>Currency Type</b>	Displays the Currency Type to show which currency type is being used.  <b>Note: By default, claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.</b>
<b>Table</b>	Displays the previous reserve amounts that you entered.

**Modify** Select to save your changes and close the window.  
 Note: The Modify button gets disabled, when the reserve status is set to Hold.

**Cancel** Select to close the window without saving your changes.

**Print** Select to print the details on the Reserve for claim window.

**Approve** Select the button to approve the changes.

Note: The Approve and Reject buttons are visible only when the reserve status is set to Hold.


**Reject** Select the button to reject the changes.

Note: The Approve and Reject buttons are visible only when the reserve status is set to Hold.

## Add New Reserve Window- Carrier Claim

Note: The Add New Reserve window opens only when the Use Carrier Claims on the General System Parameter Setup is selected.

**To open**

From the Reserves window, select the Add New Reserve  button.

### Field definitions

**Policy Name** From the drop down list, select the Policy Name.

**Unit** From the drop down list, select the vehicle type for the reserve.

**Coverage Type** From the drop down list, select the coverage type for the reserve.

**Reserve Type** From the drop down list, select the reserve type.

**Amount** Enter the reserve amount.

Note: If the Amount exceeds the reserve limit then the user will be prompted that reserve will go for supervisory approval and the status will change to 'Hold' and will turn the Status field to read only.

Currency Calculator : Converts user entered currency into claim currency for Reserve.

**Currency Type** From the drop down list, select the status of the claim.

Note: If the reserve status is explicitly selected as "First & final Payment" then this indicates that it was created automatically for a first and final payment. You cannot change this status.

**When the amount set exceeds the reserve limits, the reserve status is set to Hold and the field will turn to read only. No payment /collection is allowed when the reserve status is set to Hold.**




- Reserve Sub Type** From the dropdown, select the code that best describes the type reserve sub category.  
Note: The option displayed in this field are based on the type selected in Reserve Type filed..
- Loss Type** From the drop down list, select the code that best describes the loss.  
Note: This field will be part of the financial key.
- Status** From the drop down list, select the reason why you are changing the reserve amount.
- Reason** Select to save your changes and close the window.
- OK** Select to close the window without saving your changes.
- Add More** Select the button to create more reserves from the Add New Reserve Window without the need to navigate back to reserve window. When you select this button, the current reserve will be saved and the new reserve window will be reset to allow you add data for another reserve. If the reserve key for the reserve is duplicate, a warning message is displayed.
- Cancel** **Select to close the window without saving your changes.Options on Add New Reserve window**
- Collapse** Select to collapse the window.
- Maximize** Select to maximize the window.
- Close** Select to close the window.

## Edit Existing Reserve Window - Carrier Claim

Note: The Edit Existing Reserve window opens only when the Use Carrier Claims on the General System Parameter Setup is selected.

### To open

From the Reserves window, select the Edit Reserve  button.

## Field definitions

- Policy Name** Displays the Policy Name attached to the claim..
- Unit** Displays the code that best describes the vehicle type.
- Coverage Type** Displays the coverage type for the reserve.
- Reserve Type** Displays the reserve type.

<b>Amount</b>	<p>Enter the reserve amount.</p> <div style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <p>Note: If the Amount exceeds the reserve limit then the user will be prompted that reserve will go for supervisory approval and the status will change to 'Hold' and will turn the Status field to read only.</p> </div> <div style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <p>Currency Calculator : Converts user entered currency into Claim Currency.</p> </div>
<b>Currency Type</b>	<p>Displays the Currency Type to show which currency type is being used.</p> <div style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <p>Note: By default, claim currency will display in the Currency Type field. If the payment is not associated with a claim, the currency type will default to Base Currency.</p> </div>
<b>Reserve Sub-Type</b>	<p>From the dropdown select the code that best describes the type reserve sub category. Note: The options displayed in this field are based on the type selected in Reserve Type field.</p>
<b>Loss Type</b>	<p>From the drop down list, select the code that best describes the loss.</p> <p>Note: This field will be part of the financial key.</p>
<b>Status</b>	<p>From the drop down list, select the status of the claim.</p> <div style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 5px; margin: 5px 0;"> <p>Note: If the reserve status is explicitly selected as "First &amp; final Payment" then this indicates that it was created automatically for a first and final payment. You cannot change this status.</p> </div> <p><b>When the amount set exceeds the reserve limits, the reserve status is set to Hold and the field will turn to read only. No payment /collection is allowed when the reserve status is set to Hold.</b></p>
<b>Reason</b>	<p>From the drop down list, select the reason why you are changing the reserve amount.</p>
<b>Add More</b>	<p>Select the button to create more reserves from the Add Reserve window without the need to navigate back to the Reserves window. When you select the button the current reserve will be saved and the Add New Reserve window will be reset to allow you to add data for another reserve. If the reserve key for the reserve is a duplicate, a warning message is displayed.</p>
<b>OK</b>	<p>Select to save your changes and close the window.</p>
<b>Cancel</b>	<p><b>Select to close the window without saving your changes. Options on Edit New Reserve window</b></p>
<b>Collapse</b>	<p>Select to collapse the window.</p>
<b>Maximize</b>	<p>Select to maximize the window.</p>
<b>Close</b>	<p>Select to close the window.</p>

## Reserve window- Carrier Claims

<b>Policy Name</b>	Displays Policy Name.
<b>Unit</b>	Displays the vehicle type for the reserve.
<b>Coverage Type</b>	Displays the coverage type for the reserve.
<b>Reserve Type</b>	Displays the reserve type.
<b>Loss Type</b>	From the drop down list, select the code that best describes the loss. <b>Note:</b> This field will be part of the financial key.
<b>Balance</b>	Displays the reserve balance for each reserve category.
<b>Reserve Type</b>	Displays the type of the reserve.
<b>Paid</b>	Displays the payments that you have entered for claim or claimant. <b>Note:</b> When you enter a payment, you have to select a Transaction Type code to determine the reserve category
<b>Collections</b>	Displays any income related to the claim for each reserve category. <b>Note:</b> Recoveries or subrogation are also Collections.
<b>Incurred</b>	Displays the balance (plus payments less collections) for each reserve category.
<b>Status</b>	Displays the status of the claim.  Note: If the reserve status is explicitly selected as "First & final Payment" then this indicates that it was created automatically for a first and final payment. You cannot change this status.  <b>When the amount set exceeds the reserve limits, the reserve status is set to Hold and the field will turn to only. No payment /collection is allowed when the reserve status is set to Hold.</b>
<b>Change Amount</b>	Displays the amount based on the Reserve History.
<b>Amount</b>	Enter the reserve amount.  Note: If the Amount exceeds the reserve limit then the user will be prompted that reserve will go for supervisory approval and the status will change to 'Hold' and will turn the Status field to read only.
<b>Reason</b>	Displays the reason why you are changing the reserve amount.
<b>OK</b>	Select to save your changes and close the window.
<b>Cancel</b>	Select to close the window without saving your changes.

**Transaction Details for Selected Reserve**

<b>Payee Name</b>	Displays the name of the payee for the selected reserve.
<b>Check Number</b>	Displays the check number for the selected reserve
<b>Date of Check</b>	Displays the date of the check issue
<b>Type</b>	Displays whether a transaction is a Payment or a Collection
<b>Transaction Type</b>	Displays the transaction type of the transaction associated with reserve
<b>Amount</b>	Displays the amount of the transaction
<b>Status</b>	Displays the status of the transaction
<b>Void</b>	Displays whether the transaction was voided or not.
<b>Stop Pay</b>	Displays whether the payment for the transaction was stopped or not.
<b>Control Number</b>	Displays the Control number of the transaction associated with the selected Reserve.

**Cleared** Displays whether the payment for the transaction was cleared or not.



Select the button to add new reserve.



Select the button to modify an existing reserve.



Select the button to add payment.

Note: When on the Security Management System window, the First and Final Payment checkbox is selected, you be able to make a payment without selecting a reserve. If the checkbox is not selected, you need to select reserve from the reserve listing to make a payment.



Select the button to add a collection.



Select the button to view payment history.



Select the button to view reserve history.



Select the button to view the financial summary of the reserve.



Select the button to view OFAC summary of the record.



Select the button to view the reserve summary of the claim.



Select the button to view the unit or coverage level financial summary.

When you select this button, the Financial summary displays.

From the Level dropdown list, select the Policy, Unit, or Coverage option to view financial summary for the claim for that level.



Select the button to open the Financial Detail History window to view financial history of the reserve.

# Policies

## Policy Tracking Overview

Use RISKMASTER to manage insurance policies for claim payment, policy analysis, renewal organization, reporting, and quick online reference.

Policy management in RISKMASTER offers the following benefits:

- Analysis of the most common exposures.
- Additional user-defined exposure bases.
- Timely notification of approaching coverage exhaustion and renewal dates.
- Intelligent selection of appropriate coverages.
- Application of payments to the appropriate policies.
- Trend analysis of policy-claims experience.
- Complete integration with all claims databases.
- User-defined reporting.
- Automated production of cancellation notices.
- Linkage of related policies into coverage triangles.

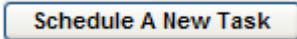
## Diary Notification for Coverage/Policy Issues Overview

Using this feature an automatic diary notification is sent to the adjuster when any of the specified actions are performed on the policy or coverage.

- The policy or coverage is changed within 10 days prior to the date of loss / event. In this case the adjuster receives a notification that a change has been made and helps him to investigate by reviewing the policy system or speaking with an underwriter/accounts receivable person.
- Loss date is between policy inception date and 30 days after policy inception date. When the adjuster is notified about this they can determine if there may be overlapping coverage or fraud involved.
- Losses have been entered for the same policy or VIN within 3 years of the claim.
- A driver is added to a claim that is not listed on the policy.


Use the filters available on the Auto Diary wizard, to configure the automatic diaries for the policy/coverage.

## To Schedule Policy System Update Task

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose Tools & Designers.  
The Tools & Designers menu opens.
3. From the Tools & Designers menu, choose Task Manager.  
The Task Manager menu opens.
4. From the Task Manager menu, choose View Scheduled Tasks.  
The View Schedule Task window opens.
5. From the View Scheduled Tasks window, select the  button.  
The View Scheduled Task window opens.
6. From the Task Type drop down list, select the type of task as Policy System Update.
7. In the Task Name field, enter the name of the task.
8. From the Schedule Type drop down list, select the frequency or time period for which you want to schedule the task.
9. On the Schedule a Task window, complete the parameters for task schedule like time, days etc.
10. In the 'Policy System Financials Batch Update Related Parameters' section, from the 'Select Policy System' field, select the policy system which for you want to update the financial data related to rMA policy.
11. Select the Save button.  
When the task is processed as per schedule it uploads rMA claim data to Point reference with attached point policy.

## How To

### To Edit a Policy

1. From the main menu, select Search.  
The Search menu opens.
2. From the Search menu, choose Policy Tracking.  
The Policy Tracking criteria window opens and a Policy Tracking criteria link displays under Search node in the navigation tree.
3. From the Search window, select the policy you want to edit.
4. Edit the information in the fields on each of the tabs.
5. To edit information about policy coverages, select the Policy Coverages button and make changes on the [Policy Coverage window](#).
6. From the toolbar, select the Save button .

### To Attach a Policy to a Claim

You can attach a **policy** to a **claim** to track dollars paid against a policy. If dollars paid on a claim are in excess of a specified **deductible** or self-insured retention, RISKMASTER allocates these dollars against the **policy limit** . You can also set up a dummy policy to track your self-insured retention.




Each time you process checks, claim and policy data are updated to reflect currently applied payment amounts.

The policy attached to a claim can also be accessed through the left navigation tree. The Policy node is available under the Claim node. When you select the Policy node, the Policy Lookup Results window, displays the available policies along with Policy Effective and Expiration dates.

To attach a policy to a claim:

1. From the main menu, select Search.  
The Search menu opens.
2. From the Search menu, choose Policy Tracking.  
The Policy Tracking criteria window opens and a Policy Tracking criteria link displays under Search node in the navigation tree.
3. From the Search window, select the policy you want to edit.
4. On the [Policy Information tab](#), in the Policy Status field, select the code for In Effect.

**Note:** Ensure that the claim date falls between the policy effective date and the expiration date .

5. Select the [Insurer Information tab](#).
6. From the Insured field, select the search button.
7. From the organizational hierarchy, select the department you selected on the Claim window for the claim you want to attach the policy to.
8. On the [Policy Tracking window](#), select the Policy Coverages button.  
The [Policy Coverage window](#) opens.
9. From the Coverage Type field, select the search button to open the Code Selection window and select the claim type for the claim you want to attach the policy to.
10. Select the Back to Policy button.
11. To save the policy, from the toolbar, select the Save button .
12. Search for the claim you want.
13. On the Claim Info tab, from the Policy name field select the  button.  
A list of policies opens including the policy you set up.
14. Select the policy you want to attach.
15. To save the claim with the policy attached, from the toolbar, select the Save button .

## To Review Policies

You can review existing policies to track the policies that are nearing their review or renew dates.


1. From the menu bar, select Search.  
The Search menu opens.
2. From the Search menu, choose Policy Tracking.  
The Policy Tracking criteria window opens and a Policy Tracking criteria link displays under Search node in the navigation tree.
3. Select the policy you want to review.  
The [Policy Tracking window](#) and displays the selected policy.
4. Review the policy.

## To Add a Policy


1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Policy Tracking.  
The Policy Tracking window opens and a Policy Tracking link displays under Maintenance node in the navigation tree.



3. Select and complete the fields in the Policy Information tab , as shown below.

<b>Policy Name</b>	Enter a unique identifying name for the policy.
<b>Policy Number</b>	Enter a unique identifying number for the policy.
<b>Policy Status</b>	Enter the code that best describes the status of the policy or select the  button to select from the Code Selection window.
<b>Premium</b>	Enter the dollar amount the insured pays as policy premium.
<b>Bank Account</b>	From the drop down list, select the bank account from which you will make claim payments.
<b>Primary Policy</b>	Select the check box if the policy is the primary policy and it is linked to an excess policy or policies.
<b>Claims-Made Coverage</b>	Select the check box if you want RISKMASTER to check the claim date against the policy date range to decide whether the policy can be associated with a claim.
<b>Issue Date</b>	Enter the date on which the policy was issued or select the button to select from a calendar.
<b>Review Date</b>	Enter the date on which you will review the policy to decide whether or not to renew the policy or select the button to select from a calendar.
<b>Renewal Date</b>	Enter the date on which you want to renew the policy or select the button to select from a calendar.
<b>Effective Date</b>	Enter the date on which the policy comes into effect or select the button to select from a calendar.
<b>Expiration Date</b>	Enter the date on which the policy expires or select the button to select from a calendar.
<b>Cancel Date</b>	Enter the date on which you cancelled the policy or select the button to select from a calendar.

4. Select and complete the fields in the Insurer Information tab , as shown below.

<b>Insurer</b>	Enter the insurance company name or select the  button to open the Standard Entity Search window and search for an insurer.  If you select an insurer from the search results, RISKMASTER automatically enters the insurer information on the tab.
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Before you enter new data, search for the insurer in existing records. This prevents duplicate entries in the database.


<b>Contact</b>	Enter the contact person for the insurance policy.
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**Address** Enter the insurance company's address. Enter the City, State, Zip, and Country in the appropriate fields.

**Office Phone** Enter the insurance company's telephone number.


**Alt. Phone** Enter the insurance company's additional telephone number, if any.

**Fax** Enter the insurance company's fax number.

**Insured** Select the  button to open the Org Hierarchy window and select the sites in your organization, the insurance policy covers.

To delete an existing insured site, select the site and select the  button.

5. Select and complete the fields in the [Broker Information tab](#) , as shown below.

**Last Name** Enter the insurance broker's last name or select the  button to open the Standard Entity Search window and search for an insurer .

If you select an insurer from the search results, RISKMASTER automatically enters the broker information on the tab.

**First Name** Enter the broker's first name.


**Address** Enter the broker's home address. Enter the City, State, Zip, and Country in the appropriate fields.


**Office Phone** Enter the broker's office phone number.







**Alt. Phone** Enter the broker's alternate phone number.

**Fax** Enter the broker's fax number.


**Tax ID** Enter the broker's federal tax identification number.

**Broker Firm** Enter the broker's firm name or select the  button to open the Standard Entity Search window and search for a brokerage firm.

6. From the toolbar, select the Save button .
7. To add information about policy coverages, select the Policy Coverages button. The [Policy Coverage window](#) opens.
8. Complete the fields on the [Policy Coverage window](#) , as shown below .

<b>Coverage Type</b>	<p>Enter the code that best describes the coverage type or select the  button to select from the Code Selection window.</p> <p>RISKMASTER compares a policy's Coverage Type with a claim's Claim Type to display the policies you can select for a specific claim.</p>
<b>Broker Last Name</b>	Enter the insurance broker's last name.
<b>Policy Limit</b>	Enter the total maximum coverage amount for all the claims the policy covers.
<b>Event /Occurrence Limit</b>	Enter the total maximum coverage amount for all claims related to a single event the policy can cover.
<b>Claim Limit</b>	Enter the maximum coverage amount for any single claim within an event.
<b>Total Payments</b>	Enter the total amount of the payments already paid by the policy.
<b>SIR/ Deductible</b>	Enter any self-insured retention or deductible applicable on the policy.
<b>Next Policy</b>	Enter the next lower level of coverage or select the  button to open the Standard Policy Search window and search for the next policy.
<b>Cancellation Notice (Days)</b>	Enter the number of days of prior notice the insured receives before coverage is cancelled.
<b>Notification User</b>	<p>Enter the user name responsible for renewing policies or select the  button to open the System Users window and select the user name.</p> <p>RISKMASTER sends diary notification to the selected user prior to policy expiration.</p>
<b>Exceptions</b>	Enter any exceptions in coverage or select the  button to open the RISKMASTER Editor. In the RISKMASTER Editor, enter the exception and then select OK.
<b>Section Number</b>	Enter the section number of the policy or select the  button to open Code Selection window and search for the policy section number.
<b>Remarks</b>	Enter comments about the coverage or select the  button to open the RISKMASTER Editor. In the RISKMASTER Editor, enter comments and then select OK.
<b>Back to Policy</b>	Select to open to the <a href="#">Policy Tracking window</a> .

9. To add information about Managed Care Organizations, select the Policy MCO button. The [Policy MCO window](#) opens.
10. Complete the fields on the [Policy MCO window](#) , as shown below .


<b>Policy MCO</b>	Enter the Managed Care Organization's name or select the  button to open the Standard Entity Search and search for an MCO.
<b>Begin Date</b>	Enter the date on which the policy comes into effect or select the button to select from a calendar.
<b>End Date</b>	Enter the date on which the policy expires or select the button to select from a calendar.
<b>Back to Policy</b>	Select to open the <a href="#">Policy Tracking window</a> .

11. To add multiple insurers with responsible for a certain percentage of the total insured value, select the Insurer button.

Note: The Insurer button displays, if you select the Multiple Insurers for Policy check box on the System Setup Parameters window in Utilities.

The Policy Insurer window opens.

12. Complete the fields on the [Policy Insurer window](#) , as shown below .

<b>Insurer</b>	Enter the insurance company name or select the  button to open the Standard Entity Search window and search for an insurer.  If you select an insurer from the search results, RISKMASTER automatically enters the insurer information on the tab.
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Before you enter new data, search for the insurer in existing records. This prevents duplicate entries in the database.

<b>Contact</b>	Enter the contact person for the insurance policy.
<b>Address</b>	Enter the insurance company's address. Enter the City, State, Zip, and Country in the appropriate fields.
<b>Office Phone</b>	Enter the insurance company's telephone number.
<b>Alt. Phone</b>	Enter the insurance company's additional telephone number, if any.
<b>Fax</b>	Enter the insurance company's fax number.

**Portion of Part of Layer**

**Part of Total Layer**

<b>Installment Payment</b>	Enter the installment amount to be paid to the insurance company.
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<b>Installment Schedule</b>	Select the  button to open the Code Selection window and then select the Installment Schedule.
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**Special  
Circumstances**

**Layer Number**

**Occurrence Limit** Enter the total maximum coverage amount for all claims related to a single event the policy can cover.

**Comments** Enter any additional comments about the insurer.

**Primary Insurer** Select the check box if the insured is the primary insured.

**Coverage Spec  
Desc for Reports**


**Primary Insured** Select the check box if the insured is the primary insured.

If you select the check box, the primary insurer information displays on the Insurer Information tab.

**Responsible Percentage** Enter the percentage of the total insured amount in the policy, for which the insured is responsible.

13. If your organization defined Supplemental data and complete the [Supplementals tab](#).



14. From the toolbar, select the Save button  .

Note: Search for information in existing records, before you enter new data . This prevents duplicate entries in the database.

## To Enter Triangle Policy Coverage

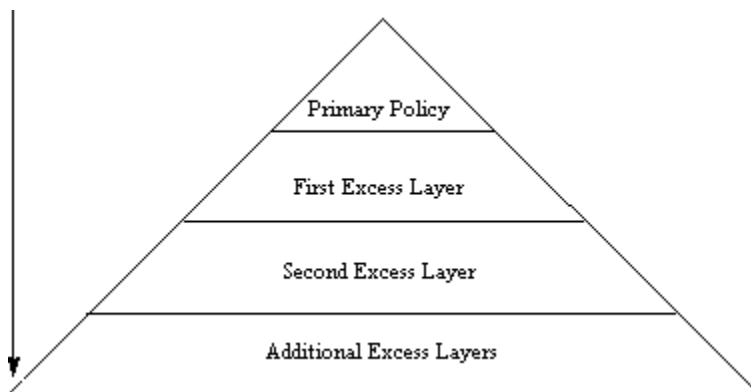
You can set up policies that enable you to purchase coverage in incremental amounts. These linked policies are commonly referred to as coverage layers. When you reach the policy limit for one coverage layer the next policy becomes effective, and when the policy limit for that policy is reached, the next policy becomes effective and so on.

It is a common practice to purchase additional or excess layers of coverage, that begin where the previous coverage layer ends.

You must establish links between the layers in order for RISKMASTER to use your coverage layers.

To link a policy to 2 excess coverage layers:

- Create the second excess layer first.
- Then create the first excess layer, and on the [Policy Coverage window](#) in the Next Policy field, enter the second excess layer.
- Lastly, create the primary policy, and on the [Policy Coverage window](#) in the Next Policy field, enter the first excess layer name.



## Dialog


### Policy Tracking Window: Broker Information Tab

Use the Broker Information tab to enter details about an insurance broker.

**To open** From the [Policy Tracking window](#), select the Broker Information tab.

#### Field definitions

##### Last Name

Enter the insurance broker's last name or select the  button to open the Standard Entity Search window and search for an insurer .

If you select an insurer from the search results, RISKMASTER automatically enters the broker information on the tab.

##### First Name

Enter the broker's first name.

##### Address

Enter the broker's home address. Enter the City, State, Zip, and Country in the appropriate fields.

##### Office Phone

Enter the broker's office phone number.

##### Alt. Phone

Enter the broker's alternate phone number.

##### Fax

Enter the broker's fax number.

##### Tax ID

Enter the broker's federal tax identification number.

##### Broker Firm

Enter the broker's firm name or select the  button to open the Standard Entity Search window and search for a brokerage firm.


### Policy Coverage Window: Coverage Information Tab

Use the Policy Coverage window to enter details about insurance policy coverage .

**To open** From the [Policy Tracking window](#), select the Policy Coverage button.

## Field definitions

### Coverage Type

Enter the code that best describes the coverage type or select the  button to select from the Code Selection window.

Note: RISKMASTER compares a policy's Coverage Type with a claim's Claim Type to display the policies you can select for a specific claim.

### Broker Last Name

Enter the insurance broker's last name.

### Policy Limit

Enter the total maximum coverage amount for all the claims the policy covers.

### Event /Occurrence Limit

Enter the total maximum coverage amount for all claims related to a single event the policy can cover.

### Claim Limit

Enter the maximum coverage amount for any single claim within an event.


### Total Payments

Enter the total amount of the payments already paid by the policy.

### SIR/ Deductible

Enter any self-insured retention or deductible applicable on the policy.

### Next Policy

Enter the next lower level of coverage or select the  button to open the Standard Policy Search window and search for the next policy.

### Cancellation Notice (Days)


Enter the number of days of prior notice the insured receives before coverage is cancelled.

### Notification User


Enter the user name responsible for renewing policies or select the search button to open the System Users window and select the user name.

Note: RISKMASTER sends diary notification to the selected user prior to policy expiration.


### Section Number

Enter the section number of the policy or select the  button to open Code Selection window and search for the policy section number.

### Exceptions

Enter any exceptions in coverage or select the  button to open the RISKMASTER Editor. In the RISKMASTER Editor, enter the exception and then select OK.

### Remarks

Enter comments about the coverage or select the  button to open the RISKMASTER Editor. In the RISKMASTER Editor, enter comments and then select OK.

### Back to Policy

Select to open to the [Policy Tracking window](#).

## Policy Tracking Window

Use to enter information about insurance policies your organization uses. When you associate claims with policies, RISKMASTER uses information you entered in the policy window to complete the claim record.

- To open**
- From the main menu, select Maintenance.
  - From the Maintenance menu, choose Policy Tracking.

### Field definitions

[Policy Information tab](#)

[Insurer Information tab](#)

[Broker Information tab](#)

**Policy Coverages** Select to open the [Policy Coverage window](#).

**Policy MCO** Select to open the [Policy MCO window](#).

**Insurer** Select to open the [Policy Insurer window](#).

Note: The Insurer button displays, if you select the Multiple Insurers for Policy check box on the System Setup Parameters window in Utilities.


**Clone Policy** Select to make a copy of the existing policy.

## Policy Tracking Window: Insurer Information Tab

Use the Insurer Information tab to enter details about the insurance company that issues the insurance policy. The insurance company is saved as an entity in your database. If you can enter multiple insurers, and you on the [Policy Insurer window](#), you select the Primary Insurer check box, then the fields by default display the information of the primary insurer.

**To open** From the [Policy Tracking window](#), select the Insurer Information tab.

### Field definitions

**Insurer** Enter the insurance company name or select the  button to open the Standard Entity Search window and search for an insurer.

If you select an insurer from the search results, RISKMASTER automatically enters the insurer information on the tab.

Note: Before you enter new data, search for the insurer in existing records. This prevents duplicate entries in the database.



**Contact** Enter the contact person for the insurance policy.

**Address** Enter the insurance company's address. Enter the City, State, Zip, and Country in the appropriate fields.

**Office Phone** Enter the insurance company's telephone number.

**Alt. Phone** Enter the insurance company's additional telephone number, if any.



- Email Address** Enter the insurer email address.
- Fax** Enter the insurance company's fax number.
- Insured** Select the  button to open the Org Hierarchy window and select the sites in your organization, the insurance policy covers.
- To delete an existing insured site, select the site and select the  button.




## Policy MCO Window

Use the Policy MCO window to enter details about medical insurance policies administered by Managed Care Organizations ( MCO ).

Note: Before you enter MCO data, you must first add the MCO entity into your database .

- To open** From the [Policy Tracking window](#), select the Policy MCO button.

### Field definitions


- Policy MCO** Enter the Managed Care Organization's name or select the  button to open the Standard Entity Search and search for an MCO.
- Begin Date** Enter the date on which the policy comes into effect or select  button to select from a calendar.
- End Date** Enter the date on which the policy expires or select the  button to select from a calendar.
- Back to Policy** Select to open the [Policy Tracking window](#).








## Policy Tracking Window: Policy Information Tab

Use the Policy Information tab to enter general information about an insurance policy.

- To open** From the [Policy Tracking window](#), select the Policy Information tab.

### Field definitions

- Policy Name** Enter a unique identifying name for the policy.
- Policy Number** Enter a unique identifying number for the policy.
- Policy Status** Enter the code that best describes the status of the policy or select the  button to select from the Code Selection window.

<b>Premium</b>	Enter the dollar amount the insured pays as policy premium.
<b>Bank Account</b>	From the drop down list, select the bank account from which you will make claim payments.
<b>Primary Policy</b>	Select the check box if the policy is the primary policy and it is linked to an excess policy or policies.
<b>Claims-Made Coverage</b>	Select the check box if you want RISKMASTER to check the claim date against the policy date range to decide whether the policy can be associated with a claim.  <b>Note:</b> This checkbox does not display when the carrier claim setting is enabled and the policy is downloaded from Point Policy system.
<b>Issue Date</b>	Enter the date on which the policy was issued or select the  button to select from a calendar.
<b>Review Date</b>	Enter the date on which you will review the policy to decide whether or not to renew the policy or select the  button to select from a calendar.
<b>Renewal Date</b>	Enter the date on which you want to renew the policy or select the  button to select from a calendar.
<b>Effective Date</b>	Enter the date on which the policy comes into effect or select  button to select from a calendar.
<b>Expiration Date</b>	Enter the date on which the policy expires or select  button to select from a calendar.
<b>Cancel Date</b>	Enter the date on which you cancelled the policy or select  button to select from a calendar.
<b>All States</b>	Select the check box if you want to associate all states to policy.
<b>Policy State</b>	Select the  button to open Code Selection window and then select the state which you want to associate with the policy.
<b>Policy Type</b>	Displays the type of policy.  <div style="background-color: #e0e0e0; padding: 5px; text-align: center;">Note: The Policy Type field is a read only field and is visible in case of the policy is external.</div>
<b>Policy External Id</b>	Displays the external policy identification number.  <div style="background-color: #e0e0e0; padding: 5px; text-align: center;">Note: The Policy External Id field is a read only field and is visible in case the policy is external.</div>
<b>Policy Symbol</b>	Displays a unique identifying symbol for the policy.

Note: The Policy Symbol field is a read only field and is visible in case the policy is external.

**Policy Lob** Enter the code that best describes the insurance line of the policy.

Note: The Policy LOB field help to search the policy with filter.


## Policy Insurer Window

Use to enter multiple insurers for a policy, each with a responsible percentage. The total responsible percentage for all the insurers for a policy is not more than 100%.

**To open** From the [Policy Tracking window](#), select the Insurer button.

Note: The Insurer button displays, if you select the Multiple Insurers for Policy check box on the System Setup Parameters window in Utilities.

### Field definitions

**Insurer** Enter the insurance company name or select the  button to open the Standard Entity Search window and search for an insurer.

If you select an insurer from the search results, RISKMASTER automatically enters the insurer information on the tab.

Note: Before you enter new data, search for the insurer in existing records. This prevents duplicate entries in the database.

**Contact** Enter the contact person for the insurance policy.

**Address** Enter the insurance company's address. Enter the City, State, Zip, and Country in the appropriate fields.

**Office Phone** Enter the insurance company's telephone number.

**Alt. Phone** Enter the insurance company's additional telephone number, if any.

**Fax** Enter the insurance company's fax number.

**Primary Insured** Select the check box if the insured is the primary insured.

Note: If you select the check box, the primary insurer information displays on the Insurer Information tab.

**Responsible Percentage** Enter the policy limit percentage that the insurer is responsible for covering.

**Back To Policy** Select to open the [Policy Tracking window](#).

## Policy Coverage Window: Policy System Data Tab

Use the Policy Coverage window to enter details about insurance **policy coverage** .

**To open** From the [Policy Tracking window](#), select the Policy Coverage button.

Select the Policy System Data tab.

### Field definitions

<b>Effective Date</b>	Enter the date from which policy becomes effective.
<b>Expiration Date</b>	Enter the date on which policy becomes expires.
<b>Limit</b>	Enter the amount for the limit of policy.
<b>Original Premium</b>	Enter the amount of the actual premium paid for policy.
<b>Written Premium</b>	Enter the amount of the written premium.
<b>Full Term Premium</b>	Enter the total amount of the full term policy.
<b>Total Written Premium</b>	Enter the total amount for the written premium.
<b>Exposure</b>	Enter the exposure amount for the policy.
<b>Change date</b>	Enter the required change date.
<b>Remarks</b>	Enter the comments for the policy change.
<b>Annual Statement</b>	Enter the annual statement amount for the policy.
<b>Product Line</b>	Enter the name of the product line for the policy.
<b>Coverage Text</b>	Enter the details of the coverage/
<b>Claims Made Indicator</b>	Displays Yes or No to indicate whether the policy was claims made or not. This value is retrieved from POINT policy system and cannot be edited from mA.
<b>Retro Date</b>	Select the date for the claims-made policy after which the coverage for claims produced by wrongful acts is eliminated , even if the claim is first made during the policy period.  <b>Note:</b> The Retro Date is before the Effective Date . The Error Date must occur on or after (brought over by policy, if it exist)

**Tail Date**

Select the tail date for the policy.

**Note:** Tail Date is same as Extend Date – it is the date that falls after the expiration date on a policy that essentially extends coverage past the Expiration Date if it is a claims made policy and the “bad act” falls within the Effective/Expiration period but was not reported until after the Expiration Date. It would still be covered as long as it’s within the Expiration Date and the Tail/Extend Date.

# Funds

## Funds Management Overview

Use RISKMASTER Funds Management to manage claim reserves, payments and collections through the complete claim life cycle. Collections are subrogation or recovery payments associated with a claim after offsetting checks or payments. You can enter a collection without setting up reserves for claims.

To process a payment you have to set up the payment and then issue a check. You can void a payment at any time after you create it. If the voided check was written against the reserves for a claim, RISKMASTER increases the reserves by the amount of the void check.

Reserves are the funds sets aside by insurance companies to assure that they can cover future liability. Reserves are also the total unpaid amount of claims reported on a specific accounting date. When you make a payment, RISKMASTER subtracts the payment amount from the reserve balance.

Using the Funds Management module you can set up bank accounts and print and schedule checks. You can set up account records and check stocks for your checking as well as escrow bank accounts and set up multiple check stocks for each bank account. You can also use the bank account reconciliation option to process data from your bank's electronic statement to balance your bank accounts with data in the RISKMASTER database. Funds management enables you to set up and print checks for claim payments, and also schedule automatic checks for future payments.

The RISKMASTER Funds Management module lets you control invoicing and billing information related to a payment. You can approve transactions for your subordinates who do not have authority to issue checks beyond a certain incurred limit, and print reports of pending payments, issued checks or Explanation of Benefits (EOB).

## Dialog

### Funds Management Window


Use the Funds Management window to enter details about payments, time and expense details, and bill reviews and to print checks and EOB reports.

- To open**
- From the main menu, select Funds.
  - From the Funds menu, select the Transaction tab.

### Field definitions

- Control Number** Enter a unique ID for a payment. If you do not enter a control number into this field, RISKMASTER automatically assigns a control number when you save the payment.
- Payment** Select the check box to create payment transaction.
- Collection** Select the check box to create collection transaction.
- Void** Select the check box to void the current transaction and set all values to 0.
- Cleared** Select the check box to mark the current transaction check as cleared.

**Claim Number**

Enter the claim number for the claim associated with this payment, or select the  button to search for the claim number.

Note: If you open the Funds Management window from a Claim window, RISKMASTER automatically displays the claim number.

**Final Payment**

Select the check box to mark all the reserves on the claim to a closed status.


Note: The Final Payment check box is visible only if the Payment check box is checked. After the check is printed, the Final Payment check box is disabled.

**Detailed Tracking Claimant**

Displays the name of the claimant.

Note: **The Detailed Tracking Claimant field is visible only when on the General System Parameter Setup window: Carrier Claim Settings tab, the Use Carrier Claim Settings check box is selected. While adding a new payment transaction, the Detailed Tracking Claimant is selected by default on the "Financials/Reserves" grid, but you can change it, provided no Funds Split Detail is added. Once the Funds Split Detail is added, you cannot change the Detailed Tracking Claimant. You can still add/edit another combination of policy, coverage and reserve type on the Funds Split Detail window but cannot edit the Detailed Tracking Claimant. While editing the payment, you cannot change the Detailed Tracking Claimant because changing the Detailed Tracking Claimant requires all saved transaction details to be deleted.**

**Transaction Date**

Enter the date of the payment or select the  button to select from a calendar.

**Bank Account**

From the drop down list select the bank account from which you will make this payment.

**Payee Type**

From the drop down list, select the code that best describes the person to whom you are sending the check.

If you select Claimant, RISKMASTER automatically enters the claimant information on the tab.

Note: This field displays when you select the Payment check box.

**Payee Phrase**

From the drop down list select the phrase which you want to display on the Pay to the Order Of field on the funds transaction

The available options in the field are 'attorney for' and 'as guardian of'.

The first payee will not have a Payee List Phrase.

Note: This field is enabled only when there are multiple payees for the transaction.

**Last Name**




Enter the payee's last name or select the  button to open the Standard Entity Search window and search for a payee.

If you search for a payee, RISKMASTER automatically enters the payee information on the tab.

**First Name**

Enter the payee's first name.

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<b>Payees</b>	Select the button open the code selection window and select payees for the selected payment  Note: You can also select multiple payees in this field up to the maximum number of payees specified on the Payment Parameter Setup window: Check options tab.
<b>Pay TO The Order Of</b>	Displays the name of the payee to whom the check is issued. The name that displays here along with the payee phrase is printed on the check.
<b>Tax ID</b>	Enter the payee's tax identification number.
<b>Address</b>	Enter the payee's mailing address. Enter the City, State, and Zip in the appropriate fields.  <div style="background-color: #e0e0e0; padding: 5px; text-align: center;">Note: If RISKMASTER automatically enters the address and you want to change the address, making a change here will not update the payee's record in the database .</div>
<b>Enclosure</b>	Select the check box if you want to include other documents with the check. Selecting this option prints "Enc" on the check.
<b>Combined Payment?</b>	This check box is selected if the payment is a combined payment and is to be paid to a set of payees.
<b>Auto Check?</b>	Select the check box if you want checks to be automatically issued for this payment.
<b>Include Claimant in Payee</b>	Select the check box to make the payment to the claimant along with any other payee you selected.  Note: Payee name along with claimant name separated by the separator 'and' appears under the Payee column on the Payment History window. In case of multiple claimants, primary claimant name is displayed.
<b>EFT Payment</b>	This check box is selected if the payment needs to be made through electronic funds transfer.
<b>Dormancy Status</b>	Displays the dormancy status of the unclaimed or escheat payment.
<b>Type of Bill</b>	Enter the type of bill for which medical payments are generated for bill review fees or select the  button to select from the Code Selection window.  <div style="background-color: #e0e0e0; padding: 5px; text-align: center;">Note: The field is visible only when the Enable Bill Review Fee check box is selected on the General System Parameter Setup: Funds Settings tab. The medical payments generated for bill review fees will have check status as queued.</div>
<b>Check Date</b>	Enter the date that will print on the check or select the  button to select from a calendar.
<b>Check Status</b>	Enter the code that best describes the status of the check or select the  button to select from the Code Selection window. If you select Hold the payment will not print.
<b>Check Memo</b>	Enter text you want to print on the check.


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**Check Number**

Enter the check number that will print on the check.

**Transaction Notes**


Select the  button to open the RISKMASTER Editor and enter additional notes about the transaction.

**Currency Type**

Enter the currency type or select the search button  to select from the Code Selection window.

**Note:** By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Void Check Reason**

Select the  button to open the RISKMASTER Editor and enter the reason for voiding the transaction.

**Note:** The field will be visible only when on the Payment Parameter Setup window: Check Options tab, the Check Void Reason check box is selected.



Select the button to open the Print Single Check window, complete the fields and select the Print button to print a single check for the payment.



Select the button to open the Payee Experience window and view the number of payments, total amount of payments, and average amount of each payment made to the payee.

**Note:** This link is displays, if you have previously made payments to this payee.



Select the button to load the claim.

**Note:** For the records where funds are searched from the Search menu, the claim is loaded in the MDI tree. From this funds window you can go back to the claim window.



Select the button to go back to Reserves window.



Select the button to go to Payment History window.



Select the button to preview the check for single current transaction.

**Note:** The Print Preview button appears on the toolbar before the check is printed for a transaction. You can view the check preview of the transaction before check printing. Once the check is printed for a transaction, the Print Preview button no longer displays on the toolbar.



Select the button to view the clone image of a printed check.

**Note:** Once the check for a transaction is printed, this Clone Printed Check button appears on the toolbar. You can view the check image even after the check is printed. The view contains all the checks in case the transaction is part of a rolled up check.



Select the button to open the Enhanced Notes for the associated parent claim record.

## Custom Payment Notification Window

- To open**
- From the main menu, select Funds.
  - From the Funds menu, select Custom Payment Notification.




### Field definitions






- Show Payments Due By** Select the option to select the time period for which you want to view pending payments.
- **End of Month** - Select the option to view payments which are due by end of current month.
  - **End of Week** - Select the option to view payments which are due by end of the current week.
- Show Payments in Date Range** Select the option to select the period for which you want to view the pending payments.
- From and To** Enter the from and to dates for the date range for which you want to view the pending payments.
- Total Amount To Pay** Displays the total amount of pending payments.
- Refresh** Select to update the list that displays.
- Print** Select to print the list of pending payments.

## Bill Review System Window: Bill Item Detail Tab

- To open** From the [Bill Review System window: Selected Dates, Zip and Fee Table tab](#), select the Next button.

### Field definitions

- Place of Service** Enter the place where the service was rendered or select the  button to select from the Code Selection window.
- FL License #** Enter the physician license number.
- Type of Service** Enter the type of service rendered by the physician or select the  button to select from the Code Selection window.
- Physician look-up** Enter the physician look up type or select the  button to search for the physician look up type.

<b>Revenue Code</b>	Enter the revenue code.
<b>Ref. No</b>	Enter the reference number of the bill item.
<b>Transaction Type</b>	Enter the transaction type or select the  button to select from the Code Selection window.
<b>Modifier Code(s)</b>	Enter the modifier code or select the  button to select from the Code Selection window. <div style="background-color: #e0e0e0; padding: 5px; margin-top: 10px;">Note: Modifiers are codes you can use to calculate a specified percentage increase or decrease in the payment for an item.</div>
<b>ICD 9 Diagnosis (Codes)</b>	Enter the ICD 9 diagnosis code or select the  button to select from the Code Selection window.
<b>ICD 10 Diagnosis (Codes)</b>	Enter the ICD 10 diagnosis code or select the  button to select from the Code Selection window.
<b>GL Account</b>	From the drop down list, select the General Ledger account from which you want to make the payments.
<b>CPT</b>	Enter the Physicians' Current Procedural Terminology (CPT) code.
<b>NDC-Number Primary</b>	Enter the physician pharmacy National Drug Code (NDC).
<b>NDC-Number Secondary</b>	Enter the physician pharmacy National Drug Code when filing medical bills of pharmacy.
<b>Description</b>	Enter billing code related description.
<b>Billing Code</b>	Enter the billing code or select the  button to select from the Code Selection window.
<b>Units Billed</b>	Enter the number of units billed.
<b>Billed Units</b>	Select the option for the billed units measurement, such as Units, Minutes or Others.
<b>Invoiced By</b>	Enter the name of the user creating the invoice .
<b>Invoice Number</b>	Enter an invoice number.
<b>Invoice Date</b>	Enter the invoice date.

**Return** Select to open the [Bill Review System window: Selected Dates, Zip and Fee Table tab](#).

**Cancel** Select to close the Bill Review System window without saving your changes.

## Bill Review System Window: Dates, Zip and Fee Table Tab

**To open** From the Bill Review System window, select the Dates, Zip and Fee Table tab.

### Field definitions

**From Date and To Date** Enter the date range to generate a bill for and select the next button.


**Table** From the drop down list, select the fee table you want to use.

Note: The Table drop down list displays after you enter the From and To Dates and select the next button.

**Zip** Displays the zip code of the payee address.

Note: The zip code of the payee address displays after you select the fee table from the drop down list and select the next button.

**Bill Type**

Enter the bill type or select the  button to select the code from the Code Selection window.

**Next** Select to open the next window.


**Cancel** Select to close the Bill Review System window without saving your changes.

## Bill Review System Window: Calculate Tab

**To open** From the [Bill Review System window](#), select the Calculate tab.

### Field definitions

**Amount Billed**

Enter the amount billed for the service rendered or select the  button to select from the Code Selection window.

**Calculate Amount Allowed**

Select the button to calculate the amount you are allowed to pay for the service rendered.


Note: RISKMASTER calculates the amount based on the modifier code for the selected billing code.

**Amount Allowed**

Displays the amount you are allowed to pay for the service rendered.

**Amount Saved**

Displays any amount that is saved if the amount allowed is less than the amount billed.

- Reduce Amount To Pay by Percentage** Enter the percentage by which you want to reduce the Amount Allowed for payment.
- Reduce** Select the button to calculate the amount to pay based on the percentage amount that you want to reduce from the amount allowed.
- Reduce Amount to Pay By Fixed Amount** Enter the fixed amount by which you want to reduce the Amount Allowed for payment.
- Note: When you enter a percentage and select the Reduce button, this field displays the amount based on the calculations on the amount allowed.
- Reduce** Select the button to calculate the amount to pay based on the fixed amount that you want to reduce from the amount allowed.
- Amount to Pay** Displays the final amount to pay based on the calculations.
- Explanation of Benefit(s)** Enter the code that best describes the Explanation of Benefit(s) that you want to print or select the  button to select from the Code Selection window.
- Return** Select to open the [Bill Review System window: Bill Item Detail tab](#).
- Cancel** Select to close the Bill Review System window without saving your changes.

## Print Single Check Window

- To open** From the [Funds window](#), select the  Print Check button.

### Field definitions

- From Account** Displays the bank account number from which you want to make the payment .
- Check Stock** Displays the check stock.  
From the drop down list, you can select a different check stock.
- Check Number** Displays the check number.  
You can enter a different check number.
- Check Date** Displays the date of check issue.  
You can enter a different check date or select from the calendar.
- Print** Select to print the check.
- Cancel** Select to close the window without printing the check.

## Funds Window: Transaction Details Tab

**To open** On the Funds window, select Transaction Details tab.

### Field definitions

<b>Transaction Type</b>	Displays the reserve account to which RISKMASTER will apply this payment.
<b>Reserve Type</b>	Displays the reserve type for the reserve account.
<b>Amount</b>	Displays the payment amount.
<b>From Date</b>	Displays the date from which the service starts. For example, for a hospital stay, displays the admission date.
<b>To Date</b>	Displays the date on which the service ends. For example, for a hospital stay, displays the discharge date
<b>GL. Account</b>	Displays the general ledger fund.
<b>Inv. Number</b>	Displays the invoice number or any other identifying number that displays on the bill.
<b>Inv. Amout</b>	Displays the billing amount that displays on the bill.
<b>Inv. By</b>	Displays the name of the payee who sent you the bill in response to which you are making the transaction.
<b>Policy</b>	Displays the name of policy.
<b>Unit</b>	Displays the unit.
<b>Coverage Type</b>	Displays the type of coverage for the reserve account.

**First & Final Payment** The First And Final Payment check box is selected if this is a First And Final Payment, which means the payment was created without setting a reserve beforehand. The reserve was created on the fly when you created the payment, .

Note: This check box will be enabled when the First and Final Payment option is selected on the Security Management System.

**Currency Type** Displays the type of currency.

Note: If the payment is not associated with a claim the Currency Type will default to Base Currency.

**Total** Displays the total transaction amount.



Select the button to open the Funds Split Detail window and enter a collection or payment.



From the Transaction Details for Funds Payments section, select a transaction and select the button to open the Funds Split Detail window in edit mode.



From the Transaction Details for Funds Payments section, select a transaction and select the button to delete the transaction detail.

**Time and Expense** Select to open the Time and Expenses window.

**Bill Review** Select to open the Bill Review System window.

**Print EOB** Select to view in .pdf format and print the Explanation of Benefits report.

**Print Check** Select to open the Print Single Check window.

**To open** On the Funds window, select LSS Fund Info.

## Field definitions

**LSS Invoice Requested Amount** Displays the reserve account for LSS invoice request.

**LSS Approved Amount** Displays the amount approved by LSS.

**LSS Invoice Final Date** Displays the final date of LSS invoice.

**LSS Pay Discount** Displays LSS Pay discount amount.



## Funds Management (Payments) Window: Transaction Tab

Use the Transaction tab to enter details about the **payment** and the associated **payee** .

- To open**
- Search for the claim to which you want to add Financials Information.
  - From the left navigation tree, under the required claim node, select Financials link.
  - From the Reserves window, select the required Financials.
  - On the Reserves window, select Add Payments button

**Note:** You can also open the window directly from the Funds Management window.

## Field definitions


<b>Control Number</b>	Enter a unique ID for a payment. If you do not enter a control number into this field, RISKMASTER automatically assigns a control number when you save the payment.
<b>Payment</b>	Select the check box to create payment transaction.
<b>Collection</b>	Select the check box to create collection transaction.
<b>Void</b>	Select the check box to void the current transaction and set all values to 0.
<b>Stop Pay</b>	Select the checkbox to stop the payment of the transaction.  Note: This checkbox displays only when the status of the transaction is 'Printed'.
<b>Cleared</b>	Select the check box to mark the current transaction check as cleared.
<b>Claim Number</b>	Enter the claim number for the claim associated with this payment, or select the  button to search for the claim number.  <div style="background-color: #f0f0f0; padding: 5px; text-align: center;">Note: If you open the Funds Management window from a Claim window, RISKMASTER automatically displays the claim number.</div>
<b>Manual Check</b>	The check box is displayed as selected when you want to enter a check for the payment manually. You can modify the Check Date and then enter a Check Number. The system will set the status of the check for the payment to printed. .  Note: This field displays only the transaction is a payment and not a collection..
<b>Final Payment</b>	Select the check box to mark all the reserves on the claim to a closed status.  <div style="background-color: #f0f0f0; padding: 5px; text-align: center;">Note: The Final Payment check box is visible only if the Payment check box is checked. After the check is printed, the Final Payment check box is disabled.</div>
<b>Detailed Tracking Claimant</b>	<b>Displays the name of the claimant.</b>  Note: <b>The Detailed Tracking Claimant field is visible only when on the General System Parameter Setup window: Carrier Claim Settings tab, the Use Carrier Claim Settings check box is selected. While adding a new payment transaction, the</b> Detailed Tracking Claimant is selected by default on the "Financials/Reserves" grid, but you can change it, provided no Funds Split Detail is added. Once the Funds Split Detail is added, you cannot change the Detailed Tracking Claimant. You can still add/edit another combination of policy, coverage and reserve type on the Funds Split Detail window but cannot edit the Detailed Tracking Claimant. While editing the payment, you cannot change the Detailed Tracking Claimant because changing the Detailed Tracking Claimant requires all saved transaction details to be deleted.
<b>Transaction Date</b>	Enter the date of the payment or select the  button to select from a calendar.
<b>Bank Account</b>	From the drop down list select the bank account from which you will make this payment.



**Payee Type** From the drop down list, select the code that best describes the person to whom you are sending the check.

If you select Claimant, RISKMASTER automatically enters the claimant information on the tab.

Note: This field displays when you select the Payment check box.

**Last Name** Enter the payee's last name or select the  button to open the Standard Entity Search window and search for a payee.


If you search for a payee, RISKMASTER automatically enters the payee information on the tab.

**First Name** Enter the payee's first name.


**Payees** Select the button open the code selection window and select payees for the selected payment

Note: You can also select multiple payees in this field up to the maximum number of payees specified on the Payment Parameter Setup window: Check options tab.

**Pay TO The Order Of** Displays the name of the payee to whom the check is issued. The name that displays here along with the payee phrase is printed on the check

 ('Generate Pay TO The Order Of') Select the button to open the 'Generate Pay TO The Order Of' window and create the text for the Pay to the Order Of' field. Select the payee phrase needs to be associated with the payee and whether it comes before or after the payee name. You can then edit the pay to the order field.

Any alteration to payees (order / addition / deletion) would reset the "Pay to the Order Of" to include all the payees in the payee list, and include the word "And" between each payee name. You can regenerate the payee phrases if needed. The payee and the associated payee phrases are saved to the database.

**Tax ID**  Select the button to open and modify the payee entity in the Entity Maintenance window.

Note: This option displays only when in the Security Management System, the 'Allow Edit of Entity Tax ID' check box is selected under Funds Management.



Select the button to open and modify the tax ID of the payee in the Edit Payee Tax ID window.

If a Tax ID is already entered for the entity, the tax ID is populated in the Payee Tax ID field.

Enter the new tax ID number and select the Save button

Note: This option displays only when in the Security Management System, the 'Allow Payee Lookup With Tax ID' check box is selected under Funds Management..

**Address** Enter the payee's mailing address. Enter the City, State, and Zip in the appropriate fields.

Note: If RISKMASTER automatically enters the address and you want to change the address, making a change here will not update the payee's record in the database



Select the button to view the multiple addresses attached to payee in a code lookup window.

**Enclosure** Select the check box if you want to include other documents with the check. Selecting this option prints "Enc" on the check.


**Combined Payment?** This check box is selected if the payment is a combined payment and is to be paid to a set of payees.

**Auto Check?** Select the check box if you want checks to be automatically issued for this payment.

**Include Claimant in Payee** Select the check box to make the payment to the claimant along with any other payee you selected.  
Note: Payee name along with claimant name separated by the separator 'and' appears under the Payee column on the Payment History window. In case of multiple claimants, primary claimant name is displayed.

**EFT Payment** This check box is selected if the payment needs to be made through electronic funds transfer.

**Type of Bill**

Enter the type of bill for which medical payments are generated for bill review fees or select the button to select from the Code Selection window. 

**Note:** The field is visible only when the Enable Bill Review Fee check box is selected on the General System Parameter Setup: Funds Settings tab. The medical payments generated for bill review fees will have check status as queued.

**Distribution Type**


Select the lookup button to select the disbursement method for the check while adding a manual payment or an automatic transaction.

- 15. Regular Mail
- 16. Express Mail
- 17. Wire Transfer
- 18. FX Wires
- 19. EFT
- 20. Manual


**Dormancy Status**

Displays the dormancy status of the unclaimed or escheat payment.

**Check Date**

Enter the date that will print on the check or select the  button to select from a calendar.

**Check Status**


Enter the code that best describes the status of the check or select the  button to select from the Code Selection window. If you select Hold the payment will not print.

**Check Memo**

Enter text you want to print on the check.

**Check Number** Enter the check number that will print on the check.

**Transaction Notes**

Select the  button to open the RISKMASTER Editor and enter additional notes about the transaction.

**Memo Phrase**

From the drop down select the phrase which you want to display in the check memo. Once you select a check memo phrase, the code description displays in the Check Memo field. You can edit the text as needed..

**Void Reason Code**

From the dropdown list select the code that best describes the reason for voiding a check. Once you select a code in this drop down the code description will be displayed to the Void Check Reason field . You can then edit this text as needed.


**Note:** When on the Payment Parameter Setup window: Check Options tab, the Check Void Reason checkbox is selected, then a warning message is displayed prompting to enter a reason for check void. You can only enter a Voic Check reason when Void check box is selected on the Funds window.

**Currency Type**

Enter the currency type or select the search button  to select from the Code Selection window.

Note: By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Void Check Reason**

Select the  button to open the RISKMASTER Editor and enter the reason for voiding the transaction.

Note: The field will be visible only when on the Payment Parameter Setup window: Check Options tab, the Check Void Reason check box is selected.



Select the button to open the Print Single Check window, complete the fields and select the Print button to print a single check for the payment.



Select the button to open the Payee Experience window and view the number of payments, total amount of payments, and average amount of each payment made to the payee.

Note: This link is displays, if you have previously made payments to this payee.



Select the button to load the claim.

Note: For the records where funds are searched from the Search menu, the claim is loaded in the MDI tree. From this funds window you can go back to the claim window.



Select the button to go back to Reserves window.



Select the button to go to Payment History window.



Select the button to preview the check for single current transaction.

Note: The Print Preview button appears on the toolbar before the check is printed for a transaction. You can view the check preview of the transaction before check printing. Once the check is printed for a transaction, the Print Preview button no longer displays on the toolbar.



Select the button to view the clone image of a printed check.

Note: Once the check for a transaction is printed, this Clone Printed Check button appears on the toolbar. You can view the check image even after the check is printed. The view contains all the checks in case the transaction is part of a rolled up check.



Select the button to open the Enhanced Notes for the associated parent claim record.

## How To

### To Add a Payment

1. From the main menu, select Funds.

The Funds menu opens.

2. From the Funds menu, choose Transaction.  
The Funds window opens.
3. On the Funds window, select the Payment check box.
4. Select and complete the fields in the Transaction tab , as shown below .

**Control Number** Enter a unique ID for a payment. If you do not enter a control number into this field, RISKMASTER automatically assigns a control number when you save the payment.


**Payment** Select the check box to create a payment transaction.

ou can only select either Payment or Collection check box.

**Void** Select the check box to void the current transaction and set all values to 0.

**Collection** Select the check box to create collection transaction.


**Cleared** Select the check box to mark the current transaction check as cleared.

**Claim Number** Enter the claim number for the claim associated with this payment, or select the  button to search for the claim number.

you open the Funds Management window from a Claim window, RISKMASTER automatically displays the claim number.

**Final Payment** Select the check box to mark all the reserves on the claim to a closed status.

he Final Payment check box is visible only if the Payment check box is checked. After the check is printed, the Final Payment check box is disabled.

**Transaction Date** Enter the date of the payment or select the  button to select from a calendar.


**Bank Account** From the drop down list select the bank account from which you will make this payment.

**Payee Type** From the drop down list, select the code that best describes the person to whom you are sending the check.

If you select Claimant , RISKMASTER automatically enters the claimant information on the tab.

**Void Reason Code** From the dropdown list select the code that best describes the reason for voiding a check. Once you select a code in this drop down the code description will be displayed to the Void Check Reason field . You can then edit this text as needed.

**Memo Phrase** From the drop down select the phrase which you want to display in the check memo. Once you select a check memo phrase, the code description displays in the Check Memo field. You can edit the text as needed..

**Last Name** Enter the payee's last name or select the  button to open the Standard Entity Search window and search for a payee.


you select a payee from the search results, RISKMASTER automatically enters the payee information in the fields.

**OFAC Check** Select to open the Specially Designated Nationals List Check window and view if the payee is listed in the United States Treasury's Office of Foreign Assets Control (OFAC) Specially Designated Nationals (SDN) List.

**Manual Check** Select the check box enter a check for the payment manually. You can modify the Check Date and then enter a Check Number.

The system will set the status of the check for the payment to printed. .

**First Name** Enter the payee's first name.

**Payees**  Select the button open the code selection window and select payees for the selected payment

Note: You can also select multiple payees in this field up to the maximum number of payees specified on the Payment Parameter Setup window: Check options tab.



Select the button open and modify the payee entity in the Entity Maintenance window.





Note: This option displays only when in the Security Management System, the 'Allow Edit of Payee Entity' check box is selected under Funds Management.

**Pay TO The Order Of** Displays the name of the payee to whom the check is issued. The name that displays here along with the payee phrase is printed on the check

 **( Generate Payee Phrase)**


Select the button to open the 'Generate Pay TO The Order Of' window and create the text for the Pay to the Order Of' field. Select the payee phrase needs to be associated with the payee and whether it comes before or after the payee name. You can then edit the pay to the order field. .

**Tax ID** Enter the payee's Tax identification number.


- Address** e payee's mailing address. Enter the City, State, and Zip in the appropriate fields.  
RISKMASTER automatically enters the address and you want to change the address, making a change here will not update the payee's record in the database .
-  Select the button to view the multiple addresses attached to payee in a code lookup window
- Enclosure** Select the check box if you want to include other documents with the check. Selecting this option prints "Enc" on the check.
- Auto Check?** Select the check box if you want checks to be automatically issued for this payment.
- Combined Payment?** This check box is selected if the payment is a combined payment and is to be paid to a set of payees.
- EFT Payment** This check box is automatically enabled and selected when you select an EFT bank from the Bank Account drop down field. You need to manually uncheck the check box if you want to create a non EFT payment using an EFT bank account. If the payee does not have banking information associated with them the system will prompt for that information.
- Type of Bill** Enter the type of bill for which medical payments are generated for bill review fees or select the  button to select from the Code Selection window.  
The field is visible only when the Enable Bill Review Fee check box is selected on the General System Parameter Setup: Funds Settings tab. The medical payments generated for bill review fees will have check status as queued.
- Dormancy Status** Displays the dormancy status of the unclaimed or escheat payment.
- Include Claimant in Payee** Select the check box to make the payment to the claimant along with any other payee you selected.  
Note: Payee name along with claimant name separated by the separator 'and' appears under the Payee column on the Payment History window. In case of multiple claimants, primary claimant name is displayed.
- Check Status** Enter the code that best describes the status of the check or select the  button to select from the Codes Selection window. If you select Hold the payment will not print.
- Check Date** Enter the date that will print on the check or select the  button to select from a calendar.
- Check Number** Enter the check number that will print on the check.

**Check Memo** Enter text you want to print on the check.

**Transaction Notes**


Enter any additional comments or select the  button to open the RISKMASTER Editor and enter additional notes about the transaction.

**Currency Type**

Enter the currency type or select the search button  to select from the Code Selection window.

By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Void Check Reason**

Enter a valid reason for marking the check as void or select the  button to open the RISKMASTER Editor and enter the reason for marking the check as void.

This Field will be visible only if Check Void Reason check box is selected in Utilities.

**Detailed Tracking Claimant**

Displays the name of the claimant.

Note: **The Detailed Tracking Claimant field is visible only when on the General System Parameter Setup window: Carrier Claim Settings tab, the Use Carrier Claim Settings check box is selected. While adding a new payment transaction, the Detailed Tracking Claimant is selected by default on the "Financials/Reserves" grid, but you can change it, provided no Funds Split Detail is added. Once the Funds Split Detail is added, you cannot change the Detailed Tracking Claimant. You can still add/edit another combination of policy, coverage and reserve type on the Funds Split Detail window but cannot edit the Detailed Tracking Claimant. While editing the payment, you cannot change the Detailed Tracking Claimant because changing the Detailed Tracking Claimant requires all saved transaction details to be deleted.**

5. To add transaction details, on the Transaction Details tab, select the Add Transaction button. The Funds Split Detail window opens.
6. Complete the fields on the Funds Split Detail window , as shown below .

**Currency Type**

Displays the type of currency.

If the payment is not associated with a claim the currency type will default to Base Currency.

**First And Final Payment**

The First And Final Payment check box is checked automatically and read only. This option lets you create a First And Final Payment, which means you can make a payment without setting a reserve beforehand. When you create the payment, the reserve is created on the fly.





Note: When you open the Funds Split Details window from the claim navigation tree without selecting a reserve from the financial/reserve grid, the 'First & Final Payment' check box is selected automatically and is read only. If you do not want this check box to be selected, open the Funds window (Funds menu > transaction) and search for a claim, and then uncheck the 'first & Final Payment' check box.

**Policy**

From the Policy drop down list, select the name of policy.

The Policy field is only visible when **the Use Carrier Claim Settings check box is selected in Utilities.**



<b>Unit</b>	<p>From the Unit drop down list, select the generic unit.</p> <p>The Unit field is only visible when <b>the Use Carrier Claim Settings check box is selected.</b></p>
<b>Coverage</b>	<p>Enter the type of coverage for the reserve account or select the  button to select from the Code Selection window.</p> <p>The Coverage field is only visible when <b>the Use Carrier Claim Settings check box is selected..</b></p>
<b>Transaction Type</b>	<p>Enter the reserve account to which you want to apply the transaction, or select the  button to select from the Code Selection window.</p>
<b>Reserve Type</b>	<p>Displays the reserve type for the reserve account.</p> <p>This field is read-only by default. To be able to modify the reserve type in this field, in RISKMASTER Utilities, on the General System Parameter Setup window, select the Use Res Type to Filter Trans Type check box.</p>
<b>Reserve Balance</b>	<p>Displays the balance remaining in the reserve account you selected in the Transaction Type field.</p> <p>Note: The Reserve Balance is shown as zero for first and final payment. For payments other than first and final payment, the Reserve Balance is the actual reserve balance for the selected reserve.</p>
<b>Reserve Balance (Claim Currency)</b>	<p>Displays the balance remaining in the reserve account you selected in the transaction type field.</p> <p>The field is visible only when the Use Multiple Currency check box on the Globalization Settings tab is checked. The Reserve Balance (Claim Currency) field displays the balance defined in the claim currency.</p>
<b>Amount</b>	<p>Enter the transaction amount.</p>
<b>GL Account</b>	<p>Enter the general ledger fund from which you want to make this transaction, or select the  button to select from the Code Selection window.</p>
<b>From and To</b>	<p>Enter the date range for the service period or select the  button to select from a calendar. For example, for a hospital stay, enter the admission date and the discharge date.</p>
<b>Invoiced By</b>	<p>Enter the name of the payee who sent you the bill in response to which you are making the transaction.</p>
<b>Invoice Number</b>	<p>Enter the invoice number or any other identifying number that displays on the bill.</p>
<b>Invoice Amount</b>	<p>Enter the billing amount that displays on the bill.</p>
<b>Invoice Date</b>	<p>Enter the bill date that displays on the bill.</p>

**P.O. Number** Enter your organization's internal purchase order number.

7. Select OK.  
The Transaction Detail tab on the Funds window displays the payment details.

## To Select Funds Transaction Type

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select Transaction .  
The Funds window opens.
3. Do one of the following:
  - To add a payment, on the Funds window, select the Payment check box.
  - To add a collection, on the Funds window, select the Collection check box.

## To Print a Single Check

1. Search for the payment for which you want to print a check.  
The Funds window opens for the payment that you select.
2. Select the Print Check button.  
The [Print Check window](#) opens and displays the account and check details associated with the payment , as shown below .

**From Account** Displays the bank account number, from which you want to make the payment.


**Check Stock** Displays the check stock. From the drop down list, you can select a different check stock.

**Check Number** Displays the check number. You can enter a different check number.

**Check Date** Displays the date of check issue. You can enter a different check date or select from the calendar.

3. To change the check details, edit the information in the fields.
4. Select the Print button.

## To Calculate a Bill


1. Search for the claim you want to calculate the bill payments for.
2. From the left navigation tree, select the Financials link, under the required claim node.  
The Reserves window opens.
3. Select the Payment History button.  
The Payment History window opens and displays a list of payments.
4. Select a link to open the Funds window.
5. From the Funds window, select the BRS Transaction Detail tab.
6. From the BRS Transaction Detail tab, select the  button.  
The Bill Review System window opens.

7. In the From Date and To Date fields enter the date range to generate a bill for.
8. Select Next.
9. From the Table drop down list, select the fee schedule you want to use to calculate the bill amount.
10. Select Next.

The Bill Review System Setup opens.

11. Complete the fields on the [Bill Item Detail tab](#).
12. Complete the fields on the [Calculate tab](#).
13. Complete the fields on the [Bill Item Detail tab](#) , as shown below.


**Place of Service**

Enter the place where the service was rendered or select the  button to select from the Code Selection window.


**FL License #**

Enter the physician license number.

**Type of Service**

Enter the type of service rendered by the physician or select the  button to select from the Code Selection window.

**Physician look-up**

Enter the physician look up type or select the  button to search for the physician look up type.

**Revenue Code**

Enter the revenue code.


**Ref. No**

Enter the reference number of the bill item.

**Transaction Type**

Enter the transaction type or select the  button to select from the Code Selection window.

**Modifier Code(s)**

Enter the modifier code or select the  button to select from the Code Selection window.

Modifiers are codes you can use to calculate a specified percentage increase or decrease in the payment for an item.

**Diagnosis (Codes)**

Enter the diagnosis code or select the  button to select from the Code Selection window.

**GL Account**


From the drop down list, select the General Ledger account from which you want to make the payments.

**CPT**


Enter the Physicians' Current Procedural Terminology (CPT) code.

**Physician  
Pharmacy NDC**

Enter the physician pharmacy National Drug Code (NDC).


- Billing Code** Enter the billing code or select the  button to select from the Code Selection window.
- Units Billed** Enter the number of units billed.
- Billed Units** Select the option for the billed units measurement, such as Units, Minutes or Others.
- Invoiced By** Enter the name of the user creating the invoice .
- Invoice Number** Enter an invoice number.
- Invoice Date** Enter the invoice date.
- Return** Select to open the [Bill Review System window: Selected Dates, Zip and Fee Table tab](#) .
- Cancel** Select to close the Bill Review System window without saving your changes.

14. Complete the fields on the [Calculate tab](#) , as shown below.

- Amount Billed** Enter the amount billed for the service rendered or select the  button to select from the Code Selection window.
- Calculate Amount Allowed** Select the button to calculate the amount you are allowed to pay for the service rendered.  

RISKMASTER calculates the amount based on the modifier code for the selected billing code.
- Amount Allowed** Displays the amount you are allowed to pay for the service rendered.
- Amount Saved** Displays any amount that is saved if the amount allowed is less than the amount billed.
- Reduce Amount To Pay by Percentage** Enter the percentage by which you want to reduce the Amount Allowed for payment.
- Reduce** Select the button to calculate the amount to pay based on the percentage amount that you want to reduce from the amount allowed.
- Reduce Amount to Pay By Fixed Amount** Enter the fixed amount by which you want to reduce the Amount Allowed for payment.  

When you enter a percentage and select the Reduce button, this field displays the amount based on the calculations on the amount allowed.
- Reduce** Select the button to calculate the amount to pay based on the fixed amount that you want to reduce from the amount allowed.

<b>Amount to Pay</b>	Displays the final amount to pay based on the calculations.
<b>Explanation of Benefit(s)</b>	Enter the code that best describes the Explanation of Benefit(s) that you want to print or select the  button to select from the Code Selection window.


15. Select Return.  
The Funds Management window opens with your Transaction detail added.

## To Work with Transaction Details

### *To edit transaction details*

1. Search for the funds transaction for which you want to edit transaction details.  
The [Funds window](#) opens.
2. On the Transaction Detail tab, from the Transaction Details for Funds Payments section, select the option next to the transaction type that you want to edit.
3. Select the Edit button.  
The Funds Split Details [window](#) opens.
4. Edit the information in the fields.
5. Select the OK button.  
On the [Funds Management window](#), the Transaction tab displays the edited information.

### *To delete a transaction detail*

1. Search for the funds transaction for which you want to delete transaction details.  
The [Funds window](#) opens.
2. On the Transaction Detail tab, from the Transaction Details for Funds Payments section, select the option next to the transaction type that you want to Delete
3. Select the  button.  
RISKMASTER deletes the selected transaction detail.

## To Add a Collection





1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu , choose Transaction.  
The Funds window opens and a Funds Transaction node displays in the left navigation tree.
3. On the Funds window, select the Collection check box.
4. Select and complete the fields in the [Transaction tab](#) , as shown below .

**Control Number** Enter a unique ID for a payment . If you do not enter a control number into this field, RISKMASTER automatically assigns a control number when you save the payment.


**Payment** Select the check box to create payment transaction.

**Note:** You can only select either Payment or Collection check box.

<b>Collection</b>	Select the check box to create collection transaction.
<b>Claim Number</b>	Enter the claim number for the claim associated with this payment, or select the search button to search for the claim number. If you open this window from a Claim window, RISKMASTER automatically displays the claim number.
<b>Final Payment</b>	Select the check box to mark all the reserves on the claim to a closed status.  The Final Payment check box is visible only if the Payment check box is checked. After the check is printed, the Final Payment check box is disabled.
<b>Void</b>	Select the check box to void the current transaction and set all values to 0.
<b>Cleared</b>	Select the check box to mark the current transaction check as cleared.
<b>Transaction Date</b>	Enter the date of the payment or select the button to select from a calendar.
<b>Bank Account</b>	From the drop down list select the bank account from which you will make this payment.
<b>Payor Type</b>	From the drop down list, select the code that best describes the person receiving the check.
<b>Payee Phrase</b>	From the drop down list select the phrase which you want to display on the Pay to the Order Of field on the funds transaction  The available options in the field are 'attorney for' and 'as guardian of'.  The first payee will not have a Payee List Phrase.  Note: This field is enabled only when there are multiple payees for the transaction.
<b>Last Name</b>	Enter the payor's last name or select the search button to search for a payor. If you search for a payor, RISKMASTER automatically enters the payor information on the tab.
<b>OFAC Check</b>	Select to open the Specially Designated Nationals List Check window and view if the payor is listed in the United States Treasury's Office of Foreign Assets Control ( OFAC) Specially Designated Nationals ( SDN) List.
<b>Payees</b>	Select the button open the code selection window and select payees for the selected payment  Note: You can also select multiple payees in this field up to the maximum number of payees specified on the Payment Parameter Setup window: Check options tab.
<b>First Name</b>	Enter payor's first name.
<b>Pay To The Order Of</b>	Displays the name of the payee to whom the check is issued. The name that displays here along with the payee phrase is printed on the check.


<b>Tax ID</b>	Enter payor's tax identification number.
<b>Address</b>	Enter payor's mailing address, enter the City, State, and Zip in the appropriate fields.  If RISKMASTER automatically enters the address and you want to change the address, making a change here will not update the payor's record in the database.
<b>Enclosure</b>	Select the check box if you want to include other documents with the check.  When you select the check box, "Enc" prints on the check.
<b>Auto Check?</b>	Select the check box if you want bills to be automatically issued for this collection.
<b>Include Claimant in payee</b>	Select the check box to make the payment to the claimant along with any other payor you selected.  Note: Payee name along with claimant name separated by the separator 'and' appears under the Payee column on the Payment History window. In case of multiple claimants, primary claimant name is displayed.
<b>Combined Payment?</b>	This check box is selected if the payment is a combined payment and is to be paid to a set of payees.
<b>Dormancy Status</b>	Displays the dormancy status of the unclaimed or escheat payment.
<b>EFT Payment</b>	This check box is selected if the payment needs to be made through electronic funds transfer.
<b>Type of Bill</b>	Enter the type of bill for which medical payments are generated for bill review fees or select the  button to select from the Code Selection window.  The field is visible only when the Enable Bill Review Fee check box is selected on the General System Parameter Setup: Funds Settings tab. The medical payments generated for bill review fees will have check status as queued.
<b>Date</b>	Enter the date on which you are adding the collection or select the  button to select from a calendar.
<b>Check Date</b>	Enter the date that will print on the check or select the  button to select from a calendar.
<b>Check Memo</b>	Enter text you want to print on the check.
<b>Deposit Number</b>	Enter the deposit number for the collection.
<b>Transaction Notes</b>	Enter any additional comments or select the  button to open the RISKMASTER Editor and enter additional notes about the transaction.

**Currency Type**

Enter the currency type or select the search button  to select from the Code Selection window.

By default the Claim currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency.

**Void Check Reason**

Enter a valid reason for marking the check as void or select the  button to open the RISKMASTER Editor and enter the reason for marking the check as void.

The Field will be visible only if Check Void Reason check box is selected in Utilities.

**Detailed Tracking Claimant**

Displays the name of the claimant.

Note: **The Detailed Tracking Claimant field is visible only when on the General System Parameter Setup window: Carrier Claim Settings tab, the Use Carrier Claim Settings check box is selected. While adding a new payment transaction, the Detailed Tracking Claimant is selected by default on the "Financials/Reserves" grid, but you can change it, provided no Funds Split Detail is added. Once the Funds Split Detail is added, you cannot change the Detailed Tracking Claimant. You can still add/edit another combination of policy, coverage and reserve type on the Funds Split Detail window but cannot edit the Detailed Tracking Claimant. While editing the payment, you cannot change the Detailed Tracking Claimant because changing the Detailed Tracking Claimant requires all saved transaction details to be deleted.**

5. To add transaction details, From the Transaction Details tab, select the Add Transaction button. The Funds Split Detail window opens.
6. Complete the fields on the [Funds Split Detail window](#) , as shown below .

**Currency Type**

Displays the type of currency.

If the payment is not associated with a claim the currency type will default to Base Currency.

**Transaction Type**

Enter the reserve account to which you want to apply the transaction, or select the



button to select from the Code Selection window.

**Reserve Type**

Displays the reserve type for the reserve account.

**Reserve Balance**

Displays the balance remaining in the reserve account you selected in the Transaction Type field.

**Reserve Balance (Claim Currency)**

Displays the balance remaining in the reserve account you selected in the transaction type field.

The field is visible only when the Use Multiple Currency check box on the Globalization Settings tab is checked. The Reserve Balance (Claim Currency) field displays the balance defined in the claim currency.

**Amount**

Enter the transaction amount.


**GL Account**

Enter the general ledger fund from which you want to make this transaction, or select



the button to select from the Code Selection window.



<b>From and To</b>	Enter the date range for the service period or select the buttons to select from a calendar. For example, for a hospital stay, enter the admission date and the discharge date.
<b>Invoiced By</b>	Enter the name of the payee who sent you the bill in response to which you are making the transaction.
<b>Invoiced Number</b>	Enter the invoice number or any other identifying number that displays on the bill.
<b>Invoice Amount</b>	Enter the billing amount that displays on the bill.
<b>Invoice Date</b>	Enter the bill date that displays on the bill.
<b>P.O. Number</b>	Enter your organization's internal purchase order number.
<b>First And Final Payment</b>	<p>The First And Final Payment check box is checked automatically and read only. This option lets you create a First And Final Payment, which means you can make a payment without setting a reserve beforehand. When you create the payment, the reserve is created on the fly.</p> <p>Note: When you open the Funds Split Details window from the claim navigation tree without selecting a reserve from the financial/reserve grid, the 'First &amp; Final Payment' check box is selected automatically and is read only. If you do not want this check box to be selected, open the Funds window (Funds menu &gt; transaction) and search for a claim, and then uncheck the 'first &amp; Final Payment' check box.</p>
<b>Policy</b>	<p>From the Policy drop down list, select the name of policy.</p> <p>The Policy field is only visible when <b>the Use Carrier Claim Settings check box is selected in Utilities.</b></p>
<b>Unit</b>	<p>From the Unit drop down list, select the generic unit.</p> <p>The Unit field is only visible when <b>the Use Carrier Claim Settings check box is selected.</b></p>
<b>Coverage</b>	<p>Enter the type of coverage for the reserve account or select the  button to select from the Code</p> <p>The Coverage field is only visible when <b>the Use Carrier Claim Settings check box is selected..</b></p>

7. Select OK.  
The Transaction Detail tab on the [Funds Management window](#) displays the details of the payment .

## To View Custom Payment Notification

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select the Custom Payment Notification.  
A Custom Payment Notification window opens and displays a list of checks that you need to print. A Custom Payment Notification node displays in the left navigation tree

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Note: (Number) displays the actual number of total checks that you need to print.

3. Do one of the following:
  - To view payments due by the end of the current week, select the Show Payments Due By option and then select the End of Week option.
  - To view payments due by the end of the current month, select the Show Payments Due By option and then select the End of Month option.
  - To view pending payments for a period, select the Show Payments in Due Range option, and enter the date range in the From and To fields.
4. Select Refresh.  
The table displays the check details based on the time period that you select.
5. To print the details that display, select Print.

## First and Final Collection

This feature helps create a first and final collection transaction that automatically generates a recovery reserve when a collection is created. This collection will be treated as a first and final collection and recovery reserve depended on the type of reserve selected will be automatically created. The reserve will be created with a balance zero and in closed status.



# Codes List

## Codes Lists Overview

Codes lists contain standardized categories, labels, or abbreviations paired with a text description. RISKMASTER ships with over 127 code tables with defined codes. Your organization may add more code tables as well as add or modify codes in the existing tables.

You can import your organization's existing codes into RISKMASTER. This enables you to keep the records consistent with past records and it lets you continue using codes with which you are familiar. You can add your codes to the standard RISKMASTER database tables or add the codes to tables you create. If you create new tables, you can only use the codes in the supplemental fields.

Your code tables are set up during RISKMASTER installation.

Note: Your system administrator may limit the people who may add, modify, or delete codes. If you do not have permissions, please see your system administrator.

## Codes Import File Layout

[Codes]
"Description"
"User Table Name", " SYSTEM_TABLE_NAME", Parent SYSTEM_TABLE_NAME, Glossary Type code, Language code
"Short Code", "Code Description", Parent short code, Line of Business short code

Note: Every line must have a carriage return, including the very last line of data. A code file cannot have blank lines before the last code. A blank line can cause the upload to halt, producing incomplete code tables in the RISKMASTER database.

## Definitions

<b>Description</b>	The long name for the RISKMASTER table.
<b>User Table Name</b>	The user name for the RISKMASTER table.
<b>SYSTEM_TABLE_NAME</b>	The technical name used internally for the table. If you specify a name that does not exist in the database, RISKMASTER will create a table called " SYSTEM_TABLE_NAME". The codes in this table can only be used with Supplemental Fields.
<b>Parent system table name</b>	SYSTEM_TABLE_NAME for the code's parent table.
<b>Glossary Type code</b>	A general category for your codes. You must supply one of three possible values: <ul style="list-style-type: none"><li>▪ <b>2</b> means the codes will become System Codes, which are never shown to users.</li><li>▪ <b>3</b> means the codes will become User Codes, which users can select during data entry and other processes.</li><li>▪ <b>10</b> means the codes will become part of your Industry Standard Codes.</li></ul>

**Language code**                    The language used in the database. For English-based installations, use 1033.

**Line of Business short code**    "WC", "GC", or "VA"

## Examples:

### No parent code, all lines of business:

[CODES]

"Body Parts"

Body Parts, BODY\_PART,,3,1033

KN,Knee,,

WR,Wrist,,

### No parent code, specific lines of business:

[CODES]

"Body Parts"

Body Parts, BODY\_PART,,3,1033

KN,Knee,, GC

WR,Wrist,, VA

### Parent codes, specific lines of business:

[CODES]

"Claim Type"

Claim Type, CLAIM\_TYPE, COVERAGE\_TYPE,3,1033

LT,Lost Time,WC,WC

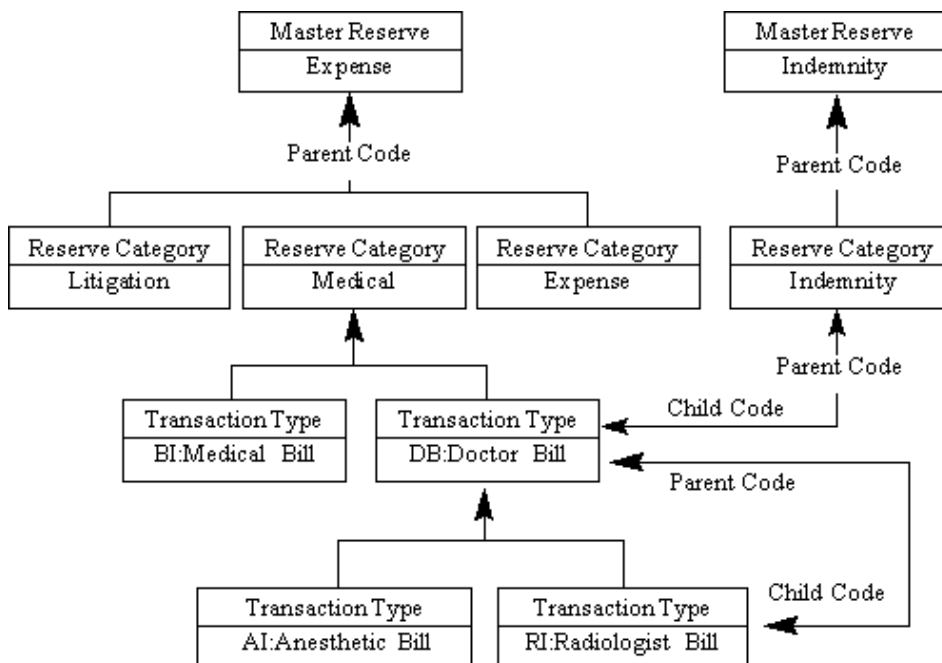
MO,Medical Only,WC,WC

PD,Property Damage,GL, GC

## Parent and Child Codes

RISKMASTER lists codes in code tables. Each table represents a type of code. For example, all the codes in the Claim Type table categorize the claims handled by your organization. You may have other code tables, such as those used with the Supplemental Fields created by your organization.

Using parent and child codes, you can link some types of codes to others. Your system administrator defines the codes that use parent codes when RISKMASTER is initially configured. Parent codes and child codes create a hierarchy that links one level of codes to another as shown next:



## Dialog

### Table Maintenance Window

Use the Table Maintenance window to add tables to the database and to review existing system tables. You can add several types of tables such as User Code tables, Entity Code tables, People tables, Admin. Tracking tables and Industry Standard Codes.

You can also add codes to the code tables. You select predefined codes from Codes Lists when you enter codes into code fields on windows.

- To open**
- From the main menu, select Maintenance.
  - From the Maintenance menu, choose Table Maintenance.

### Field definitions

#### Code Tables section

##### Drop down list

From the drop down list select the type of table you want to add or review.

- **1- System Tables:** Select System Tables to display a list of all the system tables. You can only display system table properties, you cannot edit or create new system tables.
- **3- User Code Tables:** Select User Code Tables to display a list of existing code tables (also called codes lists). You can create new code tables or edit existing code tables. Once you create a code table, you can add codes to the code table in the Code Text section on this window.

- **4- Entity Code Tables:** Select Entity Code Tables to display a list of existing entity type tables. You can create new entity type tables or edit existing entity type tables. Once you create an entity type table, you can add entities to the entity type table on the Entity window.
- **7- People Tables:** Select People Tables to display a list of existing people type tables. You can create new people type tables or edit existing people type tables. Once you create a people type table, you can add persons to the people type table using the People Maintenance window.
- **8- Administrative Tracking Tables :** Select Administrative Tracking Tables to display a list of existing Administrative Tracking tables. Administrative Tracking Tables are customized tables you create to track specific information within RISKMASTER .
- **10- Industry Standard Codes:** Select Industry Standard Codes to display a list of existing Industry Standard Code tables. Industry Standard Codes are NCCI or CS code tables.

<i>Table Names</i>	Displays all the existing tables for the table type you selected from the drop down list.
<b>Add Table</b>	Select to open the <a href="#">Enter Table Detail window</a> .
<b>Edit</b>	Select to open the Edit Tables window
<b>Code Texts tab</b>	
<b>Add Code</b>	Select to open a window that lets you add a new code.
<b>Import Codes</b>	Select to open the <a href="#">Codes Import window</a> and import the codes in the open Code Selection window to a different location.
<b>Code</b>	Displays the code.
<b>Description</b>	Displays the code description. Select the description link to open a window that lets you edit the selected code.
<b>Parent</b>	If the code is a subset of another code, displays the parent code.
<b>Start and End Dates</b>	If the code is only effective between a certain date range, displays the Start and End dates for the date range.
<b>Organization</b>	If the code can only be used for certain organizations in the organizational hierarchy, displays the effective organization.

## Codes Import Window

Use the Codes Import window to import code tables in the form of SQL text files. Importing code table files can help you save the time in creating code tables and adding code values to the tables.

**To open** From the [Table Maintenance window](#), on the Code Texts tab, select the Import Codes button.

### Field definitions





**Import** Select to import the code table from the code table file.

<b>Cancel</b>	Select to close the window without importing.
<b>File</b>	Select the Browse button to open a file browser and then select the code table file you want to import.
<b>Code Type</b>	Select the code table type you want to import the code table as.
<b>Edit Description</b>	Select the check box if you want to edit the codes in the code table after importing the file.

## Enter Code Detail Window

**To open** From the [Table Maintenance window](#), select the Add Code button, or select a code link to edit it.

### Field definitions

<b>Code</b>	Enter a name for the code you are creating.
<b>Description</b>	Enter a description for the code you are creating.
<b>Parent Code</b>	If the code is a subset of another code, select the  button to open the Code Texts window and select the parent code.
<b>Industry Standard</b>	If the code uses NCCI or CS codes, select the  button to open the Code Texts window and select the appropriate Industry Standard table.
<b>Line of Business</b>	Select the  button to open the Code Texts window and select the line of business.
<b>Effective Trigger Date</b>	From the drop down list, select the type of date trigger for the code.
<b>Effective Start Date</b>	If the code is only effective between a certain date range, enter the start date.
<b>Effective End Date</b>	If the code is only effective between a certain date range, enter the end date.
<b>Effective For</b>	Select the  button to open the Org Hierarchy window and select the organization level for which the code is effective.
<b>Save</b>	Select to save your changes.
<b>Cancel</b>	Select to close the window without saving your changes.


## Enter Table Detail Window

Use the Enter Table Detail window to create or edit User Code tables, Entity Code tables, People tables, Admin. Tracking tables and Industry Standard Codes.



Note: You cannot create or edit system tables, you can only display system table properties.

**To open**

From the [Table Maintenance window](#), select the Add Table button, or the  button next to an existing table to edit it.

**Field definitions**

**System Table Name** Enter the System Table with which you want to associate the table you are creating.

**User Table Name** Enter a name for the table you are creating.

Note: When you try to add codes to this table in RISKMASTER or RISKMASTER, the name you enter here is displayed. For example, when you create a User Code Table, on the Code Selection window in RISKMASTER, the name you enter in this field is displayed in the drop down list.

**Parent Name** From the drop down list, select the parent table you want to associate with the table you are creating. The table you create will be a subset of the parent table.

**Parent Table Required** Select the check box if you want the user to complete fields in the parent table before completing this table.

**Industry Standard Table** Select the check box if you want the user to enter appropriate Industry Standard table.

**Required**

**Industry Standard Table** From the drop down list, select the appropriate Industry Standard table if the table you are creating uses NCCI or CS codes.

**Allow Attachments** Select the check box if you want to allow attachments.

**Tree Display** Select the check box if you want to display the new table in a tree view in relation with the parent table.

**Line of Business Parent Required** Select the check box if you want the user to select a line of business before completing this table.

**Save** Select to save your changes.

**Cancel** Select to close the window without saving your changes.

## How To

### To Add Code Tables

1. From the main menu, select Maintenance menu  
The Maintenance menu opens.
2. From the Maintenance menu, choose Table Maintenance.  
The Table Maintenance window opens and a Table Maintenance link displays under the Maintenance node display in the left navigation tree.
3. From the drop down list, select the table type.
4. Select the Add table button.

The Enter Table Detail window opens.

- Complete the fields on the [Enter Table Detail window](#) , as shown below .

**System Table Name** Enter the System Table with which you want to associate the table you are creating.

**User Table Name** Enter a name for the table you are creating.

When you try to add codes to this table in RISKMASTER , the name you enter here is displayed. For example, when you create a User Code Table, on the Code Selection window in RISKMASTER, the name you enter in this field is displayed in the drop down list.

**Parent Name** From the drop down list, select the parent table you want to associate with the table you are creating. The table you create will be a subset of the parent table.

**Parent Table Required** Select the check box if you want the user to complete fields in the parent table before completing this table.

**Industry Standard Table** From the drop down list, select the appropriate Industry Standard table if the table you are creating uses NCCI or CS codes.

**Allow Attachments** Select the check box if you want to allow attachments.

**Tree Display** Select the check box if you want to display the new table in a tree view in relation with the parent table.

**Line of Business Parent Required** Select the check box if you want the user to select a line of business before completing this table.


- Select Save.  
RISKMASTER adds the table to the database .

## To Add a Code


- From the main menu, select Maintenance.  
The Maintenance menu opens.
- From the Maintenance menu, choose Table Maintenance.  
The Table Maintenance window opens and a Table Maintenance link displays under the Maintenance node display in the left navigation tree.
- From the drop down list, select the table type.
- Select the Add Code button.  
The Enter Code Detail window opens.
- Complete the fields on the [Enter Code Detail window](#) , as shown below .

**Code** Enter a name for the code you are creating.


**Description** Enter a description for the code you are creating.

**Parent Code** If the code is a subset of another code, select the  button to open the Code Texts window and select the parent code.

**Industry Standard**

If the code uses NCCI or CS codes, select the  button to open the Code Texts window and select the appropriate Industry Standard table.


**Line of Business**

Select the  button to open the Code Texts window and select the line of business.


**Effective Trigger Date**

From the drop down list, select the type of date trigger for the code.


**Effective Start Date**

If the code is only effective between a certain date range, enter the start date or select the  button to select from a calendar.

**Effective End Date**

If the code is only effective between a certain date range, enter the end date or select the  button to select from a calendar.

**Effective For**

Select the  button to open the Org Hierarchy window and select the organization level for which the code is effective.

6. Select Save.  
RISKMASTER adds the code to the table in the database.

## To Import Code

1. From the main menu, select the Maintenance menu.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Table Maintenance.  
The Table Maintenance window opens and a Table Maintenance link displays under the Maintenance node display in the left navigation tree.
3. From the drop down list, select the table type.
4. Select the Import Codes button.  
The [Codes Import window](#) opens.
5. From the File field, select the Browse button.  
A Choose File window opens.
6. Select the code table file you want to import.
7. Select the Open button.  
On the Codes Import window, the File field displays the director and folder path of the selected code table file.
8. From the Code Type drop down list, select a code type, such as System Code Tables, or Industry Standard Codes, for the code you want to import.
9. Select Import.  
The codes display in the selected code table file.

# Search

## Search Overview

Use the Search command to locate events, claims, diaries, entities, employees, vehicles, policies, patients, physicians and funds records.


When you select the Search command, the Search window opens. The fields on the window change based on the record category you select. On the Search window you can enter the criteria or conditions you are looking for. Use this command to verify record input, or to retrieve a specific record for further processing when you are working with events and claims.

You can search for claims by Claim Number, Event or Claimant. For example, if a medical bill is used for entry, you can locate its associated claim by entering either the claim number, date of loss, or claimant name. You can search specifically for a record by record number, or you can search by attributes like last names, status (open/closed), and so on. You can only search for records in the database from the data source you selected when you logged in.

You can search for diaries by Task Name, Diary Owner, Activity or Due Date. The new check box in module security would control the availability of this feature to individual users.

## How To

### To Search for Codes

1. On any record window, from the field in which you want to enter a code, select the search button . The Code Selection window opens and displays the appropriate codes.
2. From the code table of displayed codes, select the link of the code that you want to use. On the record window, the field displays the code you selected.

### To Set Up Custom Search Parameters

You can use Query Designer to custom design search window(s) to quickly find record(s). You can use the Search Query wizard to set up custom search parameters or to modify and/or delete existing search parameters. When you open the Search window in RISKMASTER, the Search Name drop down list under the appropriate search type displays the search criteria you created using the Query Designer.

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose Tools and Designers.  
The Tools and Designers menu opens.
3. From the Tools and Designer menu, choose Query Designer.  
The Query Designer window opens.
4. Select the Create New Search View button.  
The Search Query wizard opens.
5. In the Search Query wizard, respond to the questions and enter options into the fields.
6. Select the Next button on each window of the Search Query wizard.


**Note:** The Next button automatically displays when you complete the required fields.

7. From the last window of the Search Query wizard, select the Finish button.  
The Query Designer window displays the new search view under the category you selected.

Note: The fields on the Search window display based on your selections on the Search Query wizard.

## To Lookup Existing Records



1. On any record window, from the toolbar select the Lookup button .  
The Lookup Results window opens and displays other records in the current record category.
2. On the Lookup Results window, select the Prev and Next links to move between records.
3. On the Lookup Results window, from the drop down select the fields based on which you want to filter the results.
4. On the Lookup Results window, from the drop down select the order in which you want to sort the results.
5. Select the link for the record that you want to open.  
On the record window, the field displays the details of the selected record.

## To Search for Saved Records

You can search for events, claims, entities, and other records. You can search specifically for a record by record number, or you can search by attributes like last names, status (open/closed), and so on. You can only search for records in the database from the data source you selected when you logged in.

To search for saved records:

1. From the main menu, choose Edit > Find.  
The [Search window](#) opens.
2. From the left frame, select the type of record to search for (Claims, Events, Entities, Funds, Comments, and so on).
3. From the Search Name drop down list, select a search name.

Note: The fields in the Search window change based on the Search type you choose.

4. Enter information into as many fields as you can.

Note: If you do not know the complete information for a field, enter as much as you know plus an asterisk (\*). For example, in a Last Name field, you could type: p\* to find all records with last names beginning with the letter P.

5. In the Sort By area, select fields to sort the results of your search by.
6. Select the Use Sound-Alike Match on Last Names check box, if you are uncertain of the last name.
7. Select the Return to Search check box,
8. Select the Save This Search check box if you want to save the selected search criteria for future use.
9. Select the Begin Search button.  
The Results For - window opens and displays the search results.
10. Select the required record and select the Select button.  
An appropriate window opens and displays the selected record.

## To Search for Claims

1. From the main menu, select Search menu.  
The Search menu opens.

2. From the Search menu, select Claim.  
The [Search window](#) opens and a search node display in the left navigation tree.
3. On the Search window, select Claims as the search category.
4. In the Search Fields frame, from the Claim Date first drop down list select Between.
5. In the other two Claim Date fields, enter the start and end dates for the date range you want to specify.
6. Enter other parameters like Claim status , number etc to search for a claim.  
Note: You can also search for a claim based on the enhanced notes attached to the claim. You can search as per the Enhanced Notes Text field and Enhanced Note Type field.
7. Select Submit Query.  
The Search window opens displays the results of your search.
8. Select the link for the record you want to open.  
The selected record opens in the appropriate window.

## Dialog

### Query Designer Window

Use the Query Designer to set up the Search window for each search criteria. The Search Query wizard enables you to define custom searches or to modify or delete existing searches. You can also grant user permissions to control users access to particular searches.

- To open**
- From the main menu, select Utilities.
  - From the Utilities menu, choose Tools and Designers.
  - From the Tool and Designers menu, choose Query Designer.

### Field definitions

**Search Views** Displays the existing search views.

**Create New Search View** Select to open the Search Query wizard and create a new search.

Enter information into the fields on each of the following windows:

- [Search Query wizard - Step 1 of 4 \(Basic Information\) window](#)
- [Search Query wizard - Step 2 of 4 \(Query Field Selection\) window](#)
- [Search Query wizard - Step 3 of 4 \(Display Field Selection\) window](#)
- [Search Query wizard - Step 4 of 4 \(Query Use Permissions\) window](#)

Note: When you open the Search window, the search you created displays in the Search Name drop down list under the appropriate search type.

**Delete Search Views** Select an existing search and then select this button to delete the selected search.

### Search Query wizard - Step 4 of 4 (Query Use Permissions) Window

Use the Search Query wizard - Step 4 of 4 (Query Use Permissions) window to assign permissions to specific users and/or groups to use the search criteria.

**To open** From the Search Query wizard - Step 3 of 4 (Query Use Permissions) window, select the Next button.

## Field definitions

**All Users** Select the check box to enable all users to use the search criteria.

**Select Users and/or Groups** Select the check box to enable selected individual users or user groups to access and use the search criteria.

**Note:** The Users and Groups field becomes active.

**Available Users and Groups** Displays all the individual users and groups of users of RISKMASTER .

**Selected Users and Groups** Displays all the individual users and groups of users to whom you assigned the permission to use the search criteria.

**Note:** Groups display with a asterisk (\*)



Select a user or group from the Users or Groups field and select the button to display your selection in the appropriate Users Permitted to Use Search or Groups Permitted to Use Search field.



Select a user or group from the Users Permitted to Use Search or Groups Permitted to Use Search field and select the button to remove the permission assigned to the selected user or group.

**Back** Select the button to open the [Search Query wizard - Step 3 of 4 \(Display Field Selection\) window](#).

**Finish** Select the button to save the search criteria and close the Search Query wizard.

**Cancel** Select to close the Search Query wizard.

## Search Query wizard - Step 1 of 4 (Basic Information) Window

Use the Search Query wizard - Step 1 of 4 (Basic Information) window to enter basic information such as name, description and type of search.

**To open** From the [Query Designer window](#), select the Create New Search View button.

## Field definitions

**What do you want to call your search?** Enter a unique name for your search parameter. For example, to create a new query to identify the payment amount for a specific loss disability code, you can name the search criteria as Loss Dis. Code Search.

**What is the description of your search? (optional)** Enter a brief description for the new search criteria.

**What type of search do you want to create?** From the drop down list, select the category in which you want to include the new search criteria.

**Next** Select to open the Search Query wizard - Step 1 of 4 (Basic Information) window.

Note: The Next button automatically displays when you complete the required fields.

**Cancel** Select to close the Search Query wizard without saving the search criteria.

## Search Query wizard - Step 2 of 4 (Query Field Selection) Window

Use the Search Query wizard - Step 2 of 4 (Query Field Selection) window to select the data fields you want to include in your search query criteria. You can select the order in which the data fields will display and will be used in the search criteria.

**To open** From the Search Query wizard - Step 1 of 4 (Basic Information) window, select the Next button.

## Field definitions

**Fields Available for Search** Displays the fields for the search category you selected on the Search Query Wizard - Step 1 of 4 (Basic Information) window.

Double click a field name to open the data fields.

**Fields in Search** Displays the data fields you want to include in your search criteria.



Select a data field from the Fields Available for Search field and select the button to add the field to the Fields in Search field.



Select a data field from the Fields in Search field and select the button to remove the selected field from the list.



Select the repositioning button to move a data field up in the list that displays in the Fields in Search field.



Select the repositioning button to move a data field down in the list that displays in the Fields in Search field.

**Back** Select the button to open the [Search Query Wizard - Step 1 of 4 \(Basic Information\) window](#).

**Next** Select the button to open the [Search Query Wizard - Step 3 of 4 \(Display Field Selection\) window](#).

Note: The Next button automatically displays when you complete the required fields.

**Cancel** Select to close the Search Query wizard without saving the search criteria.



Select a data field from the Fields in Search field and select the button to view the properties.



## Search Query wizard - Step 3 of 4 (Display Field Selection) Window

Use the Search Query wizard - Step 3 of 4 (Display Field Selection) window to select the data fields you want to display on the Result window in RISKMASTER . include in your search query criteria. The default display will include all the data fields you select on the Search Query wizard - Step 2 of 4 (Query Field Selection) window, but you can add to or remove data fields from the existing list. The selected data fields display on the Search window in RISKMASTER in the order that you select.

**To open** From the Search Query wizard - Step 2 of 4 (Query Field Selection) window, select the Next button.

## Field definitions

**Fields Available for Display** Displays all the data fields you selected on the Query wizard - Step 2 of 4 (Query Field Selection) window, to include in your search criteria.

**Fields to Display** Displays the data fields you want to display on the Search window in RISKMASTER.



Select a data field from the Fields to Display field and select the button to add the field to the Fields in Search field.



Select a data field from the Fields in Search field and select the button to remove the selected field from the list.



Select the repositioning button to move a data field up in the list that displays in the Fields in Search field.



Select the repositioning button to move a data field down in the list that displays in the Fields in Search field.

**Back** Select the button to open the [Search Query wizard - Step 2 of 4 \(Query Field Selection\) window](#).

**Next** Select the button to open the [Search Query wizard - Step 4 of 4 \(Query Use Permissions\) window](#).

Note: The Next button automatically displays when you complete the required fields.

**Cancel** Select to close the Search Query wizard without saving the search criteria.

# XML Import

## How To

### To Import XML File

Using this feature you can import XML files in RISKMASTER. However you should create XML file before importing it.

**Note:** In case you try to import an XML document that already exists , then the import request will be rejected.

1. From the main menu, choose Utilities.
2. From the Utilities menu, choose Technicians.
3. From the Technicians menu, choose XML Import.
4. From the XML Import menu, choose XML Import.  
The Import XML window opens.
5. In the 'Select the XML Files to be uploaded' field, select the Browse button to navigate to the XML file you want to upload.
6. Select the Upload files button to upload the XML files in RISKMASTER.

### To Generate XML Import File

1. From the main menu, choose Utilities.
2. From the Utilities menu, choose Technicians.
3. From the Technicians menu, choose XML Import.
4. From the XML Import menu, choose the XML Import Template Generation.  
The XML Import Template Generation window opens.
5. Select the option for the type of records you want to generate the XML template for.  
The selected record type opens in a tree structure.
6. Select the check box next to Import node to expand the tree.
7. In the tree select the check box for all the record which you want to include in the template.
8. Enter the number of events/attachments/ WPA diary entries you want to include in the import template.
9. Select the Refresh Tree button to re-create the tree structure as per the number of records entered.
10. Select the Generate Template button.  
The XML template is generated and opens in a browser window.

## XML Import Overview

This feature enables users to upload one or multiple XML documents in order to import Diary, Entity, and Event/Claim records including the associated records like Claimant, Adjuster, Units etc into .

Users should create their XML files based on their requirements. The XML file should be ready before users use the XML Import utility to create records in RISKMASTER. You can only perform actions using XML import file for which you have enough privileges in Security Management System.

Using the XML Import Template Generation window you can create XML templates for importing data into RISKMASTER.



# Admin Tracking


## How To

### To Use Administrative Tracking Tables

You can enter information into Administrative Tracking tables.

1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Admin Tracking.  
The Administrative Tracking list opens and an Admin Tracking link displays under Maintenance in the navigation tree.
3. Select the table you want to open.

The appropriate [Administrative Tracking window](#) opens.

4. To enter a new record, from the toolbar, select the New button .
5. Complete the fields on the [Administrative Tracking window](#), as shown below.

**Record ID** Enter a unique identifying number for the record you are creating. If you leave this field blank, RISKMASTER will generate a number for the record.


To open an existing record, enter the Record ID and then select the Go button to open the record.

**Go** Select to open the record associated with the Record ID you entered in the Record ID field.

*Custom fields* Your organization sets up these fields. Enter information in the fields, as required.

**Admin Tracking Table List** Select the button to open the Administrative Tracking list.

6. Note: You can customize the Administrative Tracking tables according to the needs of your organization. The fields on the window can differ from one organization to another. For a description of the fields on the administrative tables, see your system administrator.

7. From the toolbar, select the Save button .

RISKMASTER saves the record you enter.

## Dialog

### Administrative Tracking Window

Use Administrative Tracking windows to enter and track data. Your organization creates custom Administrative Tracking windows based on the specific types of data you need to track. As a result, the administrative tracking tables contain fields specific to your organization.

Your system administrator is responsible for setting up the fields in the administrative tabs.

For a description of the fields on the administrative sections, see your system administrator.

- From the main menu, select Maintenance.
- To open**
- From the Maintenance menu, choose Admin Tracking.
  - From the Administrative Tracking list, select the table you want to open.

**Field definitions**

- Record ID** Enter a unique identifying number for the record you are creating. If you leave this field blank, RISKMASTER will generate a number for the record.
- To open an existing record, enter the Record ID and then select the Go button to open the record.
- Go** Select to open the record associated with the Record ID you entered in the Record ID field.
- Custom fields* Your organization sets up these fields. Enter information in the fields, as required.
- Admin Tracking Table List** Select the button to open the Administrative Tracking list.

**Administrative Tracking Overview**

You can customize Administrative Tracking tables to contain fields specific to your organization. You can use Administrative Tracking tables in RISKMASTER to enter and track all types of data.

RISKMASTER has eight (8) administrative tracking templates , which you can use in the default format, or change to suit your organizational needs:

<b>Template</b>	<b>Description</b>
<b>Bond Abstract</b>	Use to enter and track all the details associated with a common bond abstract. For example, your organization can maintain employee fidelity bonds or performance bonds. You can record the type and line of each bond, the effective and expiration dates, premium and dollar amounts, and the name and address information for each party involved. You may add additional for comments, status, and payment information.
<b>Certificate Tracking</b>	Use to monitor insurance policies for your organization. For example, your organization can track certificates for employee health benefits, workers' compensation, liability coverage, and company vehicles and other assets. You can enter and maintain information about the insuring agency, the insured party, and policy details such as aggregate information, the policy number, and expiration date.
<b>Complaint Management</b>	Use to set up a system for recording, analyzing, and following up on complaints from clients, outside agencies, suppliers, or employees. You can enter and track the type of complaint, the date and source of the complaint, any action that is requested, the reason for the complaint, and whether the complaint is being referred to another party.
<b>Contract Management</b>	Use to keep track of nondisclosure and personal property contracts, or contracts with suppliers and leasing or facilities agencies. You can maintain and review details about the effective, expiration, and renewal dates, the type of contract, indemnity and warranty information, and numerous other details to help you manage contracts for your organization.
<b>Directory</b>	Use to enter and update lists of contacts, outside resources or suppliers, and professional or industry-related organizations. The directory provides fields for the names of both individuals and organizations, complete address, phone and fax numbers, and notes.
<b>Hazardous Materials</b>	Use to create records for hazardous materials, and cross-reference product names to generic and industry names. You can keep notes on each item for reporting, government or agency requirements, and future reference.

<b>Project Tracking</b>	Use to enter and monitor the type of activity, estimated and actual hours, and the project status of internal projects. You can keep track of the materials and costs, due dates, review dates, and completion dates. You can also assign projects to individuals or groups, and enter notes for reference or reminders.
<b>Property Management</b>	Use to enter location and ownership information, current, replacement, and original values for the property and the contents, and details associated with coverage, damages, and improvements.

You can also create new Administrative Tracking tables to meet the requirements of your organization. Each table is structured with a range of the common fields associated with the topic, and a primary index for sorting records added to the table.

Your system administrator is responsible for setting up the fields in the administrative tables.

For a description of the fields on the administrative tables, see your system administrator.

You can use these Administrative Tracking tables as they are, change these tables to suit your organizational needs, or create new tables.



# Media Management

## Media Management Overview

r8 integrates the Media View Document Management System. You can use the Media View interface to attach and view documents from RISKMASTER. When this feature is enabled, the Attachments button on the RISKMASTER toolbar opens the Media View interface.


Enabling this option, automatically disables any other third-party document management system.

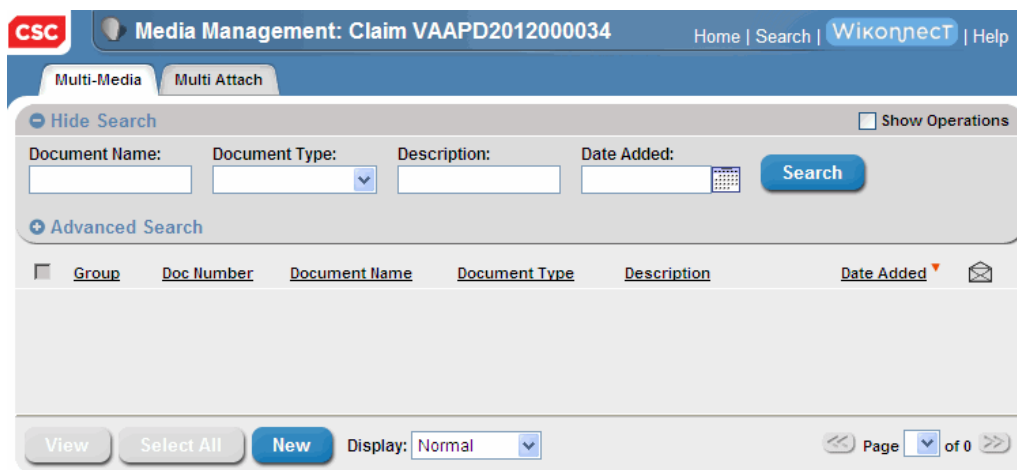
## How To

### To Attach Multiple Files

Note: Select the check box Use Media View Interface, to activate the Media Management window.

1. Search for the claim or event you want to attach/view document to, using media view.  
The event opens in the Event window or the claim opens in the claim window.

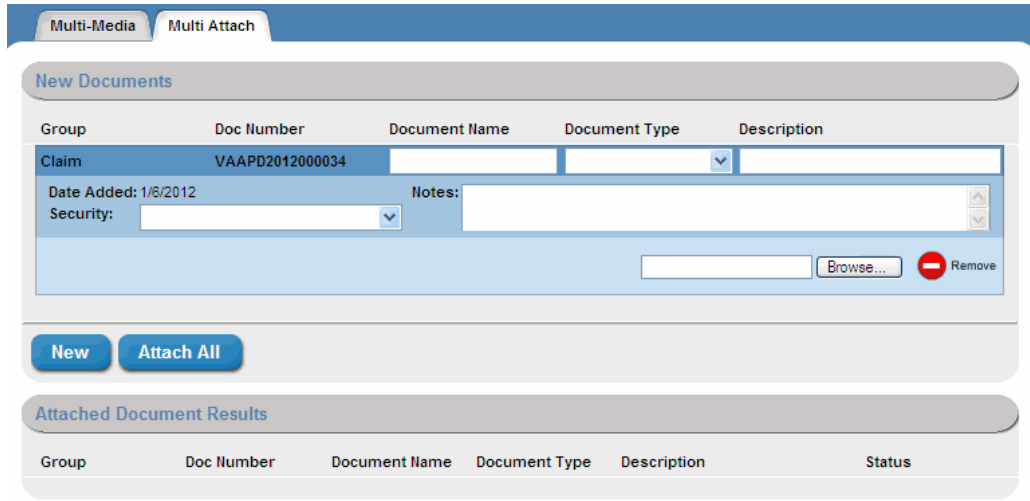
2. From the toolbar, select the Attach Documents button .  
The Media Management window opens.



The screenshot shows the Media Management interface for Claim VAAPD2012000034. The interface includes a search bar with fields for Document Name, Document Type, Description, and Date Added, and a Search button. Below the search bar is an 'Advanced Search' section with a table of columns: Group, Doc Number, Document Name, Document Type, Description, and Date Added. At the bottom, there are buttons for View, Select All, and New, along with a display format dropdown set to 'Normal' and a pagination indicator showing 'Page 1 of 0'.

3. On the Media Management window, select the Multi Attach tab.  
[The Multi Attach tab opens.](#)






4. Complete the fields on the [Multi Attach tab](#) as shown below:

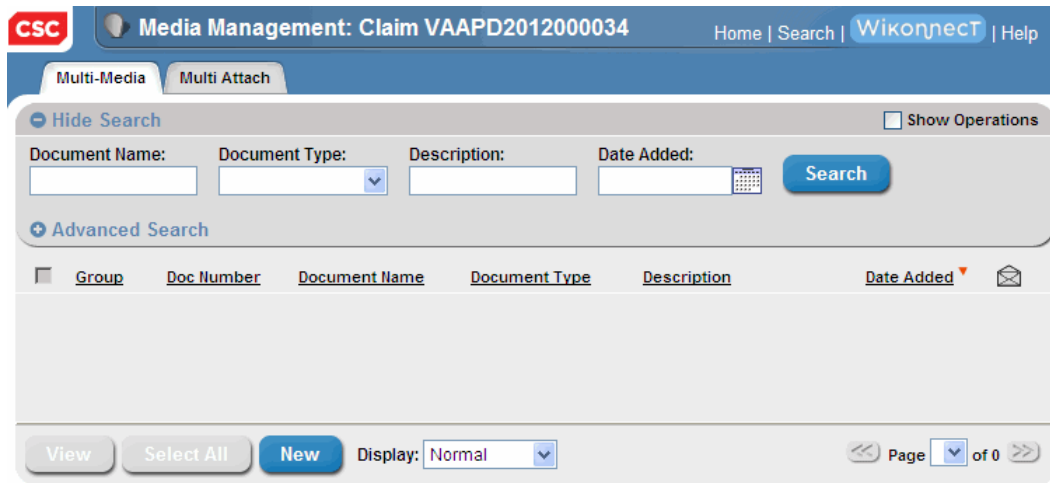
- Document Name** Enter the name of the document that you want to add.
- Document Type** From the Document Type drop down list, select the document type.
- Description** Enter the description of the document you want to add.
- Security** From the Security drop down list, select the security level.  
 Note: The Security field drop down list displays when the Advanced Search option is selected.
- Notes** Enter any additional comments about the new document.  
 Note: The Notes field displays when the Advanced Search option is selected.
- Browse** Select the button to browse a file saved on your machine. From the Choose File window, navigate to the file and select the file to attach.
- Remove** Select the button to delete the new document entry.
- New** Select the button to add a new document to the selected claim or event.  
 Note: You can attach as many documents you want to by selecting the New button.
- Attach All** Select the button to attach a new document to the selected claim or event.

Note: All attached documents get displayed on the Multi Attach tab under the Attached Document Results field.

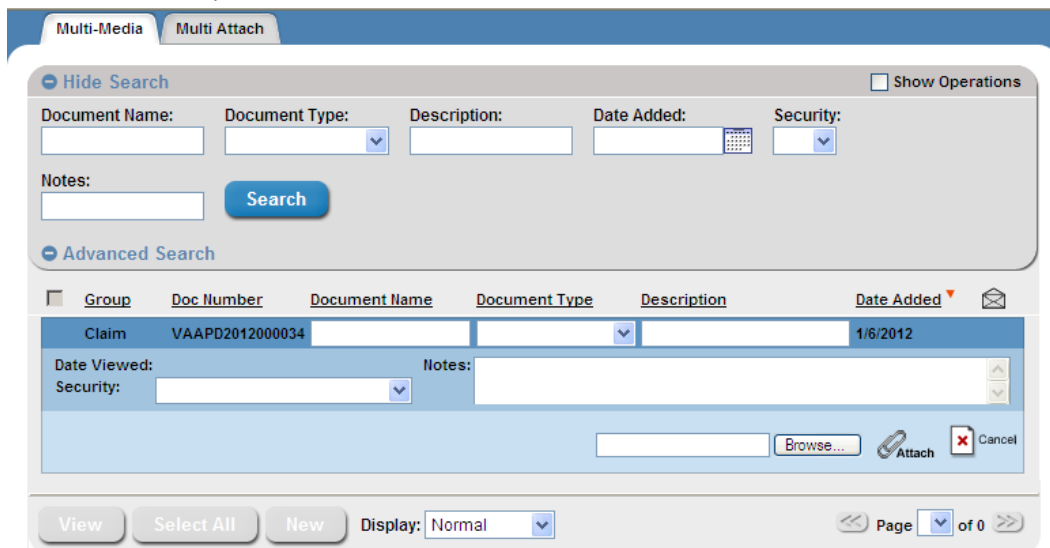
## To Attach Document Using Multi Media View Document Management System

1. Search for the claim or event you want to attach/view document to, using media view. The event opens in the Event window or the claim opens in the Claim window.

2. From the toolbar, select the Attach Documents  button .  
The Media Management window opens.



3. On the Media Management window, select the Multi-Media tab.  
The Multi-Media tab opens.




4. On the Multi-Media tab, select the Hide Search option to hide search fields.  
5. Select the Show Search option to enter information in the search fields.  
6. Complete the fields on the [Multi-Media tab](#) as shown below:

**Document Name** Enter the name of document for a claim or an event you want to view.

**Document Type** From the Document Type drop down list, select the document type.

**Description** Enter the description of the document you want to view.

**Date Added** Enter the date or select the  button to select from the calendar

**Advanced Search** Select the option for advance searching of a document.

**Security** From the Security drop down list, select the security level.  
Note: The Security field drop down list display when the Advanced Search option is selected.

**Notes** Enter notes for the document you want to view.  
Note: The Notes field display when the Advanced Search option is selected.

**Show Operations** Check the check box to show more operations in the search field.

**Search** Select the Search button to display the results of your search.

7. To display the results of your search, select the Search button.  
Note: The search result get displayed on the Multi-Media tab.
8. On the Multi-Media tab, select the New button to add a new document.
9. Complete the required fields for attaching a new document on Multi-Media tab as shown below:

**Document Name** Enter the name of document that you want to add.

**Document Type** From the Document Type drop down list, select the document type.

**Description** Enter the description of the document you want to add.

**Security** From the Security drop down list, select the security level.  
Note: The Security field drop down list displays when the Advanced Search option is selected.

**Notes** Enter any additional comments about the new document.  
Note: The Notes field displays when the Advanced Search option is selected.

**Browse** Select the button to browse a file saved on your machine. From the Choose File window, navigate to the file and select the file to attach.

**Attach** Select the button to attach a new document to the selected claim or event.  
Note: You can attach as many documents you want to by selecting the New button.

**Cancel** Select the button to delete the new document entry.

10. Select the View button to view the attach document.  
Note: The attached file opens on the new window Media Management Retrieval. Only one document is viewed at a time. When multiple documents are selected the View button is disabled.
11. From the Display drop down list, select the display form in which you want to display the window.
12. Select the Select All button to select all the documents attached to the selected claim or event.
13. Select the Remove All button to remove all the attached documents to the selected claim or event.


## Dialog

### Multi Media Search Window

- To Open**
- From the Media Management window, select the Multi-Media tab.
  - From the Multi-Media tab, select the 'Show Search' option.

Note: Select the check box Use Media View Interface, to activate the Media Management window.

#### Field definitions

<b>Document Name</b>	Enter the name of document for a claim or an event you want to view.
<b>Document Type</b>	From the Document Type drop down list, select the document type.
<b>Description</b>	Enter the description of the document you want to view.
<b>Date Added</b>	Enter the date or select the  button to select from the calendar
<b>Advanced Search</b>	Select the option for advance searching of a document.
<b>Security</b>	From the Security drop down list, select the security level.  Note: The Security field drop down list display when the Advanced Search option is selected.
<b>Notes</b>	Enter notes for the document you want to view.  Note: The Notes field display when the Advanced Search option is selected.
<b>Show Operations</b>	Check the check box to show more operations in the search field.
<b>Search</b>	Select the Search button to display the results of your search.

### Media Management Window: Multi Attach Tab: New Document Section

- To Open**
- From the Media Management window, select the Multi Attach tab.
  - From the Multi Attach tab, select the New button.

Note: Select the check box Use Media View Interface, to activate the Media Management window.

#### Field definitions

<b>Document Name</b>	Enter the name of document that you want to add.
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<b>Document Type</b>	From the Document Type drop down list, select the document type.
<b>Description</b>	Enter the description of the document you want to add.
<b>Security</b>	From the Security drop down list, select the security level.  Note: The Security field drop down list displays when the Advanced Search option is selected.
<b>Notes</b>	Enter any additional comments about the new document.  Note: The Notes field displays when the Advanced Search option is selected.
<b>Browse</b>	Select the button to browse a file saved on your machine. From the Choose File window, navigate to the file and select the file to attach.
<b>Remove</b>	Select the button to delete the new document entry.
<b>New</b>	Select the button to add a new document to the selected claim or event.
<b>Attach All</b>	Select the button to attach a new document to the selected claim or event.

## Media Management Window: Multi Media Tab

- To Open**
- From the Media Management window, select the Multi-Media tab.
  - From the Multi-Media tab, select the New button.

Note: Select the check box Use Media View Interface, to activate the Media Management window.

### Field definitions

<b>Document Name</b>	Enter the name of document that you want to add.
<b>Document Type</b>	From the Document Type drop down list, select the document type.
<b>Description</b>	Enter the description of the document you want to add.
<b>Security</b>	From the Security drop down list, select the security level.  Note: The Security field drop down list displays when the Advanced Search option is selected.

- Notes** Enter any additional comments about the new document.  
Note: The Notes field displays when the Advanced Search option is selected.
- Browse** Select the button to browse a file saved on your machine. From the Choose File window, navigate to the file and select the file to attach.
- Attach** Select the button to attach a new document to the selected claim or event.
- Cancel** Select the button to delete the new document entry.



# Loss Code Mapping

## Field Help

### Loss Code Mapping window:Loss Code Mapping tab

- To open
- From the Main menu, choose Utilities > Managers
  - From the Managers menu, select Loss Code Mapping

#### Field definitions

<b>Policy System Names</b>	From the field, select the policy systems for which you want to define code mapping
<b>Policy LOB</b>	Select the line of business of the policies for which you want to map the codes
<b>Coverage Type</b>	Select the required coverage types
<b>Policy System Loss Codes</b>	Select the loss code from the policy system which you map to the rMA code. Policy system loss type codes and rma loss type codes dropdown will populate after user selects all the policy system names from listbox. Loss codes common in selected policy systems will be displayed
<b>RMA Loss Of Code</b>	Select the rMA loss code to which the above selected policy system loss code is to be mapped. Loss codes for which policy code mapping is defined and is common for all the selected policy systems will be displayed
<b>Add Mapping</b>	Select the button to save the mapping
<b>Remove Mapping</b>	Select the button to remove the mapping

### Loss Code Mapping window: Import Loss Code Mapping tab

- To open
- From the Main menu, choose Utilities > Managers
  - From the Managers menu, select Loss Code Mapping

#### Field definitions

<b>Import To Policy System</b>	From the field, select the policy system to which you want to import the code mapping.
<b>Select Import File Path</b>	Select the Browse button to select the filename having code mapping.  Note: Only .XLSX format is supported
<b>Import Mapping</b>	Select the button to import the code mapping file.

### Loss Code Mapping window:Export Loss Code Mapping tab

- To open
- From the Main menu, choose Utilities > Managers



- From the Managers menu, select Loss Code Mapping

### Field definitions

**Export From Policy System** Select the policy system from which you want to export the code mapping file.

**Export Mapping** Select the button to export the file from selected policy system.

## Loss Code Mapping window: Replicate Loss Code Mapping tab

- To open**
- From the Main menu, choose Utilities > Managers
  - From the Managers menu, select Loss Code Mapping

### Field definitions

**Import From Policy System** Select the policy system to which you want to import the loss code mapping

**Import To Policy System** Select the policy system to which you want import the loss code mapping from the policy system selected above.

**Replicate Mapping** Select the button to replicate the mapping between selected policy systems.

No deletion for existing loss code mapping, only validation based insertion is proposed; In case of logical duplicate mapping existing mapping is retained.

# Combined Payments

## Combined Payments Overview

Using this feature you can set entities as Combined Payment Entities. This helps in setting up payees to group their payments together with set printing schedules.

A Combined Payment can have only one Payee.;

Check Printing lets you include Combined Payments in the check batch.

On the Print Checks window, you can select the Include Combined payments check box to create checks for combined payments.

## How To

### To Setup Combined Payment

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, select Managers.  
The Mangers menu opens.
3. From the Managers menu, select Combined Payment.  
The Combined Payment Setup window opens.
4. Complete the fields on the [Combined Payment Setup window: Combined Payment tab](#) as shown below

From the drop down, select the bank account you want to set up for payment created for the vendor for combined payments.

**Note: This will be the bank account for all a payments created for this vendor as a combined payment. It will override all other bank account filters including Account Owner, Policy, and Non- Occupational Plan. If it is not set up then the system will allow the user to select the bank account from the drop down list of valid bank accounts. Combined Payment funds transactions will only roll up per bank account.**

#### Bank Account

**Last Name** Enter the last name or select the ellipses button to select the last name of the vendor for which combined payment is being set.

**Tax ID** Enter the Tax Identification number of the entity for which you want to set combined payment.

**First Name** Enter the first name of the vendor.

**Address 1** Enter the address of the vendor.

**Address 2** Enter the alternate address of the vendor.


**City** Enter the city of the vendor.

**State** Enter the state of the vendor or select  to select from the Code Selection window.

**Zip** Enter the zip code of the city of vendor.

**Country** Enter the country of the vendor.

5. Complete the fields on the [Combined Payment Setup window: Schedule Setup tab](#) as shown below

**Pay Interval** Enter the frequency of the payment or select the  button to select from the code selection window.

- Starting On** Enter the date when the combined payment starts or select the calendar to choose the dates.
- Next Print Override** Enter a date if you want to select a different print date than the calculated Next Scheduled Print, date.
- Select the check box if you want to setup combined payment for the last day of the month.
- Last Day of Month** Note: This check box is selected when the frequency selected is Month(s) and the Starting On Date is the last day of the month. It can be unchecked and if it is unchecked then the number date will be used instead of the last day of the month. If the number date is greater than the largest number date for the month then the last day of the month will be used. For example if the number date is 30 then for Feb the system will use the 28th (or 29th in a leap year) and 30 for the rest of the months
- Next Scheduled Date** Select the actual date for the next print.  
Note: This date can be different due to Weekends and Holiday Dates.
- Next Scheduled Print** Select the next print date per the calculated schedule from the calendar.
6. Complete the fields on the [Combined Setup window: Stop Payment tab](#) as shown below
- Stop As Of** Enter the date or select a date from calendar to stop combined payments for the current entity.
- Stop Combined Pay** Select the check box to stop combined for the current entity.


7. From the tool bar, select the  button to save the record.

## Field Help

### Combined Payment Setup Window: Schedule Setup Tab

- To Open**
- From the main menu, select Utilities.
  - From the Utilities menu, select Managers .
  - From the Managers menu, select Combined Payment.
  - On the Combined Payment Setup window, select the Schedule Setup tab.

### Field Descriptions

- Pay Interval** Enter the frequency of the payment or select the  button to select from the code selection window.
- Starting On** Enter the date when the combined payment starts or select the calendar to choose the dates.
- Next Print Override** Enter a date if you want to select a different print date than the calculated Next Scheduled Print, date.
- Select the check box if you want to setup combined payment for the last day of the month.
- Last Day of Month** Note : This check box is selected when the frequency selected is Month(s) and the Starting On Date is the last day of the month. It can be unchecked and if it is unchecked then the number date will be used instead of the last day of the month. If the number date is greater than the largest number date for the month then the last day of the month will be used.

- Next Scheduled Date** Select the actual date for the next print.  
 Note:- This date can be different due to Weekends and Holiday Dates.
- Next Scheduled Print** Select the next print date per the calculated schedule from the calendar.

## Combined Payment Setup Window: Combined Payment Tab

- To Open**
- From the main menu, select Utilities.
  - From the Utilities menu, select Managers.
  - From the Managers menu, select Combined Payment.
  - On the Combined Payment Setup window, select the Combined Payment tab.

### Field Descriptions

From the drop down, select the bank account you want to set up for payment created for the vendor for combined payments.

**Bank Account** Note: This will be the bank account for all a payments created for this vendor as a combined payment. It will override all other bank account filters including Account Owner, Policy, and Non-Occupational Plan. If it is not set up then the system will allow the user to select the bank account from the drop down list of valid bank accounts. Combined Payment funds transactions will only roll up per bank account.

Enter the currency type or select the search button  to select from the Code Selection window.

**Currency Type** ● Note: By default the Claim Currency will display in the Currency Type field. If the payment is not associated with a claim the currency type will default to Base Currency. The Currency Type field is visible, when the Use Multiple Currency check box is checked.

**Last Name** Enter the last name or select the ellipses button to select the last name of the vendor for which combined payment is being set.


**Tax ID** Enter the Tax Identification number of the entity for which you want to set combined payment.

**First Name** Enter the first name of the vendor.

**Address 1** Enter the address of the vendor.

**Address 2** Enter the alternate address of the vendor.

**City** Enter the city of the vendor.

**State** Enter the state of the vendor or select  to select from the Code Selection window.

**Zip** Enter the zip code of the city of vendor.

**Country** Enter the country of the vendor.

## Combined Payment Setup Window: Stop Payment Tab

- To Open**
- From the main menu, select Utilities.
  - From the Utilities menu, select Managers .
  - From the Managers menu, select Combined Payment.
  - On the Combined Payment Setup window, select the Stop Payment tab,

### Field Descriptions

**Stop As Of** Enter the date or select a date from calendar to stop combined payments for the current entity.

**Stop Combined Pay** Select the check box to stop combined for the current entity.

# Mail Merge

## Mail Merge Overview

You can create templates in RISKMASTER, called mail merge, to reproduce similar documents based on data from the RISKMASTER system. To create mail merge documents or customized letters in RISKMASTER, you have to

Set up a mail merge template: You have to use the Merge Form Letters Designer to create mail merge templates in RISKMASTER Utilities .

Open the mail merge template from a record and create a mail merge document: You can use an existing mail merge template to create a mail merge document for an existing record.

You can preserve the preference options setting on the Use Merge Letter window, when ever you open the Mail Merge, the setting by default is set to the previous time setting by that particular user.

For example, to send a letter of acknowledgement to claimants for each new claim entered, you can create a mail merge template using the claimant name and address fields. You can also use MS Word merge fields to add salutations, titles, current date and time, and so on to the mail merge template.

After you create a template, you can open it from a claim. RISKMASTER automatically fills claim data into the merge fields and creates a letter of acknowledgement. If a claim is associated with multiple claimants, RISKMASTER creates a letter, from the mail merge template, for each claimant and person involved.

You can include any RISKMASTER fields, including supplemental fields in your mail merge template. You can also limit user or a group access to a particular mail merge document, through the RISKMASTER Utilities module .

**Note:** If you are using a SQL database for RISKMASTER, the title of a mail merge cannot exceed 25 characters.


## How To

### To Create a Mail Merge Document

You can open a mail merge template from a record and insert record data into the template to create a mail merge document.

**Note:** You must first [set up a mail merge template](#) before you can open the mail merge template from a record and create a mail merge document. The preference options setting on the Use Merge Letter window is preserved; when ever you open the Mail Merge, the setting by default is set to the previous time setting by that particular user.

*To create a mail merge document*

1. From any record window (like a General Claims window), open the record you want to associate the mail merge document with.
2. From the toolbar, select the Mail Merge button . The [Filter Merge Letter window](#) opens.
3. To specify the type of mail merge document you want to create, complete the fields on the [Filter Merge Letter window](#) as necessary. The Use Merge Letter window opens.
4. From the Letter Name drop down list, select the mail merge form letter template you want to use
5. Select other options you want to use.
6. Select Next. The Merge Template Document Attachment window opens.

7. Select the Launch Merge button.  
Your mail merge document opens in Microsoft Word.
8. Add, edit or review the contents of the mail merge document.
9. You can save and print this document.

## To Set Up a Merge Form Letter Template

In RISKMASTER you must first create a mail merge template before you can open the mail merge template from a record and create a mail merge document.

1. From the main menu, select User Documents.  
The User Document menu opens.
2. From the User Document menu, choose Word Merge Setup.  
The [Available Merge Form Letters window](#) opens and a Word Merge Setup link displays under the User Documents node in the left navigation tree.
3. From the [Available Merge Form Letters window](#), select the New button.  
The Edit Merge Letter wizard opens.
4. In the Edit Merge Letter wizard, respond to the questions and enter options into the fields.
5. Select the Next button on each window of the Edit Merge Letter wizard

Note: The Next button automatically displays when you complete the required fields.

6. Select the Next button on each window of the Edit Merge Letter On the Edit Merge Letter wizard: Create Merge Letter (4/4) window, select the Launch Word button.  
Microsoft Word opens with your mail merge template.
7. Select the Next button on each window of the Edit Merge Letter Add, edit or review the contents of the mail merge template.
8. Select the Next button on each window of the Edit Merge Letter > Select Save.  
RISKMASTER saves the mail merge template with a numbered file name.


Note: You have to remember this file name or change it. When you use the mail merge template you have to use the name you enter on the Edit Merge Letter wizard.

9. Select the Next button on each window of the Edit Merge Letter From the Word main menu, choose File > Close.
10. Select the Next button on each window of the Edit Merge Letter In RISKMASTER in the Edit Merge Letter wizard, select Finish.  
RISKMASTER adds the new mail merge template to your list of form letters on the Available Merge Form Letters window.

## To Attach a Mail Merge Document to a Claim

You can automatically attach a mail merge document to a record when you create the mail merge document. You can also attach an existing mail merge document if you know the location of the mail merge document.

To attach the mail merge document when you create a mail merge document:

1. Open the record you want to attach the mail merge document to.
2. From the toolbar, select the Mail Merge button .  
The [Filter Merge Letter window](#) opens.
3. To specify the type of mail merge document you want to create, complete the fields on the [Filter Merge Letter window](#) as necessary.
4. Select the Next button.

The Use Merge Letter window opens.

5. From the letter Name field drop down list, select the mail merge form letter template you want to use.
6. Select the Attach the resulting document to the current record check box.
7. Select Next.

The Merge Template Document Attachment window opens.

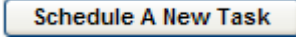
8. Select the Launch Merge button.  
Your mail merge document opens in Microsoft Word.
9. Add, edit or review the contents of the mail merge document.
10. You can save and print this document.  
RISKMASTER automatically attaches the document to the associated record.

## Set Up Auto Mail Merge Letters

1. From the main menu, select Utilities> Tools and Designers> Auto Mail Merge Setup  
The Auto Mail Merge Setup window opens
2. On the Auto Mail Merge window, select the button to create a new mail merge definition.  
The Auto Mail Merge Creation- Step 1 of 5( Introduction) window opens.
3. Select the Next button
4. Select the auto mail merge templates you want to use
5. In the 'What do you want to call this auto mail merge definition?' field , enter a name for the definition.
6. From the ' Do not process mail merge templates for records that were created before this date.' field, select the required date
7. Select the Next button
8. From the Available Filter field, select the filters based on which you want to select the records for creating mail merge.
9. Select the Add button to include the records in the Selected Filter field.  
The Add Auto Diary window opens based on the selected filter, on this window you can specify the parameters for the filter.
10. Select the Next button  
The 'New Auto Mail Merge - Step 3 of 5 (Select Template & Apply Additional Business Rule)' window opens.
11. Select the mail merge template you want to use
12. From the Available Filter(s) field select the filters available for the template and use the Add button to include in the Selected Filters field.
13. Select the Next button  
The New Auto Mail Merge- Step 4 of 5 opens.
14. From the Person Involved field select one or more Person Involved Types, such as "Driver Insured," "Passenger," "Injured Person" or "Driver Other." when one Person Involved Type is selected, and only one entity of the selected type is associated with the claim as a Person Involved, rMA generates one merged document.
15. From the Claimant Type field select one or more Claimant Types.
16. From the Defendant Type field select one or more Defendant Types.
17. From the Witness Types field select the required Witness Types.
18. Select the Next button
19. From the Following Printers are attached with the server' dropdown select the printer you want to use to print the mal merge letter.
20. From the Please Choose Paper Bin for Documents field, select the required paper bin.
21. Select the Finish button



## To Schedule a Auto Mail Merge Task

- From the View Scheduled Tasks window, select the  button.  
The View Scheduled Task window opens.
- From the Task Type drop down list, select the type of task as Auto Mail Merge.
- In the Task Name field, enter the name of the task.
- From the Schedule Type drop down list, select the type of schedule as required.
- Complete the fields on the Schedule a DDS Task: One Time , as shown below:

**Enter the Date and Time you would like to Run the Task on:**

- Date** Enter the start date of the scheduled task or select the date from the calendar.
- Time** Enter the start time of the scheduled task.
- Cancel** Select the button to close the window without saving the changes.

- Select the Save button.  
The task is scheduled to run as per selected parameters.

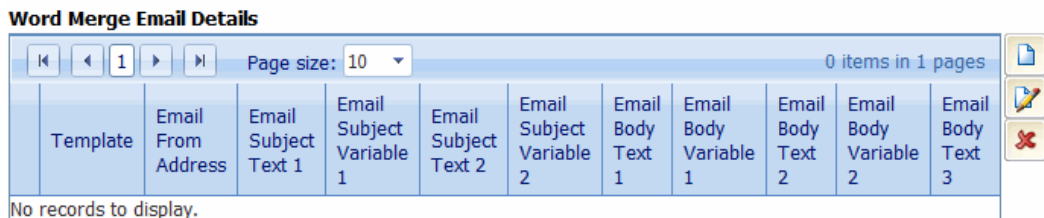
## Auto Mail Merge Setup Overview


This feature helps you to automatically generate documents for multiple claims at a time by specifying parameters without the need for a user to manually initiate the document creation process. Using the RISKMASTER Mail Merge feature, you can generate batches of documents based on pre-defined conditions. Using the Auto Mail Merge Setup feature you can set up a mail merge and then schedule the task to run automatically in Task Manager.

In the Auto Mail Merge process you cannot select specific records. Instead of by default including only the information in the first record found, the Auto Mail Merge process will create a document for each record.

## Setting Merge Letter Details

- From the main menu, select User Documents.  
The User Documents menu opens
- From the User Documents menu, select Word Merge Email Details.  
The Word Merge Email Details window opens.



- Select the  button to create a new mail merge email setup.  
The Word merge Email Detail Setup window opens.
- On the Email Template tab, From the Template field select the template you want to use for mail merge.
- In the Email From Address field, enter the email address from which the email is sent.
- On the Email Subject Tab, in the Text 1 field, enter the details for the email subject line.
- From the Variable field select the claim/ event variables you want to use in the email subject. Note: You can include Adjuster email address in the text.
- Select the Preview button to see a preview of the email.
- On the Email Body Line tab, in the Text field enter the text to be included in the email body.

10. In the Variable field select the variables you want to include in the email body. Note: You can include Adjuster email address in the text.
11. Select the Save button.

## Edit Merge Letter Wizard

Use the Edit Merge Letter wizard to create a mail merge template or edit an existing template. You have to create a mail merge template before you can open the **mail merge** template from a record and create a mail merge document.

You can create mail merge **templates** both in **Utilities** and in RISKMASTER . Contact your system administrator for user privileges in Utilities to create a mail merge template.


**To open** From the Available Merge Form Letters window, select the New button.

### Field definitions

<b>Fields</b>	Complete the fields and select the options to create a new merge letter.
<b>Send Copy as Email</b>	Select the check box if you want to send a copy of the merge letter via email to a designated type of recipient associated with the claim.
<b>Designated Recipient</b>	From the list of Entity/People types associated with the claim select the recipient for the document based on the entity type. <div style="border: 1px solid black; background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> When you select the Adjuster option from the field, the Current Adjuster Only checkbox displays. Select the checkbox to send the email only to the current adjuster. When you select the Claimant option, then the Primary Claimant only checkbox displays. select the checkbox to send the email notification only to the primary claimant.</p> </div>
<b>Next</b>	Select the button to open the next window in the Edit Merge Letter wizard
<b>Cancel</b>	Select to close the Edit Merge Letter wizard.
<b>Launch Word</b>	On the Edit Merge Letter wizard: Create Merge Letter (4/4) window, select the button to open the merge form template in Microsoft Word.
<b>Finish</b>	Select the button to save the merge form template.
<b>Policy LOB</b>	Enter the code that best describes the insurance line of the policy. Note: The Policy LOB field help to search the policy with filter.


## Dialog

### Filter Merge Letter Window


**To open** On a open record window, from the toolbar, select the Mail Merge button .

## Field definitions


### What is the Jurisdiction Or State for the form?

- Select the All States check box if the mail merge document is applicable in all States of jurisdiction.
- Select the search button  to open the States window and select a state where the mail merge document is applicable.

### Type of merge document

Select the search button  to open the Merge Doc Type window and select the type of merge document you want to use.

### Format of merge document

Select the search button  to open the Merge Format Type window and select the format of the merge document you want to use.

**Next** Select to open the

**Cancel** Select to close the window without selecting a filter.

## Edit Merge Letter Wizard

Use the Edit Merge Letter wizard to create a mail merge template or edit an existing template. You have to create a mail merge template before you can open the mail merge template from a record and create a mail merge document.

You can create mail merge templates both in Utilities and in RISKMASTER . Contact your system administrator for user privileges in Utilities to create a mail merge template.

**To open** From the [Available Merge Form Letters window](#), select the New button.

## Field definitions

**Fields** Complete the fields and select the options to create a new merge letter.

**Next** Select the button to open the next window in the Edit Merge Letter wizard

**Cancel** Select to close the Edit Merge Letter wizard.

**Launch Word** On the Edit Merge Letter wizard: Create Merge Letter (4/4) window, select the button to open the merge form template in Microsoft Word.

**Finish** Select the button to save the merge form template.

## Available Merge Form Letters Window

- To open**
- From the main menu, select User Documents.
  - From the User Documents menu, choose Word Merge Setup.

## Field definitions

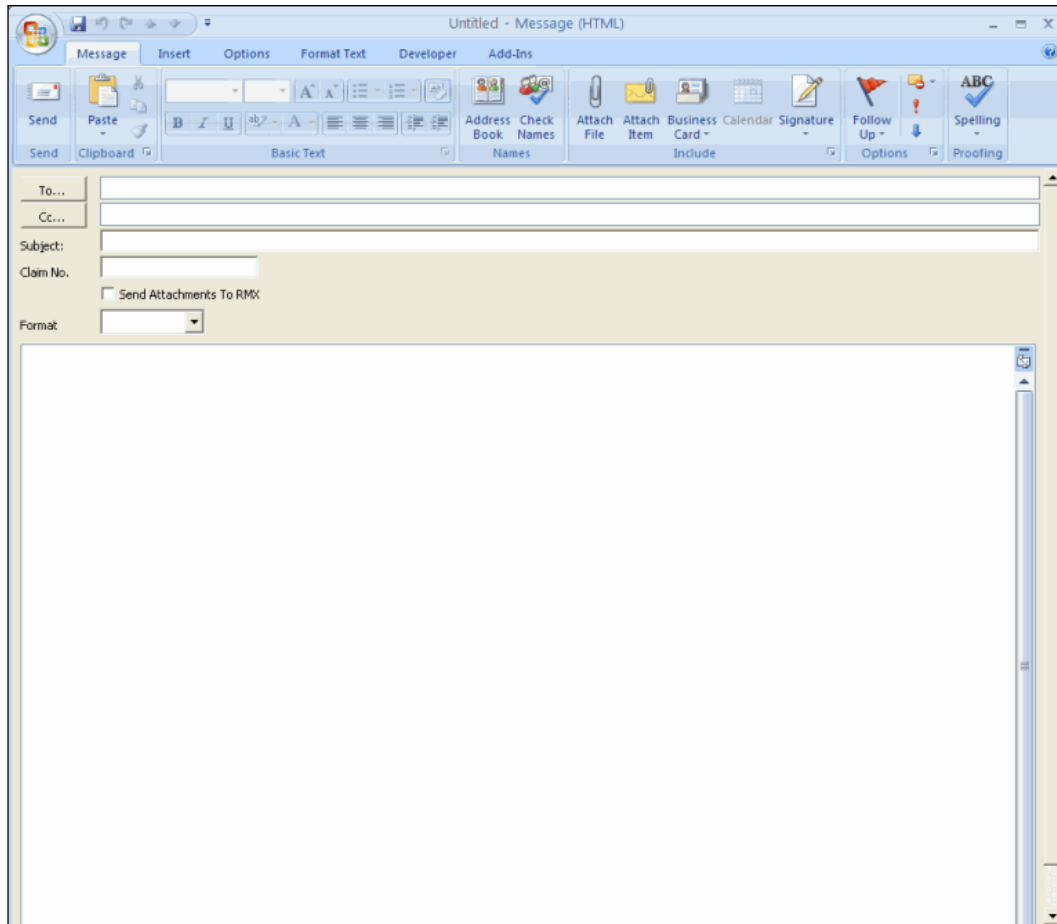
<i>Form Letters</i>	Displays the existing mail merge form letter templates , associated with various data sources.
<b>New</b>	Select to open the Edit Merge Letter wizard and create a new mail merge template.
<b>Delete</b>	Select an existing form letter and then select this button to delete the selected form letter.



# Outlook Integration

## To Attach an E-mail to a Claim from Outlook

1. Open Microsoft Outlook.
2. On the Microsoft Outlook window, select the **New RMX Email** button.  
The MS Outlook New Message window opens.



3. Compose the e-mail message and enter the recipients e-mail address.
4. In the Claim No. field, enter the claim number to which you want to attach the e-mail.
5. Select the Send Attachments to RMX check box, to send attachments in e-mail to RISKMASTER.  
**Note:** The size of attachment can be of maximum 50 MB.
6. From the Format drop down list, select the format of the file you want to attach to RISKMASTER through e-mail.
7. Select the Send button.  
The e-mail is attached to selected claim in RISKMASTER.

## To Activate Microsoft Outlook Feature and Set File Size

### To Activate Microsoft Outlook feature

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose System Parameters  
The System Parameters menu opens.
3. From the System Parameters menu, choose General System Parameter Setup.  
The General System Parameter Setup window opens.
4. On the General System Parameter Setup window, select the 'Use Outlook To Send Email' check box.  
The Outlook feature activates with RISKMASTER X.

### To Set Size of Files E-mailed Using Outlook

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose System Parameters  
The System Parameters menu opens.
3. From the System Parameters menu, choose General System Parameter Setup.  
The General System Parameter Setup window: System Settings tab opens.
4. In the ' Size Limit(in MB) for Files that can be emailed using Outlook' field enter the size of the file.

Note: You can enter minimum 1 and maximum 35 in this field.

## RISKMASTER Outlook Integration

The RMX Outlook Integrated feature offers a two way interaction between Microsoft Outlook and RISKMASTER. With this you can attach e-mails and files to the claims directly in RISKMASTER. When you send e-mails through , the Outlook client will open up with attachments pre-loaded in.


When the Plug-In is installed, two new buttons are available in Users Outlook client New RMX Email and Upload Item(s) to RMX

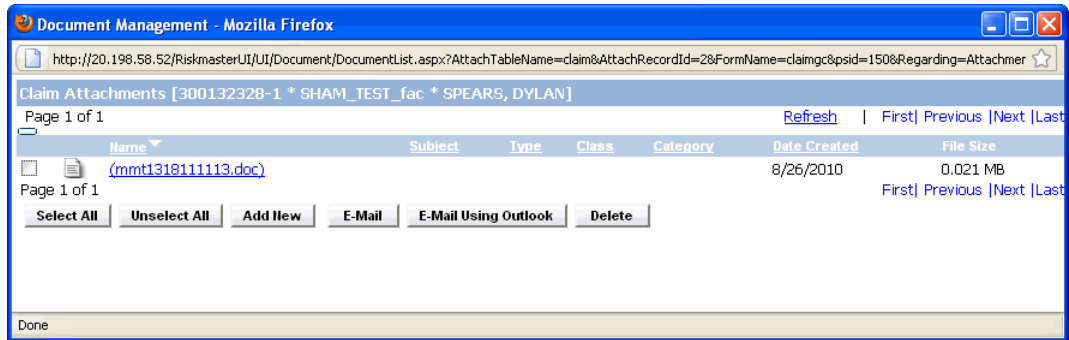
Note:

Exchange server web service API should be available on the system to interact with the web server.

## To E-mail Claim Attachments From RISKMASTER Using Outlook

When you send email using Outlook you will be able to see your outlook address book. Emails sent using will be visible in Outlook's Sent Items folder.

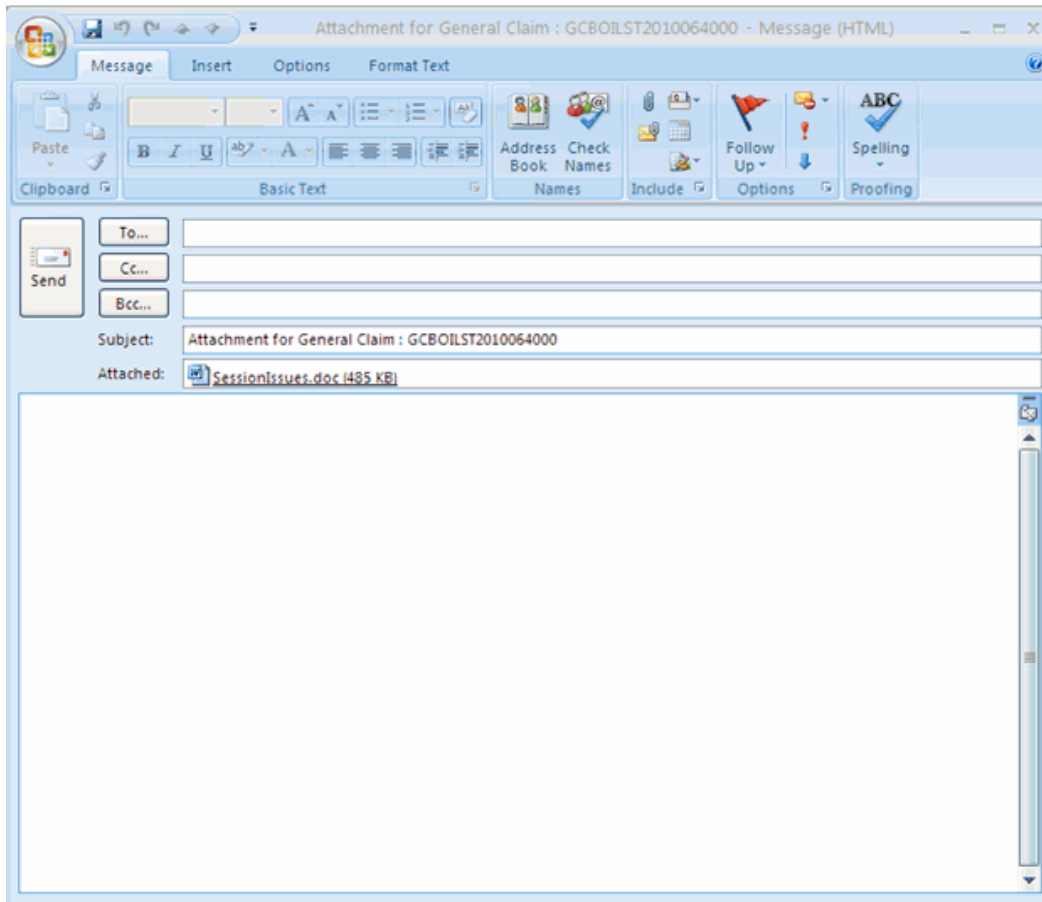
1. [Search](#) and open the claim for which you want to e-mail attachments.
2. On the required claim window, from the toolbar select the Attachments  button.  
The Document Management window opens.



3. From the Claim Attachments list, select the check box against the required file which you want to e-mail using Outlook.
4. Select **E-Mail Using Outlook** button.

Note: Microsoft Outlook should be open when you try to send attachments from using Outlook.

The Outlook new message window opens with the Claim Number in the Subject of the e-mail.



5. Compose the e-mail message and select the Send button.  
The selected file is send as an e-mail through Outlook.

Note: If the attachment size is greater than the allowable attachment size, when you select the Send button, you will get a prompt telling you the file size is too large. The allowable file size is set up on the General System Parameters window in Utilities.



## To Upload an E-mail from Outlook

To upload an E-mail from Outlook to , do one of the following:

- [Send as email attachment from Outlook](#)
- [Attach directly from Outlook](#)

Note: When you send email using Outlook you will be able to see your Outlook address book. Emails sent will be visible in Outlook's Sent Items folder.

### Send as Email Attachment from Outlook

1. Open Microsoft Outlook.
2. From the MS Outlook window, compose a new e-mail.  
The Compose Message window opens.
3. In the To.. and Cc.. field, enter the e-mail address of the person you want to send the e-mail to.
4. In the Subject field, enter the subject of the e-mail.
5. Select the Send button.  
A confirmation message window opens if the prompt level settings have been done while configuring MS Outlook.
6. Select the Yes button if you want to upload the e-mail to .  
The ClaimInfo window opens.
7. In the Claim/ Event Number field, enter the claim or event number to which you want to upload the e-mail.
8. Select the Claim or Event option, based on whether you want to attach email to claim or event information.
9. Select the Upload button.  
  
The e-mail is sent to the e-mail address specified in the To/ Cc field and it is also attached to the specified claim number in .

### Attach Directly from Outlook

1. Open Microsoft Outlook.
2. From the Inbox, select the e-mail which you want to attach to a claim or event in RISKMASTER.
3. Select the Upload Mail button.  
The ClaimInfo window opens.
4. In the Claim Number field, enter the claim number to which you want to attach the e-mail.
5. From the Format drop down list, select the format of the file that you want to attach to RISKMASTER through e-mail.
6. Select the Send Attachments to RMX check box, to send attachments in the e-mail to RISKMASTER.
7. Select the Upload button to attach the e-mail to the specified claim.

# Point Claim Balancing

## Point Claim Balancing Overview

Using this feature you can identify the differences in the financial data in the POINT Policy system and the RISKMASTER.

The utility imports records from POINT into RISKMASTER tables and then an executable file is run through Taskmanager to create reports that detail the out of balance data for the reserves and payments. The reports are created in Microsoft Excel format. However you can also create reports in Business Intelligence from rmA tables to identify out of balance records.

The Policy System Interface must be configured with RISKMASTER to use this feature. IBM I

series should be installed at server in case POINT IN and POINT IN J system use DB2.

Records are imported based on the Date of Loss. All records having Date of Loss after or on the specified date are imported from the Policy system into rmA.


You can schedule the claim balancing utility only for the policy systems for which the Financial Upload setting is turned on in the Policy System Setup. The utility uses the connection details provided on the Policy System Setup. Microsoft Excel should be installed on the server to run this utility.

## Dialog

### Policy System Web Settings Window

The Policy System Web Settings allows user to enter the necessary information about the communication framework for each policy system.

#### To open

- From the Policy System Setup window, select the  button.

#### Field definitions

<b>Policy System Name</b>	Enter a policy system name that you want to set for a claim.
<b>Domain</b>	Enter the domain name.
<b>License</b>	Enter the license number.
<b>Proxy</b>	Enter the proxy server address.
<b>User Name</b>	Enter the user name to use to access this data source.
<b>Password</b>	Enter the case-sensitive password information.
<b>Confirm Password</b>	Re-enter the password.

<b>URL Parameter</b>	Enter the URL parameter.
<b>Financial upload</b>	Select the check box if you to upload financial data for the policy system.
<b>Default Policy System</b>	Select the check box if you want to select the default policy system.
<b>OK</b>	Select the button to save the new policy system web settings and display the settings in the Policy System Setup frame on the Policy System Setup window.
<b>Cancel</b>	Select the button to close the window without saving the settings you entered.
<b>Change Password</b>	Select the button to change the password.
<b>Mapping Table Prefix</b>	Enter the prefix of the mapping code table used for mapping external policy system codes to rma codes.
<b>Policy System Name</b>	Enter the name of the policy system used for the policy download.
<b>Version</b>	Enter the version of the policy system used for policy download.
<b>Client File Setting</b>	Select the check box if policy system is configured to client file setting as ON
<b>Use RMX User for CFW</b>	Select the checkbox if you want to use RMX user name for the
<b>CFW User Name</b>	Enter the User name for the policy interface (Applicable when setting "Use RMX User For CFW" is disable.)
<b>Location Company</b>	Select the name of the company associated with the policy at the policy location.
<b>Master Company</b>	Select the name of the master company associated with the policy.
<b>Business Entities Code</b>	Enter the codes for the business entities used in external policies. The codes should be in CSV (comma separated value) format.
<b>Exclude Major Peril</b>	Enter the codes or names for major risks or perils which you want to exclude while policy system setup . The codes should be in CSV (comma separated value) format.
<b>Exclude Additional Interests</b>	Enter the codes or names for the various interests f which you want to exclude while policy system setup. The codes should be in CSV (comma separated value) format.

## How To

### To Add New Data Source

1. On the Policy System Web Settings, from the Data DSN field, select the Add button.
2. The Add New Data Source window opens.

Reserves (General Claim [GCDISP2013000083 \* ABC Manufacturing \* ABC International, Raman ])

ABC International, Raman

Policy Name	Unit	Coverage Type	Loss Type	Reserve Type	Balance	Paid	Collection	Incurred	Status
retest	WBAN676744321	WC Workers Compensation	14DisCode001 DisCode1	I Indemnity	\$200.00	\$0.00	\$0.00	\$200.00	O

3. Select the required ODBC driver which you want to use to create DSN.
4. Select the Next button.

VSS Interface Log

Request Id:

From Date: 02/03/2013

To Date: 02/06/2013

Packet Type:

Request Type:

Status:


Request Id	Packet Type	Request Type	Status	Date	Time	Request Packet	Response Packet	Events	Exceptions
247	RESERVE	PUSHFROMRMX	COMPLETED	2/4/2013	12:21 PM	<a href="#">View Request</a>	<a href="#">View Response</a>	<a href="#">View Events</a>	No
246	PAYMENT VOID	PUSHFROMRMX	COMPLETED	2/4/2013	12:21 PM	<a href="#">View Request</a>	<a href="#">View Response</a>	<a href="#">View Events</a>	No
245	PROFILE UPDATE	PUSHFROMRMX	COMPLETED	2/4/2013	12:05 PM	<a href="#">View Request</a>	<a href="#">View Response</a>	<a href="#">View Events</a>	No

5. Enter the details to connect to the database server as shown in table below:

<b>Server name</b>	Enter the name of the database server
<b>Database Name</b>	Enter the database name which you want to connect to
<b>Library List (comma Separated)</b>	Enter the list of libraries if the Database driver is iSeries DB2 driver.
<b>Login User Name</b>	Enter the username used to connect to database
<b>Login Password</b>	Enter the password to connect to database.

6. Select the Next button.
7. The database wizard validates the data source information.
8. Once the information is validated the data source is saved.

### To Schedule a Claim Balancing Task

1. From the View Scheduled Tasks window, select the  button. The View Scheduled Task window opens.
2. From the Task Type drop down list, select the type of task as Claim Balancing.
3. In the Task Name field, enter the name of the task.
4. From the Schedule Type drop down list, select the type of schedule as required.
5. Complete the fields on the Schedule a Task window: . as shown below:

**Enter Start Date and Time:**

**Date** Enter the start date of the scheduled task or select the date from the calendar.

**Time** Enter the start time of the scheduled task.

**Enter the interval after which to repeat the task:**

**Interval Type** From the drop down list, select the type of interval after which you want to repeat the task.

<b>Interval</b>	Enter the interval after which you want to repeat the task.
<b>Claim Balancing Related Parameters:</b>	
<b>Select Policy System</b>	From the dropdown select the external policy system from which you want to generate the out of balance reports.
<b>Date of Claim (Claims on/after this date will be balanced)</b>	Select a date after which the claim records will be balanced.
<b>Select Claim Type</b>	Select the type of the claim records you want to generate the out of balance report for.
<b>Send the out of balance Report via Email</b>	Select the check box if you want to send the generated report via email  Note: The report will be sent to the email address of the logged in user. The SMTP server settings and user's email address should be configured in the Security Management System.
<b>Scheduler Related Parameters:</b>	
<b>Admin User ID</b>	Enter the admin user ID for the scheduling the task.  Only the Users having administrator rights in Security Management System can schedule the task. In case the logged in user does not have admin rights then they can schedule the task by entering admin user ID and Password.
<b>Admin Password</b>	Enter the password to schedule the task.  When the logged in user is BES User and does not have admin rights on the database user needs to enter the password.
<b>Save</b>	Select the button to save the changes.
<b>Cancel</b>	Select the button to close the window without saving the changes.

6. Select the Save button.  
The task is scheduled to run periodically based on the defined interval.

## To Schedule Claim Balancing Task using the Standalone Utility

Apart from scheduling the claim balancing task in TASK Manager, you can also run the claim balancing task by simply double clicking on the claim balancy(exe) executable file. Similarly task can also be schedules from Microsoft Windows Task Scheduler.

### To run Claim Balancing Utility as Standalone

1. Locate WCFService\bin folder
2. Look for ClaimBalancing.exe and ClaimBalancing.exe.config file
3. Open ClaimBalancing.exe.config file
4. Locate the section <ClaimBalancingInputParams>  
<ClaimBalancingInputParams

```
<add key="RMXLoginName" value="abk"/>  
  
<add key="RMXDSNName" value="RMA141_POLICY"/>  
  
<add key="PolicySystemName" value="POINT_RM1"/>  
  
<add key="DateOfLoss" value="0"/>
```

```

<add key="RMAClaimTypeCodeShortCode" value="0"/>
<add key="SendReportViaEmail" value="False"/>
<add key="AdminUserId" value=""/>
<add key="AdminPassword" value=""/>
</ClaimBalancingInputParams>

```

5. Enter Parameters for each key as shown in table:

Key	Is required?	Description
RMXLoginName	Yes	RMA Login Name
RMXDSNName	Yes	Name of the data source for which claim balancing utility will be executed
PolicySystemName	Yes	Name of the Policy System
DateOfLoss	No. Default value must be "0" (Zero)	Claims on or after this date will be balanced. Date if given should be in YYYYMMDD format
RMAClaimTypeShortCode :	No. Default value must be "0" (Zero)	RMA Claims short code to filter data
SendReportViaEmail	Yes. Value can be either "True" or "False"	If value is true, an email with OOB report as attachment will be sent to the user's email address
AdminUserID	No. Default value must be blank	If the RMA login does not have admin rights in SMS, the Admin User ID password can be given.
AdminPassword	No. Default value must be blank	If the RMA login does not have admin rights in SMS, the Admin User ID password can be given.

6. Once the input parameters are saved in the ClaimBalancing.exe.config file, close the file  
7. Double click on ClaimBalancing.EXE to run the utility



# Stataware

## StrataWare Bill Review System

Using this feature you can access the StrataWare Bill Review system directly from RISKMASTER.

The StrataWare system account should be created with the same email address specified for the RISKMASTER user in the Security Management System.

The RISKMASTER users can access the StrataWare website using single sign on.

### To Set Up StrataWare

1. From the main menu, choose Utilities> System Parameters> General System Parameter Setup.  
The General System parameter Setup window opens.
2. On the General System Parameter Setup window: System Settings tab , select the Use StrataWare checkbox to activate the StrataWare Bill Review services.
3. On the General System Parameter Setup window: System Settings tab , select the 'Use single user for StrataWare sign on' checkbox.

**Note:** If 'Use single user for StrataWare sign on' check box is disabled then you must be logged in as a user whose account is linked and setup with StrataWare

4. In the User field, select the lookup button to choose the user account which you want to use for the StrataWare single sign on.

**Note:** This field is enabled only when the ' Use single user for StrataWare sign on' check box is selected.

5. In the Consumer Service URL field, enter the address of the consumer
6. In the Service Provider URL field enter the address of the StrataWare service provider.

### To Access StrataWare Bill Review System from RISKMASTER

1. From the main menu, select My Work
2. From the My Work menu, select StrataWare.  
The StrataWare webpage opens.





# Policy Interface

## Policy Interface Overview

The Policy Interface allows RISKMASTER r8 to retrieve policy data from external policy systems such as POINT. This interface uses existing Security Management settings and permissions related to the policy.

Policy data is only retrieved as needed from the external policy system. It is not stored in the RISKMASTER database. You cannot edit or update the data.

Policy data can be viewed in the Search and Lookup windows. Once a policy has been attached to the claim, you can view Policy/Coverage information in the corresponding RISKMASTER Policy windows in read-only mode.

A web service call is executed every time a user requests policy data and the most recent data is retrieved and displayed. A claim can have multiple policies attached to it.

## How To

### To Activate and Setup Policy System Interface in RISKMASTER

1. From the main menu, select Utilities.  
The Utility menu opens.
2. From the Utility menu, select System Parameters.  
The System Parameters menu opens.
3. From the System Parameters menu, select General System Parameter Setup.  
The General System Parameter Setup window opens.
4. On the General System Parameter Setup window, select the Carrier Claim Settings tab.

The screenshot shows the 'General System Parameter Setup' window with the 'Carrier Claim Settings' tab selected. The 'Carrier Claim Settings' section includes the following options:

- Use Carrier Claims:
- Use Unit Stat:
- Auto Populate Department:
- Department For Auto Population:

The 'Policy Interface Settings' section includes the following options:

- Use Policy System Interface:
- Allow Policy Search:
- Fetch Records on policy search:
- Download External Policy as Claim Based:
- Download External Policy as Event Based:
- Use Code Mapping:

5. In the Policy Interface Settings field, select the 'Use Policy System Interface' check box, to activate the Policy System Interface.  
**Note:** To activate the Policy System Interface, you must first activate the Carrier Claims by selecting the Use Carrier Claims check box on the Carrier Claim Settings.
6. Select the 'Allow Policy Search' check box, if you want to enable internal policy search functionality while attaching policy to claim on Claim window.
7. Select the 'Fetch records on policy search' option if you want system to retrieve records when policy search is done.
8. Select the 'Download External Policy as Claim Based' option if you want to download policies from external system based on claim records.
9. Select the 'Download External Policy as Event Based' option if you want to download policies from external system based on event records.

10. Select the 'Use Code Mapping' option if you want to enable and use policy system code mappings.

11. Select the Save  button.

## To Work with Policy System Download


To work with Policy System downloads, you must first activate the Policy System Interface by selecting the Use Policy System Interface check box on the General System Parameter Setup window: Carrier Claim Settings tab.

Note: [You can also download policy from a claim window.](#)

1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Policy System Download.  
The [Policy System Download window](#) opens and a Policy System Download link displays under Maintenance node in the navigation tree.
3. Complete the fields on [the Policy System Download window](#) , as shown below .

### Policy Search Criteria

<b>System Name</b>	From the drop down list, select the name of the policy system interface you want to download policy from or want to search policy records for.
<b>Policy Number</b>	Enter a unique identifying number for the policy.
<b>Policy Symbol/Name</b>	Enter a unique identifying name for the policy.
<b>Module:</b>	Enter the name of the policy module for which you want to search policy records from policy system.
<b>Policy State</b>	Enter the name of the state which policy belongs to.
<b>Line Of Business</b>	Enter the line of business for which you want to search the policy records/.
<b>Location Company</b>	Enter the name of the company at the policy location for which you want to search policy records.
<b>Insured Zip</b>	Enter the Zip code of the location of person insured in policy.
<b>Customer Number</b>	Enter the unique customer number for the policy.
<b>Master Company</b>	Enter the name of the master company responsible for policy.
<b>Agent</b>	Enter the user defined code number and name of the agency responsible for handling the insurance policy. This information downloads from the host system.
<b>Insured City</b>	Enter the name of the city of the person insured in policy.
<b>Insured SSN</b>	Enter the Social Security Number of the person insured in policy.

<b>Data DSN</b>	Enter the data source name of the database to connect to the policy system. To configure the DSN select the Add button next to the field to open the Add New Data Source window. To clear the contents of the DSN, select the Clear button.
<b>Copy Data DSN to Client DSN</b>	Select the checkbox if the data DSN and the client DSN are same.
<b>Client DSN</b>	Enter the client data source used to connect to the policy system and download the records from the external policy system.
<b>Group Number</b>	Enter the unique number of the policy group.
<b>Insured Last Name</b>	Enter the last name of the person insured in policy.
<b>Insured First Name:</b>	Enter the first name of the person insured in policy.
<b>Date of Loss</b>	Enter the date on which incident or event occurred or select the  button to select from a calendar.
<b>Submit Query</b>	Select to search the database and display the results.
<b>Clear</b>	Select to clear all the unsaved values on the window.

#### *To Download Policy from Claim window*

1. Search and open the claim for which you want to download the policy.
2. Select the Download Policy button next to the Policy Name field.  
**Note:** The system validates the Date of claim, date of event etc. If claim is new then you must first enter values for these fields.  
The Policy System Search window opens.
3. Enter the search criteria and then from the Lookup results window select the required policy.
4. From the list of policies, select a policy and select the Inquiry button to view the details of the selected policy.
5. You can also download the selected policy (Including related entities, units & coverages) by selecting the Save button  
Once the policy is downloaded, system checks the data on the claim form against the policy being attached.
6. If it is validated then system will attach the policy to the claim if not a validation message displays that policy information does not match to the claim.
7. Select the Save button on the Claim window, to check that the policy is valid for the claim.

Note: If multiple policies are attached to the claim then on claim save system will validate each policy and incase some policies are not qualified system will display the validation message with invalid policy names.

## To Work with Policy Interface Code Mapping

To activate Policy Interface Code Mapping in the Policy Setup, you must first activate the Policy System Interface by selecting the Use Policy System Interface check box on the General System Parameter Setup window: Carrier Claim Settings tab.

1. From the Utilities main menu, choose Managers.  
The Managers menu opens.
2. From the Managers menu, choose Policy Setup.  
The Policy Setup menu opens.
3. From the Policy Setup menu, choose Policy Interface Code Mapping.  
The Policy Interface Code Mapping window opens and a Policy Interface Code Mapping link displays under Utilities node in the navigation tree..
4. Complete the fields on the [Policy Interface Code Mapping window](#), as shown below .


**Select Policy System** From the dropdown list, select the policy system which you want to use for mapping of codes.

**Select Code Type** From the drop down list, select the appropriate code type.

**RISKMASTER Codes** From the drop down list, select the appropriate RISKMASTER codes.

**Policy System Interface Codes** From the drop down list, select the appropriate policy system interface codes.


**Add Policy Code** Select the  button to add policy code to the table.

**Remove Policy Code** Select the check box against the code that you want to remove from the table and then select the  button.


- 5.

## To Work with Policy System Web Settings

### *To edit policy system web settings*

1. On the Policy System Web Settings window, select the option that you want to edit settings.
2. Select the Edit  button.  
The Policy System Web Settings [window](#) opens.
3. Edit the information in the fields.
4. Select the Ok button.  
The Policy System Web Settings window displays the edited settings.

### *To delete a policy system web settings*


1. On the Policy System Web Settings window, select the option that you want to delete.
2. Select the Delete  button.  
RISKMASTER deletes the selected policy system web settings.

## To Add Policy System Web Settings Details

1. From the Utilities main menu, choose Managers.  
The Managers menu opens.

2. From the Managers menu, choose Policy Setup.  
The Policy Setup menu opens.
3. From the Policy Setup menu, choose Policy System Setup.  
The Policy System Setup window opens.



4. To add policy system web settings details, select the  button..  
The Policy System Web Settings window opens.
5. Complete the fields on the [Policy System Web Settings window](#) , as shown below .

<b>Policy System Name</b>	Enter a policy system name that you want to set for a claim.
<b>Domain</b>	Enter the domain name.
<b>License</b>	Enter the license number.
<b>Proxy</b>	Enter the proxy server address.
<b>User Name</b>	Enter the user name to use to access this data source.
<b>Password</b>	Enter the case-sensitive password information.
<b>Confirm Password</b>	Re-enter the password.
<b>URL Parameter</b>	Enter the URL parameter.
<b>Financial upload</b>	Select the check box if you to upload financial data for the policy system.
<b>Default Policy System</b>	Select the check box if you want to select the default policy system.
<b>OK</b>	Select the button to save the new policy system web settings and display the settings in the Policy System Setup frame on the Policy System Setup window.
<b>Cancel</b>	Select the button to close the window without saving the settings you entered.
<b>Change Password</b>	Select the button to change the password.
<b>Mapping Table Prefix</b>	Enter the prefix of the mapping code table used for mapping external policy system codes to rma codes.
<b>Policy System Name</b>	Enter the name of the policy system used for the policy download.

<b>Version</b>	Enter the version of the policy system used for policy download.
<b>Client File Setting</b>	Select the check box if policy system is configured to client file setting as ON.
<b>Use RMX User for CFW</b>	Select the checkbox if you want to use RMX user name for the policy interface
<b>CFW User Name</b>	Enter the user name for the policy interface.(Applicable when setting “Use RMX User For CFW” is disable.)
<b>Location Company</b>	Select the code of the location company associated with the policy
<b>Master Company</b>	Select the name code of the master company associated with the policy. (eg 05)
<b>Business Entities Code</b>	Enter the codes for the business entities used in external policies. The codes should be in CSV (comma separated value) format.
<b>Exclude Major Peril</b>	Enter the codes or names for major risks or perils which you want to exclude while policy download . The codes should be in CSV (comma separated value) format.
<b>Exclude Additional Interests</b>	Enter the codes or names for the various additional interests f which you want to exclude while policy system download. The codes should be in CSV (comma separated value) format.

The Policy System Web Settings frame on the Policy System Setup window, displays the details of the policy.

## Field Help

### Policy System Download

To activate the Policy System Download, select the Use Policy System Interface check box on the General System Parameter Setup window: Carrier Claim Settings tab.


- To open
- From the main menu, select Maintenance.
  - From the Maintenance menu, choose Policy System Download.
  - Or
  - From the claim window, select the policy button next to the Policy Name field.

## Field definitions

### Policy Search Criteria

<b>System Name</b>	From the drop down list, select the name of the policy system interface you want to download policy from or want to search policy records for.
<b>Search External Policies Based on Claim Date</b>	<p>Select the option to send the claim date in the policy search request. The "Date of Loss" will contain the value of "date of claim".</p> <p>Note: This field displays when you open the Policy System Download window from the claim window.</p>
<b>Search External Policies Based on Event Date:</b>	<p>Select the option to send the event date in the policy search request, The "Date of Loss" will contain the value of "Date of Event"</p> <p>Note: This field displays when you open the Policy System Download window from the claim window.</p> <p>A new column named "Claim_Based_Flag" will be added in Policy Table to store the value of these settings at policy level. This new column will be used further in Point Upload and Claim Balancing utility to determine the date of loss.</p>
<b>Policy Number</b>	Enter a unique identifying number for the policy.
<b>Policy Symbol/Name</b>	Enter a unique identifying name for the policy.
<b>Module:</b>	Enter the name of the policy module for which you want to search policy records for download from external system.
<b>Claim Date Reported</b>	Displays the date of claim reported as saved on the claim window. This field is read only when you search a policy from the claim window.
<b>Policy State</b>	Enter the name of the state which policy belongs to.
<b>Line Of Business</b>	Enter the line of business for which you want to search the policy records/.
<b>Location Company</b>	Enter the name of the company at the policy location for which you want to search policy records.
<b>Insured Zip</b>	Enter the Zip code of the location of person insured in policy.
<b>Customer Number</b>	Enter the unique customer number for the policy.
<b>Master Company</b>	Enter the name of the master company responsible for policy.
<b>Agent</b>	Enter the user defined code number and name of the agency responsible for handling the insurance policy. This information downloads from the host system.
<b>Insured City</b>	Enter the name of the city of the person insured in policy.




- Insured SSN** Enter the Social Security Number of the person insured in policy.
- Group Number** Enter the unique number of the policy group.
- Insured Last Name** Enter the last name of the person insured in policy.
- Insured First Name:** Enter the first name of the person insured in policy.
- Date of Loss** Enter the date on which incident or event occurred or select the  button to select from a calendar.
- Submit Query** Select to search the database and display the results.
- Clear** Select to clear all the unsaved values on the window.

## Policy Interface Code Mapping

To activate Policy Interface Code Mapping in the Policy Setup, you must first activate the Policy System Interface by selecting the Use Policy System Interface check box on the General System Parameter Setup window: Carrier Claim Settings tab.

- To open**
- From the main menu, choose Utilities.
  - From the Utilities menu, choose Managers.
  - From the Managers menu, choose Policy Setup.
  - From the Policy Setup menu, choose Policy Interface Code Mapping.

### Field definitions

- Select Policy System** From the drop down list, select the policy system which you want to use for mapping of codes.
- Select Code Type** From the drop down list, select the appropriate code type.
- RISKMASTER Codes** From the drop down list, select the appropriate RISKMASTER codes.
- Policy System Interface Codes** From the drop down list, select the appropriate policy system interface codes.
- Add Policy Code** Select the  button to add policy code to the table.

**Remove Policy Code** Select the check box against the code that you want to remove from the table and then select the  button.

## Activate Policy System Interface in RISKMASTER

### To open

- From the main menu, select Utilities.
- From the Utilities menu, choose System Parameters.
- From the System Parameters menu, choose General System Parameter Setup.
- From the General System Parameter Setup window, choose Carrier Claim Settings tab.

### Field definitions

#### Carrier Claim Settings


**Use Carrier Claims** Select the check box to activate carrier claim feature.

**Use Unit Stat** Select the check box to activate Unit Stat Detail tab on workers compensation claim window.

Note: The check box is checked to capture additional Unit Statistical reporting information not defined on the previous Workers Compensation folders.

**Auto Populate Department** Select the check box to auto populate department.

Note: When the check box is selected then the Department field on claim window gets optional and the selected department auto populates on claim window. When the check box is unchecked the Department filed on claim window becomes mandatory.

**Department For Auto Population** Enter the department you want to populate on claim window or select the  button to select from the Code Selection window.

#### Policy Interface Settings

**Use Policy System Interface** Select the check box to activate this feature.

Note: To activate the Policy System Interface, you must first activate the Carrier Claims by selecting the Use Carrier Claims check box.

**Allow Policy Search** Select the check box to activate policy search feature.

**Fetch records on policy search** Select the option if you want system to retrieve records when policy search is done.

**Download External Policy as Claim Based** Select the option if you want to download policies from external system based on claim records.

**Download External Policy as Event Based** Select the option if you want to download policies from external system based on event records.

**Use Code Mapping** Select the option if you want to enable and use policy system code mappings.

## Policy System Download Search Result Window

Note: To activate the Policy System Download, select the Use Policy System Interface check box on the General System Parameter Setup window: Carrier Claim Settings tab.

- To open**
- From the main menu, select Maintenance.
  - From the Maintenance menu, choose Policy System Download.

### Field definitions

**Policy Id** Displays the policy identification number.

**Policy Number** Displays a unique identifying number for the policy.

**Policy Symbol** Displays a unique identifying symbol for the policy.

**Claim Date Reported** Select the date of clam based on which you want to search or download the policy records.

Note: This field displays when you open the Policy System Download window from the Maintenance menu.

When user selects a policy for download, The system verifies that Date of Loss falls between Minimum Retro Date and maximum tail date of policy.

**Policy Holders** Displays the name of all the policy holders.

**Branch** Displays a user-defined code, identifying the branch within the underwriting location that produced the policy. This information downloads from the host system.

**Ist Unit** Displays the first unit/locations associated with the policy.

**Effective Date** Displays the date the policy went into effect.

**Expiration Date** Displays the date the policy expires or expired.

**Status** Displays the status of the policy.



Select the Download Policy button to download the selected external policy.



Select the Enquire Policy button, to open the read only Policy Tracking window.




From the Filter drop down list, select the operator you want to apply to objects to filter required data.

## Policy System Web Settings Window

The Policy System Web Settings allows user to enter the necessary information about the communication framework for each policy system.

### To open

- From the Policy System Setup window, select the  button.

### Field definitions

**Policy System Name** Enter a policy system name that you want to set for a claim.

**Policy System Type** Select the type of policy system as Integral or POINT IN.  
 When you select policy system type as Integral, the various fields available on the window are hidden and the fields pertinent to Integral Policy System are displayed.

In the WS Search URL, enter the URL where the system has the policy search webservice.

In the WS Inquiry URL, enter the URL where the system has the policy inquire webservice.

**Policy System Web Settings**

<b><u>Policy System Name</u></b>	<input style="width: 95%;" type="text"/>
<b><u>Mapping Table Prefix</u></b>	<input style="width: 95%;" type="text"/> (Max 8 characters)
<b><u>Policy System Type</u></b>	<input type="text" value="INTEGRAL"/> <input type="text" value="INTEGRAL"/>
<b><u>WS Search URL</u></b>	<input style="width: 95%;" type="text"/>
<b><u>WS Inquiry URL</u></b>	<input style="width: 95%;" type="text"/>
Central Authentication Service(CAS)	<input type="checkbox"/>
Policy System URL	<input style="width: 95%;" type="text"/>
<b><u>Version</u></b>	<input type="text" value="Select"/>
Financial Upload:	<input type="checkbox"/>
Default Policy System:	<input type="checkbox"/>
Update Policy Entities in Upload	<input type="checkbox"/>

<b>Domain</b>	Enter the domain name.
<b>License</b>	Enter the license number.
<b>Proxy</b>	Enter the proxy server address.
<b>User Name</b>	Enter the user name to use to access this data source.
<b>Password</b>	Enter the case-sensitive password information.
<b>Confirm Password</b>	Re-enter the password.
<b>URL Parameter</b>	Enter the URL parameter.
<b>Financial upload</b>	Select the check box if you to upload financial data for the policy system.
<b>Default Policy System</b>	Select the check box if you want to select the default policy system.
<b>OK</b>	Select the button to save the new policy system web settings and display the settings in the Policy System Setup frame on the Policy System Setup window.
<b>Cancel</b>	Select the button to close the window without saving the settings you entered.
<b>Change Password</b>	Select the button to change the password.
<b>Mapping Table Prefix</b>	Enter the prefix of the mapping code table used for mapping external policy system codes to rma codes.
<b>Version</b>	Enter the version of the policy system used for policy download.
<b>Client File Setting</b>	Select the check box if policy system is configured to client file setting as ON

<b>Use RMX User for CFW</b>	Select the checkbox if you want to use RMX user name for the
<b>CFW User Name</b>	Enter the User name for the policy interface (Applicable when setting "Use RMX User For CFW" is disable.)
<b>Location Company</b>	Select the name of the company associated with the policy at the policy location.
<b>Master Company</b>	Select the name of the master company associated with the policy.
<b>Business Entities Code</b>	Enter the codes for the business entities used in external policies. The codes should be in CSV (comma separated value) format.
<b>Exclude Major Peril</b>	Enter the codes or names for major risks or perils which you want to exclude while policy system setup . The codes should be in CSV (comma separated value) format.
<b>Exclude Additional Interests</b>	Enter the codes or names for the various interests which you want to exclude while policy system setup. The codes should be in CSV (comma separated value) format.

## Policy System Setup

<b>To open</b>	<ul style="list-style-type: none"> <li>▪ From the main menu, choose Utilities.</li> <li>▪ From the Utilities menu, choose Managers.</li> <li>▪ From the Managers menu, choose Policy Setup.</li> <li>▪ From the Policy Setup menu, choose Policy System Setup.</li> </ul>
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### Field definitions

<b>Policy System Name</b>	Displays a policy system name.
<b>Mapping Table Prefix</b>	Displays the prefix to be added to mapping table used for mapping policy system and rma codes.

**Financial Update** Displays True if the policy system is financially updated, otherwise displays False.

**Policy System Type** Displays the type of policy system used.

**Version** Displays the version of the policy system/

**URL Parameters** Displays the URL parameter.



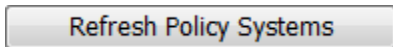
Select to open the Policy System Web Settings window.



Select a record and then select the button to open the Policy System Web Settings window.



Select a record and then select the button to delete the Policy System Web Settings.



Select the button to refresh the records on the window.


# PSO Reporting

## Field Help


### Patient Safety Event Reporting Form window: Healthcare- Associated Infection section

#### Healthcare-Associated Infection


**Was the infection determined to be present or incubating on admission?**

Select the  button to select the code from the Code Selection window whether an infection was found at time of admission in hospital.


**Which of the following best describes the infection?**

Select the  button to select the code that best describes the infection occurred from the Code Selection window.

**Was the person who determined the infection to be a healthcare-associated infection (HAI) a healthcare professional with specific training in infectious disease and/or infection control?**

Select the  button to select the code from the Code Selection window whether the person determining infection was trained or not.

**What type of HAI is being reported? \***

Select the  button to select the code that best describes the infection reported/

**Was it central line-associated (CLABSI)? \***

Enter Yes/ No or select the  button to select the code from the Code Selection window.


**Which type of central line?**

Enter the type of central line or select the  button to select the code from the Code Selection window.


**Was it a ventilator-associated pneumonia (VAP - i.e., the patient had a device to assist or control respiration continuously through a tracheostomy or by endotracheal intubation)? \***

Enter Yes/ No or select the  button to select the code from the Code Selection window


**The VAP was classified as which of the following?**

Enter the category for the pneumonia or select the  button to select the code from the Code Selection window

**Was it catheter-associated (CAUTI)? \***

Enter Yes/ No or select the  button to select the code from the Code Selection window

**What was the urinary catheter status at the time of specimen collection that was the basis for diagnosis of CAUTI?**

Enter Yes/ No or select the  button to select the code from the Code Selection window



**The CAUTI was classified as which of the following?**

Enter the appropriate category or select the



button to select the code from the Code Selection window

**The SSI was classified as which of the following?**

Enter the appropriate category or select the



button to select the code from the Code Selection window

**Which other type of infection?**

**If Other, Please Specify**

Enter the type of infection or select the



button to select the code from the Code Selection window

**At which inpatient location was the patient assigned when the specimen that met the infection criteria was collected, or when the first clinical evidence of CLABSI, VAP, or CAUTI appeared? If the infection developed within 48 hours of transfer from one location to one or more other locations within this facility, select the patient's first such inpatient location within the 48 hour period where the central line, urinary catheter, or ventilator was used.**

Enter the appropriate location or select the



button to select the code from the Code Selection window

## Patient Safety Event Reporting Form: Surgery or Anaesthesia

### Surgery Or Anesthesia

**Describe briefly the procedure associated with this event**

Enter the description for the medical procedure due to which the event occurred.

**Enter ICD-9-CM procedure code associated with this event**

Enter the ICD 9 code or select the



button to select from the Code Selection window.

**What was the patient's documented American Society of Anesthesiologists (ASA) Physical Classification System class?**

Enter the class or select the



button to select from the Code Selection window.

**Was the procedure performed as an emergency?**

Enter Yes/ No, or select the



button to select from the Code Selection window, whether surgery was performed as an emergency or not.

**When was the event discovered?**

Enter the date when the vent was found out.


**What was the total length of the procedure (i.e., induction of anesthesia to the end of anesthesia)?**

Enter or select the




button to select the code from the Code Selection window that best describes the length of time taken to perform the procedure.

**What type of anesthesia or sedation was used?**

Enter or select the  button to select from the Code Selection window, the code that best describes the type of anesthesia or sedation used during the procedure


**What was the level of sedation?**

Enter or select the  button to select from the Code Selection window, the code that best describes the level of sedation used in the procedure.


**Who administered (or, if the event occurred prior to administration of anesthesia, person who was scheduled to administer) the anesthesia?**

Enter the name of the person who supervised the procedure.

**Was there supervision by an anesthesiologist?**


Enter Yes/ No, or select the  button to select from the Code Selection window, whether an anesthesiologist supervised the procedure or not.

**What was the medical or surgical specialty of the provider who performed the procedure?**


Enter or select the  button to select from the Code Selection window, the code that best describes the level of sedation used in the procedure.

**If Other, Please Specify**


**What best describes the event?**

Enter or select the  button to select from the Code Selection window, the code that best describes the event reported.

**Which of the following major complications occurred?**


Enter or select the  button to select from the Code Selection window, the codes that best describe the complications that occurred during the event.

**Which of the following best describes the respiratory support provided?**


Enter or select the  button to select from the Code Selection window, the codes that best describe the respiratory support system provided to the patient.

**If Other, Please Specify**

**Was the surgical event an unintentionally retained object?**


Enter Yes/ No, or select the  button to select from the Code Selection window, whether the event unintentionally retained object or not.

**What type of object was retained?**

Enter or select the  button to select from the Code Selection window, the code that best describes the object retained.

**If Other, Please Specify**


**Was a count performed for the type of object that was retained?**

Enter Yes/ No, or select the  button to select from the Code Selection window, whether the counting was done for the type of object that was retained.


**After counting, what was the reported count status?**

Enter the count status after the counting was done for the type of object that was retained


**Was an x-ray obtained before the end of the procedure to detect the retained object?**

Enter Yes/ No, or select the  button to select from the Code Selection window, , whether an X-ray was taken before the end of procedure to detect the retained object.


**Was the retained object radiopaque (i.e., detectable by x-ray)?**

Enter Yes/ No, or select the  button to select from the Code Selection window, select whether the retained object could be detected in Xray or not.


**Which of the following best characterizes the surgical event?**

Enter or select the  button to select from the Code Selection window, the codes that best signify the surgical event.


**Which of the following occurred?**

Enter or select the  button to select from the Code Selection window, the code that best describes the problems that occurred in the event.


**What was incorrect about the surgical or invasive procedure?**

Enter or select the  button to select from the Code Selection window, the exact problem that occurred during the surgical procedure.

**If the event involved anesthesia, which of the following best characterizes the event?\***

Enter or select the  button to select from the Code Selection window, the code that best describes the event when anesthesia was used.

**Which of the following best characterizes the airway management problem?**


Enter or select the  button to select from the Code Selection window, the code that best describes the problem in airway management during procedure.

## Patient Safety Event Reporting Form: Pressure Ulcer


**What was the most advanced stage of the pressure ulcer or suspected Deep Tissue Injury being reported?**

Enter the code that best describes the stage of ulcer or select the button to select from the Code Selection window


**What was the status of the suspected Deep Tissue Injury on admission?**

Enter the code best describing the status of the injury or select the  button to select from the Code Selection window.

**What was the status of the Stage 3, 4, or unstageable pressure ulcer on admission?**

Enter the code best describing the status of the ulcer/ injury at the time of admission or select the  button to select from the Code Selection window.


**On admission to this facility, was a skin inspection documented**

Enter Yes/ No whether the skin inspection was recorded or select the  button to select the appropriate code from the Code Selection window.


**When was the first pressure ulcer risk assessment performed?**

Enter the date or time when the assessment was done.


**What type of risk assessment was performed?**

Enter the code best describing the type of risk assessment or select the  button to select from the Code Selection window.

**As a result of the assessment, was the patient documented to be at increased risk for pressure ulcer?**


Enter the code best describing the patient's age group or select the  button to select from the Code Selection window.

**Was any preventive intervention implemented?**


Enter Yes/ No or Select the  button to select from the Code Selection window.

**What intervention(s) was used?**

**If Other, Please Specify**


Enter the code best describing the interventions used or select the  button to select from the Code Selection window.

**Was the use of a device or appliance involved in the development or advancement of the pressure ulcer?**

Enter Yes/ No or Select the  button to select from the Code Selection window.


**What was the type of device or appliance? \***

**If Other, Please Specify**

Enter the code best describing the device used for intervention or rescue or select the  button to select from the Code Selection window.

**What was the type of tube?**

**If Other, Please Specify**

Enter the code best describing the type of tube used for intervention or rescue or select the  button to select from the Code Selection window.

**What was the type of tube?**

**If Other, Please Specify**

**Was the secondary morbidity attributed to the presence of the pressure ulcer or suspected Deep Tissue Injury?**

Enter Yes/ No or Select the  button to select from the Code Selection window.

## Patient Safety Event Reporting Form: Neonatal Patient Information

### Patient Information

**Patient's Name**

Enter the name of the patient for whom safety event is being reported.

**Patient's Date of Birth**

Enter the patient's birth date.


**Medical Record #**

Enter the unique number identifying patient's medical record.


**Patient's Gender**

Enter the gender of patient


**At the time of the event what was the patient's age? \***

Enter the code that best describes the patient's age group or select the  button to select from the Code Selection window.


**Is the patient's ethnicity Hispanic or Latino?**

Select the  button to select the code best describing whether the patient's ethnicity is Hispanic or Latino or not.


**What is the patient's race?**

Enter the patient's race or select the  button to select from the Code Selection window.


**Enter the patient's ICD-9-CM principal diagnosis code at discharge (if available)**

Enter the ICD-9 code or select the  button to select from the Code Selection window. .


**After discovery of the incident, what was the extent of harm to the patient (i.e., extent to which the patient's functional ability is expected to be impaired subsequent to the incident and any attempts to minimize adverse consequences)?**

Enter the amount of damage to the patient after incident or select the  button to select from the Code Selection window.


**Approximately when after discovery of the incident was harm assessed?**

Select the  button to select the code that best describes the duration after which damage to patient was checked from the Code Selection window.

**Was any intervention attempted in order to 'rescue' the patient (i.e., to prevent, to minimize, or to reverse harm)? \***

Enter Yes/ No or Select the  button to select from the Code Selection window.


**Which of the following interventions (rescue) were performed?**

Enter the methods of rescue used after the event or select the  button to select from the Code Selection window.


**f Other, Please Specify**

If Others, select the Ellipses button and specify the details in the RISKMASTER editor..

**Did, or will, the incident result in an increased length of stay?**

Enter Yes/ No or Select the  button to select from the Code Selection window.


**After the discovery of the incident, was the patient, patient's family, or guardian notified?**


Enter Yes/ No or Select the  button to select from the Code Selection window.

## Patient Safety Event Reporting: Perinatal Section

Perinatal


**Which of the following did the event involve?**

Enter the reason or incident due to which the perinatal event occurred or select the  button to select the code from the Code Selection window

<b>Who was affected by the event?</b>	Enter whether mother, fetus, neonate were affected by the event or select the  button to select the code from the Code Selection window.
<b>Was the mother a primipara?</b>	Select Yes/ No or select the  button to select the code from the Code Selection window.
<b>How many fetuses were in this pregnancy?</b>	Enter the number of fetuses at the time of the pregnancy.
<b>Immediately prior to delivery, or at the time of the intrauterine procedure (prenatal), what was the best estimate of completed weeks of gestation?</b>	Enter the time period or select the  button to select the duration from the Code Selection window.
<b>What was the date of delivery?</b>	Enter the date of delivery or select from the calendar.
<b>Was labor induced or augmented? *</b>	Enter the mode of labor pains.
<b>Which one?</b>	
<b>What was the final mode of delivery?</b>	Enter how delivery was done or select the  button to select the code from the Code Selection window.
<b>Number of live births</b>	Enter the number of alive children at birth..
<b>What was the neonate's birthweight?</b>	Enter the weight of the new born.
<b>Which adverse outcome(s) did the mother sustain? *</b>	Enter or select the  button to select the code from the Code Selection window, the side effects or problems to mother post delivery.
<b>If Other, Please Specify</b>	
<b>Which of the following maternal infections? *</b>	Enter or select the  button to select the code from the Code Selection window, the infection the mother has.
<b>If Other, Please Specify</b>	
<b>Which body part(s) or organ(s)? *</b>	Enter or select the  button to select the code from the Code Selection window, the body parts where infection exists.
<b>If Other, Please Specify</b>	
<b>What adverse outcome did the fetus sustain?</b>	Enter or select the  button to select the code from the Code Selection window, the adverse effects on the fetus.
<b>Regardless of the final mode of delivery, was instrumentation used to assist vaginal (or attempted vaginal) delivery?</b>	Select whether instruments were used for delivery.
<b>What instrumentation was used?</b>	Enter or select the  button to select the code from the Code Selection window, the kind of instrumentation used for delivery.
<b>What was the 5-minute Apgar score?</b>	Enter the score of neonate health after birth.


Which adverse outcome(s) did the neonate sustain? \*

If Other, Please Specify

Enter or select the  button to select the code from the Code Selection window, the adverse effects on the neonate.


Which birth trauma?

If Other, Please Specify


Enter or select the  button to select the code from the Code Selection window, the trauma or incident at time of birth.

## Patient Safety Event Reporting Form window: Fall section

Was the fall unassisted or assisted?

Select the  button to select the code to specify whether the person's fall assisted or did not assist from the Code Selection window.


Was the fall observed? \*

Select the  button to select the code from the Code Selection window to specify whether someone observed the fall or not.

Who observed the fall?


Enter the name of the person who witnessed the fall.

Did the patient sustain a physical injury as a result of the fall? \*

Select the  button to select the code from the Code Selection window whether the person had an injury or not after the fall .

What type of injury was sustained?

If Other, Please Specify


Enter the type of injury or select the  button to select the code from the Code Selection window.

Prior to the fall, what was the patient doing or trying to do? \*


Enter what was the patient trying to do or doing prior to injury.

If Other, Please Specify

Prior to the fall, was a fall risk assessment performed? \*


Select the  button to select the code from the Code Selection window whether the reason or risk of fall prior assessed before the event occurred. .

Was the patient determined to be at risk for a fall?


Select the  button to select the code from the Code Selection window that specifies whether the risk of fall was assessed prior evident.

What protocols/interventions were in place, or being used, to prevent falls for this patient?


If Other, Please Specify

Enter the precautionary measures/ protocol to prevent falls that were in place or select the  button to select the code whether from the Code Selection window.

At time of the fall, was the patient on medication known to increase the risk for a fall? \*

Select the  button to select the code from the Code Selection window whether the patient was on any medication that increased the risk.

**Was the medication considered to have contributed to the fall?**

Select the  button to select the code from the Code Selection window whether the medication attributed to the fall

## Patient Safety Event Reporting Form window: Blood or Blood Product section

**What type of blood product was involved in the event?**

Enter or select the button to select from the Code Selection window the code that best describes the blood product associated with event being reported.

**If Other, Please Specify**

**What was the International Society of Blood Transfusion (ISBT) 8 digit product code for the product associated with this event?**

Enter or select the button to select from the Code Selection window the code for the blood product


**Which of the following best describes the event? \***

Enter or select the button to select from the Code Selection window the code that best described the event being reported..

**Which of the following best describes the event?**

Enter or select the button to select from the Code Selection window the code that best described the event being reported.

**What incorrect action was involved in administering the blood or blood product?**

Enter or select the  button to select from the Code Selection window the code that best described the incorrect or wrong action associated with handling the blood or blood product.

**If Other, Please Specify**

**Was a two-person, three-way check documented?**

Enter yes or no

**What was the volume?**

Enter the volume of blood.

**What was the rate of administration?**

Enter the rate of administration.

**During which process was the event discovered (regardless of the stage when it originated)?**

Enter the process or stage of procedure when the event was found out.

**If Other, Please Specify**

**During which process did the event originate (regardless of the stage when it was discovered)?**

Enter the process or stage of procedure when the event was started.

**If Other, Please Specify**



## Patient Safety Event Reporting Form window: Patient Information section


### Patient Information


**Patient's Name** Enter the name of the patient for whom safety event reporting is being done/


**Patient's Date of Birth** Enter the patient's date of birth.


**Medical Record #** Enter the unique number identifying person's medical record.


**Patient's Gender** Enter the patient's gender.


**At the time of the event what was the patient's age? \*** Enter the code best describing person's age group or select the  button to select from the Code Selection window.


**Is the patient's ethnicity Hispanic or Latino?** Select the  button to select code best describing whether person's ethnicity is Hispanic or Latino or not.


**What is the patient's race?** Enter the person's race or select the  button to select from the Code Selection window.

**Enter the patient's ICD-9-CM principal diagnosis code at discharge (if available)** Enter the ICD-9 code or select the  button to select from the Code Selection window. .


**After discovery of the incident, what was the extent of harm to the patient (i.e., extent to which the patient's functional ability is expected to be impaired subsequent to the incident and any attempts to minimize adverse consequences)?** Enter the amount of damage to the patient after the incident or select the  button to select from the Code Selection window.


**Approximately when after discovery of the incident was harm assessed?** Select the  button to select the code that best describes the duration after which damage to patient was checked .

**Was any intervention attempted in order to 'rescue' the patient (i.e., to prevent, to minimize, or to reverse harm)? \*** Enter Yes/ No or Select the  button to select from the Code Selection window.




**Which of the following interventions (rescue) were performed?** Enter the methods of rescue used after the event or select the  button to select from the Code Selection window.

**f Other, Please Specify** If Others, select the Ellipses button and specify the details in the RISKMASTER editor..

**Did, or will, the incident result in an increased length of stay?** Enter Yes/ No or Select the  button to select from the Code Selection window.

**After the discovery of the incident, was the patient, patient's family, or guardian notified?** Enter Yes/ No or Select the  button to select from the Code Selection window.

## Patient Safety Event Reporting: Summary Of Initial Report (SIR) section

<b>What is the date of this report?</b>	Enter the date when the event is reported.
<b>Where did the event occur, or, if an unsafe condition, where does it exist?</b>	Enter the location where the event or the unsafe condition existed or select the button to select from the Code Selection window. . 
<b>If Other, Please Specify</b>	
<b>Who reported the event or unsafe condition?</b>	Enter the name of the person who reported the event or unsafe condition.
<b>What is the type of healthcare professional?</b>	Enter the type of healthcare professional who reported the event or select the button to select from the Code Selection window. 
<b>Please describe any additional details about the event or unsafe condition discovered after completion of the HERF</b>	Enter the description for the details about the event or unsafe condition after the reporting is completed.
<b>What prevented the near miss from reaching the patient?</b>	Enter the reason that prevented the near miss condition affecting the patient.
<b>Was the event associated with a handover/handoff?</b>	Enter whether event was related to handover or handoff/
<b>Are any contributing factors to the event known? *</b>	Enter Yes/ No if any factors that might have contributed to the event are in known.
<b>What factor(s) contributed to the event?</b>	Enter the factors that contributed to the event or select the  button to select from the Code Selection window. .
<b>If Other, Please Specify</b>	
<b>Was health information technology (HIT) implicated in this event?</b>	Select Yes/ No if the HIT was required for the event.
<b>Was the event a National Quality Forum (NQF) Serious Reportable Event? *</b>	Select Yes/ No if the event needed to be reported to NQF.
<b>What was the applicable Serious Reportable Event?</b>	Enter details of the serious reportable event
<b>How preventable was the incident?</b>	Enter or select the button to select from the Code Selection window, whether the event could have been prevented or not.
<b>Linked Event(s) Details</b>	Enter the details of the associated event.
<b>Version Number (System Generated)</b>	Displays the report number .


**Extract Status** Displays the status of the report extract.

## Patient Safety Event Reporting: Device Or Medical/Surgical Supply section


### Device Or Medical/Surgical Supply

**Which of the following best describes the event or unsafe condition? \***



Enter or select the  button to select from the Code Selection window, the code that best describes the event or unsafe condition being reported..


**Which of the following best describes the device's involvement in the event?**

Enter or select the  button to select from the Code Selection window the code that best describes which device caused the incident and how.

**What type of operator error?**


**If Other, Please Specify**



Enter or select the  button to select from the Code Selection window, the code that best describes an error in operating the device that caused the event.

**Did the event involve reuse of a device intended for single use (including use of a reprocessed single-use device)?**



Enter Yes/ No, or select the  button to select from the Code Selection window, if the event occurred due to reuse of a medical device that was meant for single use only.


**Device(s) Involved Details**

Enter the details of the device involved in the event.

## Patient Safety Event Reporting: Medication Or Other Substance section


**What type of medication/substance was involved?**



Enter or select the  button to select from the Code Selection window, the code that best describes the type of medication or procedure used that led to the event.

**What type of medication?**




Enter or select the  button to select from the Code Selection window, the code that best describes the type of medication or procedure used that led to the event.

**Please list all ingredients**

Enter the constituents of the medication/ substance.

**What type of biological product?**



Enter or select the  button to select from the Code Selection window, the code that best describes the type of biological product..


**What was the lot number of the vaccine?**

Enter the batch/ lot number of the medicine.


**What type of nutritional product?**

**If Other, Please Specify**




Enter or select the  button to select from the Code Selection window, the code that best describes the type of nutritional product used..

**Which of the following best characterizes the event?**


Enter or select the  button to select from the Code Selection window, the code that best describes the type of event being reported.

**What was the incorrect action?**


**If Other, Please Specify**

Enter or select the  button to select from the Code Selection window, the code that best describes the wrong action that lead to the event.


**Which best describes the incorrect dose(s)?**

Enter or select the  button to select from the Code Selection window, the code that best describes the incorrect medicine dosage given to patient..


**Which best describes the incorrect timing?**

Enter or select the  button to select from the Code Selection window, the code that best describes incorrect timing for giving medicine to the patient.

**Which best describes the incorrect rate?**

Enter or select the  button to select from the Code Selection window, the code that best describes incorrect amount of medicine given to patient.


**Which best describes the incorrect strength or concentration?**

Enter or select the  button to select from the Code Selection window, the code that best describes incorrect volume or concentration of the medicine given to patient.

**What was the expiration date?**

Enter the date of expiry of the medication used.

**Was there a documented history of allergies or sensitivities to the medication/substance administered?**

Enter Yes/ No, or select the  button to select from the Code Selection window, whether it was recorded that the patient is allergic to the medication provided.


**What was the contraindication (potential or actual interaction)?**

Enter or select the button to select from the Code Selection window the code that best describes potential or actual contradiction the medication caused in the patient and led to the event

**If Other, Please Specify**


**What was the intended route of administration?**

**If Other, Please Specify**

Enter or select the  button to select from the Code Selection window, the code that best describes the route of administration to handle the event.

**What was the actual route of administration (attempted or completed)?**

**If Other, Please Specify**

Enter or select the  button to select from the Code Selection window, the code that best describe the actual route of administration used to handle the event.

**At what stage in the process did the event originate, regardless of the stage at which it was discovered?**

Enter the stage of the procedure at which the event started.

**If Other, Please Specify**

**Medication(s) Involved Details**

Enter the details of the medication used in the procedure.


**Medication(s) Involved Details**

**Medication(s) Involved Details**


## Patient Safety Event Reporting Form window: Health Care Reporting Form section

### Healthcare Event Reporting Form(HERF)

**What is being reported?**

Enter the event or incident which is being reported or select the  button to select from the Code Selection window.

**Was there any evidence of harm to a patient at the time of this report?**

Enter the required answer( yes/ no /unknown) or select the  button to select from the Code Selection window.

**Event Discovery Date**

Enter the date when the event was found out.

**Event Discovery Time**

Enter the time when the event was found out.

**Briefly describe the event that occurred or unsafe condition \***

Enter a description for the event or incident.

**Briefly describe the location where the event occurred or where the unsafe condition exists**

Enter a description for the place or location where the incident took place or the unsafe conditions prevail.

**Report Date**

Enter the date when the event was reported.

**Anonymous Reporter \***

**Reporter's Name**

Enter the name of the person who reported the event.

**Telephone Number**

Enter the reporter's telephone number .


**Email Address**

Enter the reporter's email ID..

**Reporter's Job or Position**

Enter the profession or position which the reported holds.

**Which of the following categories are associated with the event or unsafe condition?**

Select the  button to select the categories associated with the event from the Code Selection window.

**If Other, Please Specify**

If any additional categories are involved from the list select Others and then specify the categories in text box..

## PSO Reporting Overview


### PSO Reporting Overview

The Patient Safety Organization Privacy Protection Center (PPC) was created by The Agency for Healthcare Research and Quality (AHRQ) to support the implementation of the Patient Safety and Quality Improvement Act PL-109-41 (Patient Safety Act) passed by the United States Congress in July 2005. The Patient Safety Act extends legal privilege and confidentiality protections to health care providers who voluntarily submit patient safety event information to Patient Safety Organizations (PSOs). The PSOs will assist health care providers in developing and implementing patient safety improvement strategies. The Patient Safety Act also authorizes the creation of a Network of Patient Safety Databases (NPSD). The NPSD will receive non-identifiable information regarding patient safety events and perform analysis on the aggregated data. The goal is to create a learning system for quality improvement strategies for PSOs and health care providers.

With this feature you can capture and process additional data required for reporting to the Patient Safety Organizations. Once you have recorded data you can generate report files in XML format using Data Analytics and submit the report to the PSO. On the General System Parameter Setup window, Use the "Use PSO Reporting System" check box to activate PSO reporting utility. Once the utility is turned on, on the Event window, PSO button displays in the toolbar. Use the button to open the Patient Safety Event Report window and enter patient safety data

## To Setup PSO Reporting Parameters

### To Setup PSO Reporting Parameters

1. Search and open the event record for which you want to setup PSO reporting.
2. On the Event window, from the toolbar select the  button.  
The Patient Safety Event Report window opens.
3. Select the required parameters on the window to open suitable form section and enter the details for the patient safety event for reporting.

[Patient Safety Event Reporting Form window: Patient Information section](#)

[Patient Safety Event Reporting Form window: Health Care Reporting Form section](#)

[Patient Safety Event Reporting: SIR section](#)

[Patient Safety Event Reporting: Medication Or Other Substance section](#)

[Patient Safety Event reporting: Device Or Medical/Surgical Supply section](#)

[Patient Safety Event Reporting Form: Surgery or Anaesthesia](#)

[Patient Safety Event Reporting Form: Pressure Ulcer](#)

[Patient Safety Event Reporting Form: Neonatal Patient Information](#)

[Patient Safety Event Reporting: Perinatal Section](#)

[Patient Safety Event Reporting: Perinatal Section](#)

[Patient Safety Event Reporting Form window: Healthcare- Associated Infection section](#)

[Patient Safety Event Reporting Form window: Fall section](#)

[Patient Safety Event Reporting Form window: Blood or Blood Product section](#)



# FAS

## Fraud Analytics Suite Overview

Using the Fraud Analytics Suite feature you can access the FAS system from within RISKMASTER and send claim and other information to conduct fraud searches.

Fraud Analytics Suite (FAS) combines predictive data modeling technology, identity search technologies, fraud indicator business rules, company claims information and industry data sources to identify and mark suspicious claims as early as the first notice of loss.

It allows to

- Detect fraud early
- Identify the right claims to focus on
- Automate time-consuming processes
- Streamline workflow
- Quickly identify suspicious participants or patterns in claims.

In RISKMASTER the FAS interface sends claim data to FAS using ACORD XML format. The FAS system then generates a batch report to specify that the claims sent by RISKMASTER were accepted by the system.

Users having the permissions to access the FAS system set in the Security Management System can only view and access the FAS weblink. This feature is available when the 'Use Fraud Analytics Suite(FAS)' check box is selected on the General System Parameter Setup window.

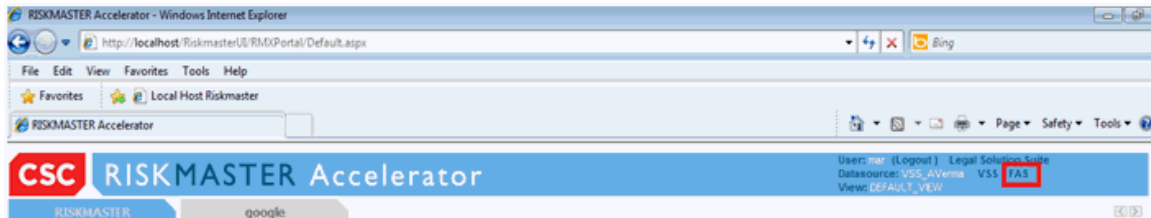
## How To

### To Set Up FAS Permissions


To grant permission to a user or module security group to access FAS, on the Security Management System window, under the Module Access Permissions node for a particular user or group, select the Fraud Analytics Suite checkbox.

#### *To Access FAS*

On the RISKMASTER application window, select the FAS weblink next to the Datasource field.



### To Mark Supplemental Fields for FAS Reporting

1. From the main menu, select Utilities> UI Admin> Supplemental Setup> Supplemental Field Data  
The Supplemental Data window opens.
2. Select the option for a table and then select the Edit button.  
The Table Supplemental window opens.
3. Select the option for the field you want to mark as FAS reportable,
4. Select the  button.  
The <tablename, field> window opens.



5. Select the FAS Reportable check box to mark the field for FAS reporting.
6. To Mark All the Fields in Table as FAS Reportable
7. On the Table Supplemental window, select the Mark all Fields as FAS Reportable, to mark all the supplemental fields in the table for FAS reporting.
8. When you select this checkbox, all the fields will be added to the ACORD XML file and sent to FAS.

## Work with FAS Settings

1. On the General System Parameter Setup window: System Settings tab, select the Use Fraud Analytics Suite(FAS) check box to activate the FAS feature.  
When this check box is selected then every claim that is added or updated in RISKMASTER is sent to FAS.

The following fields display when the 'Use Fraud Analytics Suite(FAS) checkbox is selected.

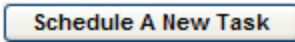
<b>None</b>	This option is selected by default. When this option is selected then the ACORD XML is stored in the “ <b>RISKMASTER\UI\RISKMASTER\userdata</b> ” folder. You have to select/access the file manually from this location.
<b>FTP</b>	When this option is selected the ACORD file will be placed on the FTP location specified in the FAS section. The same file will be placed in the “ <b>RISKMASTER\UI\RISKMASTER\userdata</b> ” folder as well.
<b>FAS Server</b>	Enter the name of the FAS server.
<b>FAS User ID</b>	Enter the user ID to access FAS.
<b>FAS Password</b>	Enter password to access FAS
<b>FAS Folder</b>	Enter the file path where the ACORD XML file is placed.
<b>Shared</b>	If this option is selected then ACORD xml will be placed on the shared location as specified in the FAS Shared Location field. Same file will be placed in the “ <b>RISKMASTER\UI\RISKMASTER\userdata</b> ” folder as well
<b>FAS Shared Location</b>	Enter the path of the shared location where the ACORD XML file is placed.

**Note:** In case an error occurs or there is a discrepancy in the FTP or shared location file upload, the process is not rolled back and the log is updated with the details of the file in the “**RISKMASTER\UI\RISKMASTER\userdata**” folder.

## To Enable Fraud Analytics Suite

1. From the main menu, select Utilities
2. From the Utilities menu, select System Parameters
3. From the System Parameters menu, select General System Parameter Setup  
The General System Parameter Setup window opens
4. On the General System Parameter Setup window: System Settings tab, select the Use Fraud Analytics Suite(FAS) check box to activate the FAS feature.  
When this check box is selected then every claim that is added or updated in RISKMASTER is sent to FAS.
5. Select the Save button.

## To Schedule FAS Task in Task Manager

1. From the View Scheduled Tasks window, select the  button.

The View Scheduled Task window opens.

2. From the Task Type drop down list, select the type of task as Fraud Analytics Scheduler.
3. In the Task Name field, enter the name of the task.
4. From the Schedule Type drop down list, select the type of schedule as required.
5. Enter the date, time and other schedule parameters
6. In the FAS Scheduler Parameters section complete the fields as shown in the table below

<b>Available Claim Status(es)</b>	This field displays the available claim statuses available to be reported to FAS.
<b>Related Claim Status(es)</b>	From the Available Claim Statuses field select the claim status codes based on which you want claim records to be reported to FAS.
<b>Available Claim Types</b>	This field displays the available claim types available to be reported to FAS.
<b>Related Claim Type(es)</b>	From the Available Claim Type field select the claim type codes based on which you want to claim records to be reported to FAS.
<b>Date of Claim</b>	Select the From and To date of claim range within which you want to filter claims for reporting to FAS.
<b>Date of Claim Upload</b>	Select the From and To date of claim upload range within which you want to filter claim records for reporting to FAS.

7. Note: On the Schedule a Task window, in the FAS Scheduler Parameters section, the FAS parameters are displayed based on the options selected on the General System Parameter Setup window: System Settings tab, FAS Scheduler Parameters section.
8. Select the Save button.

## Dialog

### Table: <table name> Window

The window name will display based on the table you selected in the [Supplemental Data window](#).

#### To open

From the [Supplemental Data window](#), select a table and then select the  button.

## Field definitions

<b>#</b>	Displays the serial number of the field. The serial number determines where the field will display on the window, which opens when you select the Supplementals tab.
<b>System Field Name</b>	Displays the field name in the table as it is recorded in the database.
<b>User Prompt</b>	Displays the field label that will display on the window, which opens when you select the Supplementals tab.
<b>Field Type</b>	Displays the field type.
<b>Size</b>	Displays the number of characters you can enter in the field.

**Req.?** Displays as Yes or No, whether or not the field is required.

**Del.?** Displays as Yes or No, whether or not the field was deleted by the user.

Note: When you delete a field, RISKMASTER hides the field from users but does not remove the field from the database.

**Pattern** Displays the format for the field input.

**Group Association** Displays the group associated with the field.

**Reposition** Select a field and then select the up and down buttons to move the field up or down.



Select to open the Add Field window.



Select an existing field and then select this button to open the Modify Field window.

**Index Names** Displays the index name.

**Index Fields** Displays the index fields associated with the index names.

**Unique?** Displays as Yes or No, whether or not the index is unique.



Select to open the Add Index window.

**Close** Select to close this window without saving your changes.

## Supplemental Grid Parameters Setup Window

Use the Supplemental Grid Parameters Setup to specify the maximum and minimum number of rows and columns to be displayed in the grids on the supplemental tab in RISKMASTER. You can access the supplemental fields by selecting the Supplementals tab on most RISKMASTER windows.

- To open**
- From the main menu, select Utilities.
  - From the Utilities menu, choose UI Admin.
  - From the UI Admin menu, choose Supplemental Setup.
  - From the Supplemental Setup menu, choose Supplemental GridParameters Setup.

## Field definitions

**Minimum Rows Allowed** Use the up arrow or the down arrow button in the field to set the minimum number of rows that may be displayed on a supplemental grid.

**Minimum Columns Allowed** Use the up arrow or the down arrow button in the field to set the minimum number of columns that may be displayed on a supplemental grid.

**Maximum Rows Allowed** Use the up arrow or the down arrow button in the field to set the maximum number of rows that may be displayed on a supplemental grid.

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<b>Maximum Columns Allowed</b>	Use the up arrow or the down arrow button in the field to set the maximum number of columns that may be displayed on a supplemental grid.
<b>Save</b>	Select to save the changes and close the window.
<b>Close</b>	Select to close the window without saving the changes.

### Supplemental Data Window

Use the Supplemental Data window to create supplemental data fields for windows in RISKMASTER. You can access these supplemental fields by selecting the Supplementals tab on most RISKMASTER windows. Once you create the fields, you can rearrange them in the order you want.

<b>To open</b>	<ul style="list-style-type: none"><li>▪ From the main menu, select Utilities.</li><li>▪ From the Utilities menu, choose UI Admin.</li><li>▪ From the UI Admin menu, choose Supplemental Setup.</li><li>▪ From the Supplemental Setup menu, choose Supplemental Field Data.</li></ul>
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### Field definitions

<b>Table Name</b>	Displays the name for the table into which you will enter the supplemental data.
<b>System Table Name</b>	Displays the system name for the table into which you will enter the supplemental data.
	Select a table and then select this button to open the Table window and design the table.



# VSS

**VSS Interface Log**

Request Id:

From Date: 02/03/2013

To Date: 02/06/2013

Packet Type:

Request Type:

Status:

Request Id	Packet Type	Request Type	Status	Date	Time	Request Packet	Response Packet	Events	Exceptions
247	RESERVE	PUSHFROMRMX	COMPLETED	2/4/2013	12:21 PM	<a href="#">View Request</a>	<a href="#">View Response</a>	<a href="#">View Events</a>	No
246	PAYMENT VOID	PUSHFROMRMX	COMPLETED	2/4/2013	12:21 PM	<a href="#">View Request</a>	<a href="#">View Response</a>	<a href="#">View Events</a>	No
245	PROFILE UPDATE	PUSHFROMRMX	COMPLETED	2/4/2013	12:05 PM	<a href="#">View Request</a>	<a href="#">View Response</a>	<a href="#">View Events</a>	No

## VSS Interface Overview

This feature provides an interface to seamlessly work and share information between RISKMASTER and Vendor Solutions Suite. The VSS Interface provides features for the complete handling of assignments associated with the processing of a claim from the creation of a claim, assigning assignments and tasks for a claim, processing invoices and closing the claim. A claim can have multiple assignments associated with it and each assignment consists of multiple tasks.

You can view the data you entered in RMA rMA in VSS and VSS will be able to return any additional information and documents back to rMA, reducing data entry time.

You can also access rMA documents from VSS. A VSS web link is available in the My Work menu in RISKMASTER to open the Vendor Solution Suite interface. You can use the Vendor Assignment window to assign vendors to entities and use the Vendor Info window to view vendor details.

The Currency for all payments imported from VSS are US Dollar.

### Interface Points between rMA and VSS

RISKMASTER and Vendor Solutions Suite interact at the following events

1. When a reserve is created / updated. rMA will send the Financial Key. For Carrier claims, VSS will send the key back at both Vendor Assignment acceptance and Invoice Authorize. For Non-Carrier claims, VSS will only send the key back at Invoice Authorize
2. When creating or updating current adjuster
3. When password is changed for a user in rMA domain
4. When a payment is made void in rMA. If that payment is related to VSS
5. When a check is printed for a payment, related to VSS
6. A VSS web link (password pass through) is available in the My Work /Home Page menu in RISKMASTER to open the Vendor Solution Suite interface. If the user logged in the rMA also exists in VSS then on clicking this link user will be redirected to VSS assignment page without any login credentials.

## Field Help

### VSS Assignment window: VSS Assignment tab

- To open**
- Open the claim for which you want to view the VSS assignment details.
  - From the left navigation tree, under the claim node select the VSS Assignment link.

#### Field definitions

- Assignment Name** Displays the name of the assignment given in the VSS system.
- Assignment Due Date** Displays the date of the when the assignment is due.
- Adjuster** Displays the name of the adjuster for the claim as set in VSS system.
- Manager** Displays the name of the manager for the VSS assignment for claim.
- Bank Account** From the dropdown list select the bank account which you want to use for the payment of the claim for this VSS assignment.



Select the button to save the record.

### VSS Assignment window: Vendor Info tab

- To open**
- Open the claim for which you want to view the VSS assignment details.
  - From the left navigation tree, under the claim node select the VSS Assignment link.
  - On the VSS assignment window, select the Vendor Info tab.

#### Field definitions

- Vendor Number** Displays the unique number which identifies the vendor in the VSS system.

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<b>Vendor Name</b>	Displays the name of the vendor for the unit assigned to the claim.
<b>Tax Id Number</b>	Displays the tax id or SSN of the vendor for the VSS assignment for the claim..
<b>Unit</b>	Displays the unit for the VSS assignment for the claim..
<b>Address 1</b>	Displays the address of the vendor for the VSS assignment for the claim..
<b>Address 2</b>	Displays the supplementary address of the vendor for the VSS assignment for the claim..
<b>City</b>	Displays the city of the vendor for the VSS assignment for the claim..
<b>Zip/Postal Code</b>	Displays the postal code of the vendor for the VSS assignment for the claim..
<b>State</b>	Displays the state of the vendor for the VSS assignment for the claim..
<b>Phone</b>	Displays the phone number of the vendor for the VSS assignment for the claim..

## VSS Interface Log

- To open**
- From the main menu, select Utilities.
  - From the Utilities menu, choose Managers.
  - From the Managers menu, select VSS Interface log.

## Field definitions

<b>Request ID</b>	Enter the ID of the process request for which you want to view the details of the data transaction between rMA and VSS.
<b>From Date</b>	Enter or select the start date for the date range within which you want to search for the data transfer request.
<b>To Date</b>	Enter or select the end date for the date range within which you want to search for the data transfer request
<b>Packet Type</b>	From the dropdown select the type of packet or action for which you want to search the data transfer request
<b>Request Type</b>	From the dropdown select the request type that defines whether records are pushed from rMA to VSS or retrieved from VSS to RMA.
<b>Status</b>	From the drop down select the status of the requests you want to search for
<b>Request Packet</b>	Select the button to view the packet information sent between the systems.



- Response**            Select the button to view the response from VSS for the request.
- Event**                Select the button to view the sequence of events and status of request.
- Exception**           Displays whether any exception occurred while processing the request.

## How To

### To View VSS Interface Log

1. From the main menu, select Utilities.
2. From the Utilities menu, choose Managers.  
The Managers menu opens.
3. From the Managers menu, select VSS Interface log.  
The VSS Interface Log window opens.
4. Complete the fields to search for the requests
  - Request ID**            Enter the ID of the process request for which you want to view the details of the data transaction between rMA and VSS.
  - From Date**            Enter or select the start date for the date range within which you want to search for the data transfer request.
  - To Date**                Enter or select the end date for the date range within which you want to search for the data transfer request
  - Packet Type**           From the dropdown select the type of packet or action for which you want to search the data transfer request
  - Request Type**          From the dropdown select the request type that defines whether records are pushed from rMA to VSS or retrieved from VSS to RMA.
  - Status**                 From the drop down select the status of the requests you want to search for
5. Select the Search button to search for requests based on information selected in above fields. The details of the requests display in a table.
  - Request ID**            Displays the ID of the process request for which you want to view the details of the data transaction between rMA and VSS.
  - Packet Type**           Displays the type of packet or action for which you want to search the data transfer request
  - Request Type**          Displays the request type whether records are pushed from rMA to VSS or retrieved from VSS to RMS.
  - Status**                 From the drop down select the status based on which you want to search the requests.
  - Date**                    Displays the date when request is processed.

<b>Time</b>	Displays the time when request is processed.
<b>Request Packet</b>	Select the button to view the packet information sent between the systems.
<b>Response</b>	Select the button to view the response from VSS for the request.
<b>Event</b>	Select the button to view the sequence of events and status of request.
<b>Exception</b>	Displays whether any exception occurred while processing the request.

6. From the table, for the required record select the View Request button to view the packet information of request sent between the systems.
7. From the table, for the required record, select the View Response button to view the response from VSS for the request.
8. From the table, for the required record, select the button to view the sequence of events and status for the processing of request.

## To Enable VSS Interface

1. From the main menu, select Utilities.
2. From the Utilities menu, choose System Parameters.  
The System Parameters menu opens.
3. From the System Parameters menu, select General System Parameter Setup.
4. On the General System Parameter Setup window, select the Globalization tab.
5. On the Globalization tab, select the Enable VSS check box, to use the Vendor Solution Suite interface.  
The VSS Assignment windows and VSS Interface Log options would be available in RISKMASTER.

## To View VSS Assignment Information

Create a claim and check 'VSS Claim' check box on the claim window and save the claim. Once a reserve will be created for this claim, relevant information (like basic claim information, claimant, financial key and adjuster) will be pushed to VSS. Every time a reserve is created or updated for this claim information will be sent to VSS.. If any assignment is created or updated for this claim (pushed from rmA) in VSS relevant vendor and assignment information will be displayed in rmA.

1. Search and open the claim for which you want to view the VSS assignment details.
2. From the left navigation tree, under the claim node select the VSS Assignment link.  
The VSS Assignment window opens.

The screenshot shows the 'VSS Assignment' window with two tabs: 'VSS Assignment' and 'Vendor Info'. The 'VSS Assignment' tab is active. The window contains the following fields:

Assignment Name	rmA Assignment	Assignment Due Date	01/30/2013
Adjuster	Larson Darlaw	Manager	Butare Pat
Bank Account	Claim Payment		

3. Select the VSS Assignment tab.
4. The window displays the information for the VSS assignment as shown in table below.

**Assignment Name** Displays the name of the assignment given in the VSS system.

**Assignment Due Date** Displays the date of the when the assignment is due.

**Adjuster** Displays the name of the adjuster for the claim as set in VSS system.

**Manager** Displays the name of the manager for the VSS assignment for claim.

**Bank Account** From the dropdown list select the bank account which you want to use for the payment of the claim for this VSS assignment.

Note: Before making any payment for VSS invoice, first you need to select a back account for the assignment and save it in rMA.



Select the button to save the record.

5. To view the Vendor Information select the Vendor Info tab,

VSS Assignment			
VSS Assignment		Vendor Info	
Vendor Number		Vendor Name	Rudd Services
Tax Id Number	90913228	Unit	
Address 1	3136 E. Redwood Court	City	Chicago
Address 2	ups12	Zip/Postal Code	92120
State		Phone	234-222-2234

6. The window displays the information for the vendor as shown in table below.

**Vendor Number** Displays the unique number which identifies the vendor in the VSS system.

**Vendor Name** Displays the name of the vendor/ company for the unit assigned to the claim.

**Tax Id Number** Displays the tax id or SSN of the vendor for the VSS assignment for the claim..

**Unit** Displays the unit for the VSS assignment for the claim..

**Address 1** Displays the address of the vendor for the VSS assignment for the claim..

**Address 2** Displays the supplementary address of the vendor for the VSS assignment for the claim..

**City** Displays the city of the vendor for the VSS assignment for the claim..

**Zip/Postal Code** Displays the postal code of the vendor for the VSS assignment for the claim..

**State**            Displays the state of the vendor for the VSS assignment for the claim..

**Phone**            Displays the phone number of the vendor for the VSS assignment for the claim..



# Schedule Check Printing

## Schedule Check Printing Overview

You can schedule check batch printing by selecting one or more bank accounts in the same task manager.


You can print checks from multiple bank accounts (one bank account at a time) and append the data into the same check batch file.

- The precheck register data from each additional bank account is appended into the same precheck file.
- The postcheck register data from each additional bank account is appended into the same postcheck file.
- If the check batch prints without error and checks do not print correctly then you can reset the check batch.
- If an error occurs during check printing, then the current check batch is aborted and the error is logged.
- Moreover reserves are updated automatically when checks are printed.
- You can view/print the pre check, post check and check file from job files for successful execution and can view the status of the job or reset the job.
- The credentials used when running Task Manager must have the rights to print all check amounts. User limits are not be validated.

## Field Help

### Print Check Batch Related Parameters Window

To open


On the View Scheduled Tasks window, select the New  button.

### Field Descriptions

**Bank Account** From the drop down list, select the account from which you want to issue the checks.

**Check Stock** From the drop down list select the check stock that you want to use for the checks.

**Order Field** Displays the criteria to sort the checks.

**Org. Hierarchy** Select the  button to open the Organization Hierarchy window and select an organizational hierarchy level.

From the drop down list, select the Organization hierarchy level.

**Org. Hierarchy Level(For Display Only)**

Note: In RISKMASTER there are 8 levels of hierarchy for each site or department. RISKMASTER names these levels as Client, Company, Operation, Region, Division, Location, Facility, and Department.

**Include Auto Payments?** Select the check box to include auto payments in checks.

Note: If the Include Auto Payments? check box is checked then reserves need to be updated.

**Include Combined Payments?**

Select the check box to include combined payments in checks.

**EFT Payment**

This check-box is enabled for EFT bank account and disabled for non EFT bank account

Select the option to select the report type for the post check register.

**Postcheck Register Report Type**

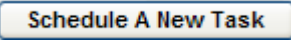



- Select the Detail option to include details about the checks you printed.
- Select the Summary option to display a summary of the details about the checks you printed.
- Select Sub Account option to display sub account information for the checks you printed.




Select to save the check batch printing settings.

## How To



### To Schedule a Print Check Batch

1. From the View Scheduled Tasks window, select the  button. The View Scheduled Task window opens.
2. From the Task Type drop down list, select the type of task as Print Check Batch.
3. In the Task Name field, enter the name of the task.
4. From the Schedule Type drop down list, select the type of schedule as required.
5. Setup the Print Check Batch schedule as per requirement
6. On the Print Check Batch Related Parameters frame, select the New  button to open the Check Batch Print Settings window and enter check batch print settings details.
7. Select the Edit  button to open the Check Batch Print Settings window in edit mode.
8. Select the Delete  button to delete the check batch print settings details.
9. Select the Cancel button to remove all the changes and return to the View Scheduled Tasks window.
10. Select the Save button.

### To Setup Print Check Batch Related Parameters

1. On the Print Check Batch Related Parameters frame, select the New  button. The Check Batch Print Settings window opens.
2. Complete the fields on the [Check Batch Print Settings window](#) , as shown below .
  - 1.

**Bank Account** From the drop down list, select the account from which you want to issue the checks.

- Check Stock** From the drop down list select the check stock that you want to use for the checks.
- Order Field** Displays the criteria to sort the checks.
- Org. Hierarchy** Select the  button to open the Organization Hierarchy window and select an organizational hierarchy level.
- From the drop down list, select the Organization hierarchy level.
- Org. Hierarchy Level(For Display Only)** RISKMASTER there are 8 levels of hierarchy for each site or department. RISKMASTER names these levels as Client, Company, Operation, Region, Division, Location, Facility, and Department.
- Include Auto Payments?** Select the check box to include auto payments in checks.  
the Include Auto Payments? check box is checked then reserves need to be updated.
- Include Combined Payments?** Select the check box to include combined payments in checks.
- Select the option to select the report type for the post check register.
- Postcheck Register Report Type**
- Select the Detail option to include details about the checks you printed.
  - Select the Summary option to display a summary of the details about the checks you printed.
  - Select Sub Account option to display sub account information for the checks you printed.
-  Select to save the check batch printing settings.

2.





# Financial to Policy

## How To

### To Work with Policy Batch File Update

To activate the Policy Batch File Update in Policy Setup, select the Use Policy System Interface check box and Policy System Financial Updates will use Batch updates option on the General System Parameter Setup window: Carrier Claim Settings tab.

1. From the Utilities main menu, choose Managers.  
The Managers menu opens.
2. From the Managers menu, choose Policy Setup.  
The Policy Setup menu opens.
3. From the Policy Setup menu, choose Policy Batch File Update.  
The Policy Batch File Update window opens and a Policy Batch File Update link displays under the Utilities node in the navigation tree..
4. Complete the fields on the [Policy Batch File Update window](#), as shown below.

**Policy System Name** From the drop down list, select the policy system for which you want to create a batch file.

**Control Number** Displays a unique ID for a transaction.

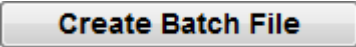
**Last Name** Displays the payee's/payor's last name.

**First Name** Displays the payee's/payor's first name.

**Transaction Type** Displays the reserve account to which RISKMASTER will apply payment.

**Reserve Type** Displays the reserve type based on the Transaction Type you selected..

**Amount** Displays the amount of the particular transaction split that uses a policy from an external policy system.

**Create Batch File** Select the  button to create batch file.

## Field Help


### Policy Batch File Update Window

To activate the Policy Batch File Update in the Policy Setup, select the Use Policy System Interface check box and Policy System Financial Updates will use Batch updates option on the General System Parameter Setup window: Carrier Claim Settings tab.

- To open**
- From the main menu, choose Utilities.
  - From the Utilities menu, choose Managers.

- From the Managers menu, choose Policy Setup.
- From the Policy Setup menu, choose Policy Batch File Update.

### Field definitions

<b>Policy System Name</b>	From the drop down list, select the policy system for which you want to create a batch file.
<b>Control Number</b>	Displays a unique ID for a transaction.
<b>Last Name</b>	Displays the payee's/payor's last name.
<b>First Name</b>	Displays the payee's/payor's first name.
<b>Transaction Type</b>	Displays the reserve account to which RISKMASTER will apply payment.
<b>Reserve Type</b>	Displays the reserve type based on the Transaction Type you selected.
<b>Amount</b>	Displays the amount of the particular transaction split that uses a policy from an external policy system.
<b>Create Batch File</b>	Select the  button to create batch file.

# Weblinks

## Web Links Overview

You can setup the external web links which you want to access from within RISKMASTER UI. The specified web links would be accessible from the My Work menu. It Provides

- Ability to navigate to pre-defined URL's from within application.
- Ability to generate custom URL's passing record informations like Policy Number, Claim Number etc
- Ability to use calculated parameters in generating the custom URL.

Custom URL links would be stored inside RISKMASTER X application allowing for easy reference when needed.

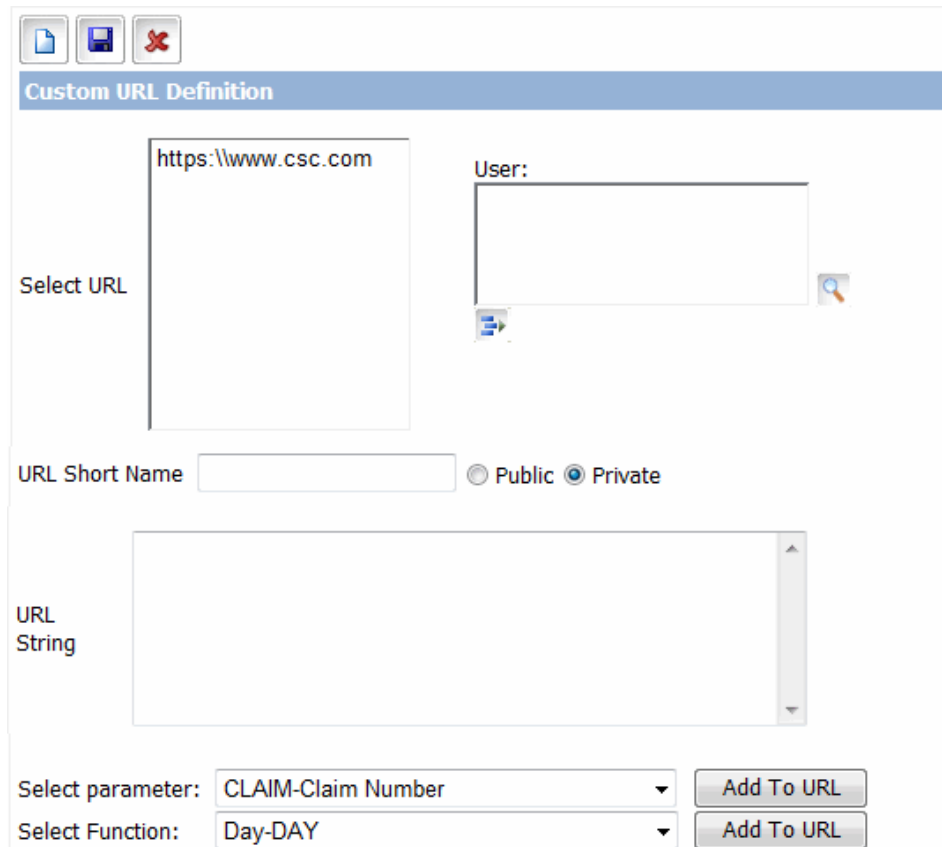
You can select users/groups having access to particular web link.

While working on a particular record (claim, policy etc) , if the you need to navigate to an existing web link for reference then you can select the web link from the My Work menu.

## How To

### To Setup Web Links

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, select UI Admins.  
The UI Admins menu opens.
3. From the UI Admins menu, select Customization.  
The Customization menu opens.
4. From the Customization menu, select Web Links Setup.  
The Web Links Setup window opens.
5. Complete the fields on the [Web Links Setup window](#) , as shown below .



Custom URL Definition

Select URL:

User:

URL Short Name:   Public  Private

URL String:

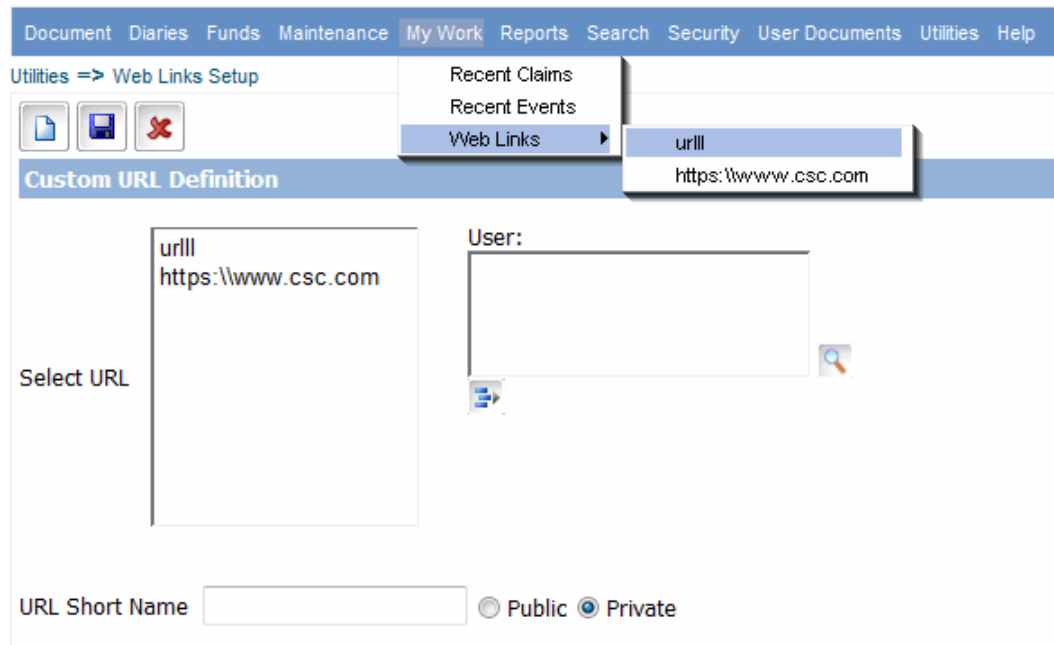
Select parameter:

Select Function:

6. Select the  Save button.

## To Access the Specified Web Link

1. From the main menu, select My Work.  
The My work menu opens.
2. From the My Work menu, select Web Links.  
The Web Link menu opens and displays all the web URL available in .
3. Select the required link.



4. The web page opens in a new window.

## Field Help

### Web Links Setup Window

#### To open

- From the main menu, select Utilities.
- From the Utilities menu, select the UI Admin.
- From the UI Admin menu, select Customization.
- From the Customization menu, select Web Links Setup.

### Field definitions

<b>Select URL</b>	Select the URL from the list which you want to assign to the specific user.
<b>URL Short Name</b>	Enter the name for web link that displays in the Web links menu.
<b>User</b>	Select the user who would be able to access the web link.
<b>Public</b>	Select the option to make the web link available to all users.
<b>Private</b>	Select the option to make the web link available to only the selected users.
<b>URL String</b>	Enter the complete URL for the web site/ web page. Note: The URL must be in standard format i.e. in https: or http: format.
<b>Select parameter</b>	From the drop down list, select the parameter based on which you want to generate URL.
<b>Select Function</b>	From the drop down list, select the function as per which you need to generate custom URL.



Select to open the Web Links Setup and create a new custom URL definition.



Select the button to save the settings you selected.



Select the button to close the window without saving your changes.

# Control Requests

## Control Requests Overview

You can perform Correct Payments type of control request for carrier claims and non carrier claims.

When a payment is selected and Carrier Claims is turned on the system will retrieve the Financial Keys for the claim to allow the user to choose which is the appropriate Financial Key for the funds transaction.

When a payment is selected and Carrier Claims is turned off the system will retrieve the valid Transaction Types for the Claim (if Filter Transaction Types by Reserve Type is selected the system will retrieve the valid Reserve Types for the claim).

Only Printed Payments and Non-Voided Funds Transactions can have Control Request Correct Payment performed on them.

For Carrier claims, you can modify the Financial Key associated with a claim by creating a new financial key, then opening control request correct payment and selecting the new financial key and copying the funds transaction from the old financial key to the new financial key .

The original or source funds transactions have offsetting funds transactions created using the original financial key and new funds transactions are created using the destination financial key. Offsetting and new funds transactions created because of a control request have the parent trans ID stored in the database.

You can search for and select funds transactions using the control number and then select the destination financial key . Only printed and non-voided funds transactions are allowed to have a control request Correct Payment performed on it.

If automatic checks or non-occupational claim payments have been created with an incorrect financial key they must be deleted and new automatic checks or non-occupational claim payments created.

If you use the Policy System Interface, RISKMASTER updates the appropriate policy system, either via real time update or batch process.


For Non-Carrier claims, you can select a different Transaction Type and then create new Funds Trans Splits with the new Transaction Type. The original or source funds trans split records have offsetting splits created using the source Transaction Type and new funds trans split records are created using the destination Transaction Type.

## How To


### To Setup Control Request to Correct Payment


1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, select Managers.  
The Managers menu opens.
3. From the Managers menu, select Control Request.  
The Control Request window opens.

*When Carrier Claims Feature is Not Activated*

4. From the Control Number field, select the  button to open the Standard Payment Search window to search for the transaction Control Number which you want to correct.
5. The Check Number field displays the number of the check associated with the transaction of the selected control number.
6. The Payee First Name and Payee Last Name fields display the name of the payee associated with the payment.
7. From the Source Financial Key field, select the option for the financial key based on which you want to update the incorrect funds split.




8. From the Destination Reserve Type field, select the  button to select the reserve type for the new funds trans split records.

9. From the Destination Transaction Type, select the  button to select the transaction type for the new funds trans split records.

10. From the Reason For Change field, select the  button to select the appropriate reason for changing the funds transaction.

**Note:** Only Printed and Non-Voided Funds Transactions are allowed to have a Correct Payment performed on it. Non-Carrier Claims will have new splits created for the original funds transaction.

*When Carrier Claims Feature is Activated.*


4. From the Control Number field, select the  button to open the Standard Payment Search window to search for the transaction Control Number which you want to correct.

5. The Check Number field displays the number of the check associated with the transaction of the selected control number.

6. The Payee First Name and Payee Last Name fields display the name of the payee associated with the payment.

7. From the Source Financial Key field, select the option for the financial key based on which you want to update the incorrect funds split.

8. From the Destination Financial Key, select the option for the financial key which you want to update the incorrect funds split.

9. From the Destination Transaction Type, select the  button to select the transaction type for the new funds trans split records.

10. From the Reason For Change field, select the  button to select the appropriate reason for changing the funds transaction.

**Note:** Only Printed and Non-Voided Funds Transactions are allowed to have a Correct Payment performed on it. Carrier Claims will have new funds transactions created when correction control request is created.

# Policy Management

## Policy Management System Overview

Use the Policy Management System to provide premium quotes to customers and to convert quotes into policies. With Policy Management System you can monitor, amend, audit, cancel, and manually renew or non-renew Auto Liability, Property, General Liability and Workers Compensation policies. In this you first need to create a quote and then convert the quote into a policy.

Policy Management System is an add-on module that must be purchased separately and is not included with the Base RISKMASTER X package. The Policy Management System add-on module replaces the Policy Tracking module in .

When you purchase Policy Management System, CSC gives you an activation code. Before you can use Policy Management System with , you must use the activation code to activate Policy Management System in the Utilities module.

Policy Management System lets you:

- Process quote information and [convert quotes to policies](#)
- [Add exposures](#) and [coverages](#) to quotes and policies
- [Calculate premiums](#) based on actuarial rates and discounts
- Audit exposures and coverages and recalculate the premium rate based on audited information.

Note: You cannot use existing policy records and claims with Policy Management System. You must convert your legacy policy data before you can use the data with Policy Management System.

## Policy

### Policy Overview

Using the Policy Management System you can calculate premium quotes based on exposures and coverages you enter. Once your client is ready to purchase the policy based on the quote, you can convert the quote into a policy.

You can set up and maintain discounts, rates, minimum billed thresholds and terms per line of business and per state in RISKMASTER Utilities. The discounts, rates, thresholds and terms you set up in Utilities . You can set up one or more rate tiers to use in premium calculations. You can also choose to round off premium amounts. You can also add exposures and set up exposure rates to use in premium calculations.


When you convert a quote to a policy, RISKMASTER first saves the quote and then creates a policy.


Once you convert a quote to a policy, you cannot make changes directly to the policy. However, you can amend, renew, and cancel existing policies. You can also reinstate cancelled policies.

## Field Help

### UAR Window: UAR Details Tab

**From the Auto Liability policy**

- On the UAR tab, select the Add New button  or

On the UAR tab, select an existing Unit At Risk and select the Edit button .

- Select the UAR Details tab.

#### Field definitions

<b>Vehicle ID</b>	Displays the vehicle identification number.
<b>Vehicle Make</b>	Displays the vehicle make
<b>Vehicle Model</b>	Displays the vehicle model number.
<b>Vehicle Year</b>	Displays the year of manufacturing of the vehicle
<b>Status</b>	Displays the vehicle status.
<b>License Number</b>	Displays the license number of the vehicle.



Select the button to add Unit at Risk record for vehicle.



Select a record and then select the button to edit the existing Unit at Risk details.




Select the button to save the changes.


### Coverages Window

Use the Coverages window to add a new coverage to a quote or policy and to edit existing coverages.

**From the Policy Management window**


On the [Coverages tab](#), select the Add New button .

or


On the [Coverages tab](#), select an existing coverage and select the Edit button .

#### Field definitions

**Coverage Type**

Enter the code for the coverage type or select the  button to select from the Codes Selection window.

**Coverage Status**

Enter the code for the coverage status or select the  button to select from the Codes Selection window.

**Effective Date**

Enter the date on which the coverage comes into effective.

**Expiration Date**

Enter the date till which the coverage is effective.

**Policy Limit**

Enter the total maximum coverage amount for all the claims covered by the policy.

**Occurrence Limit**

Enter the total maximum coverage amount for all claims related to a single event that the policy can cover.

**Claim Limit**

Enter the maximum coverage amount for any single claim within an event that the policy can cover.

**Total Payments**

Enter the total amount of the payments already paid by the policy. As you make additional payments under the policy, this amount automatically increases.

Note: When the total payments reach the policy limit, the next higher level of coverage is selected from the Next Policy field, and additional payments are made against the next policy.


**Deductible**

Enter the deductible you need to pay for the policy.

**Self Insured Retention**

Enter any Self-Insured Retention (SIR) that you need to pay for the policy.

**Next Policy**


Enter the next higher layer of coverage or select the  button to open the Standard Policy Management Search and search the next policy.

This policy will be used when the policy limit for the current policy is reached.

**Cancel Notice (Days)**

Enter the days of prior notice you want to receive before the coverage is cancelled.

**Notification User**


Enter the person responsible for renewing policies or select the  button to select from the Codes Selection window.

RISKMASTER will send a diary notification to this user when the coverage is nearing expiration.


**Broker Last Name**

Enter the insurance broker's last name.


**Exceptions**

Select the  button to open the RISKMASTER Editor and enter any exceptions for the coverage.

**UAR Lists**

Select the  button to open the list of vehicles added on UAR window: UAR Details tab.

Note: This field displays only for Property and Auto Liability policy.

- Remarks** Select the  button to open the RISKMASTER Editor and enter any additional comments.
- OK** Select to save the coverage and display on the Coverages tab.
- Cancel** Select to close the window without saving the coverage.

### Policy Management Window: Quote Tab

- To open** From the Maintenance menu, choose Policy Management link.

#### Field definitions


- Quote** By default, this option displays as selected when you open the Policy Management window.  
The field names on the window display as Quote Name, Quote Number and so on.

- Policy** Displays as selected after you convert a quote to policy.  
The field names on the window displays as Policy Name, Policy Number and so on.

- Quote Name** Enter a quote name or select the  to open the Standard Policy Management Search window and select an existing quote.

- Quote Number** Enter a quote number.

- Quote Status** Displays the quote status. By default, the status displays as Quoted.

- Quote Type** Enter the code that best describes the line of business or select the  button to select from the Codes Selection window.

- Total Billed Premium** Displays the calculated premium based on the rates you enter in RISKMASTER Utilities.

Note: You cannot change the total billed premium that displays.

- Bank Account** From the drop down list, select the bank account in which you want to deposit the premium for this policy.


- Primary Policy** Select the check box if to mark the policy as the primary policy.


- Event-Made Coverage** Select the option if you want to use the event date to determine coverage.

- Claim-Made Coverage** Select the option if you want to use the claim date to determine coverage.

- Issue Date** Enter the date when you want to issue the policy.

- Review Date** Enter the date when you want to review the policy.





- Effective Date** Enter the date on which you the policy will come into effect or select the  button to select from a calendar.

<b>Expiration Date</b>	Enter the date on which you want the policy to expire or select the  button to select from a calendar.
<b>Cancel Date</b>	If the policy was cancelled, displays the cancellation date.  <b>Note:</b> This field is only active for a policy, and not for a quote.
<b>Retro Date</b>	
<b>Cancel Reason</b>	If the policy was cancelled, displays the reason for cancellation.  <b>Note:</b> This field is only active for a policy, and not for a quote.
<b>Non-Renew Reason</b>	Displays the reason for non-renewal of policy.  <b>Note:</b> This field is only active for a policy, and not for a quote.
<b>Last Updated</b>	Displays the date when you previously changed and saved a policy.  <b>Note:</b> This field is only active for a policy, and not for a quote.
<b>Last User</b>	Displays the name of the user who last updated a policy.  <b>Note:</b> This field is only active for a policy, and not for a quote.
<b>Earned Premium</b>	Select to open the Calculate Earned Premium window and calculate earned premium for the current policy.

### Policy Management Window: Billing Tab

**To open** On the Policy Management window, select the Billing tab

#### Field definitions

<b>Pay Plan Code</b>	Select the  button to open the Select Pay Plan window and select the pay plan for the policy.  <b>Note:</b> Pay Plan displays based on the jurisdiction and line of business of the policy.
<b>Billing Rule Code</b>	Select the  button to open the Select a Billing Rule window and select the billing rule for the policy.
<b>Do Not Bill</b>	Select the check box if you do not want to create a bill.
<b>Billing Info</b>	
<b>Bill To Type</b>	Enter the entity type to whom you want to send the bill, or select the  button to select from the Codes Selection window.
<b>Override Billing Address?</b>	Select the check box if you want to override the billing address with the billing address you enter in the New Billing Info frame.
<b>Last Name</b>	Enter the last name of the entity to whom you want to send the bill, or select the  button to open the Standard Entity Search window and select the entity.

**First Name** Displays the entity's first name.

**Address, City, State,  
Zip, Country** Displays the entity's address.

**New Billing Info**

**Last Name** Enter the last name of the entity to whom you want to send the bill.

**First Name** Enter the entity's first name.

**Address, City, State,  
Zip, Country** Displays the entity's address.

**<Policy Name> Window**

**To open** From the Policy main menu, choose a Policy type.

**Field definitions**

**MCO** Select to open the [Policy MCO window](#).

**Convert to Policy** Select to convert the existing quote information to a policy.

All field names will automatically change to reflect a policy. Once you convert a quote to a policy:

- The Policy Name field is disabled and you cannot update the Policy Name.
- You can still update the Policy Number.
- The quote status is changed to Converted.

**Amend** Select to open the Endorsement Details window process mid-term endorsements on the open policy.

Note: This button is only available if you have the appropriate permissions to process policy endorsements and if the policy status is In-Effect.

**Renew** Select to renew the open policy. RISKMASTER clones the existing policy information and creates a new term record with effective and expiration dates. The dates are incremented based on the policy term length you specify in Utilities.

Note: This button is only available if you have the appropriate permissions to process policy renewals and if the policy status is In-Effect.

**Cancel** Select to open the Cancellation Details window and cancel policies.

Note: This button is only available if you have the appropriate permissions to process policy cancellations and if the policy status is In-Effect.

**Reinstate** Select to reinstate the previously cancelled policy.

Note: This button is only available if you have the appropriate permissions to process policy reinstatements.

**Print Quote/Policy** Select to open the Selected Forms window.

Note: This button is available for all policies, but only for quotes with a Quoted status.


## Policy Insurer Window

Use to enter multiple insurers for a policy, each with a responsible percentage. The total responsible percentage for all the insurers for a policy is not more than 100%.

**To open** On the [Policy Management window](#), select the Insurer tab.

### Field definitions

#### Insurer

Enter the insurance company name or select the  button to open the Standard Entity Search window and search for an insurer.

If you select an insurer from the search results, RISKMASTER automatically enters the insurer information on the tab.

Note: Before you enter new data, search for the insurer in existing records. This prevents duplicate entries in the database.

#### Contact

Enter the contact person for the insurance policy.

#### Address

Enter the insurance company's address. Enter the City, State, Zip, and Country in the appropriate fields.

#### Office Phone

Enter the insurance company's telephone number.

#### Alt. Phone

Enter the insurance company's additional telephone number, if any.

#### Fax

Enter the insurance company's fax number.

#### Primary Insurer

Select the check box if the insurer is a primary insurer.

#### Responsible Percentage

Enter the policy limit percentage that the insurer is responsible for covering.

#### Back to Policy

Select to open the [Policy Maintenance window](#).

## Policy Management Window: Coverages Tab

**To open** On the Policy Management window, select the Coverages tab

### Field definitions

#### Policy Coverages

Displays a list of coverages attached to the quote or policy.



Select to open the [Coverages window](#).





Select a coverage record from the list, and select the button to open the [Coverages window](#) and edit the information in the fields.



Select a coverage record from the list, and select the button to delete the coverage.

## Exposure Window

Use the Exposure window to add new exposures to a quote or policy and to edit existing exposures. You must set up exposure rates in RISKMASTER Utilities before you can add exposures.

**From the General Liability policy or**

On the Exposures tab, select the Add New button



**Workers Compensation policy window**


or

On the Exposures tab, select an existing coverage and select the Edit button




## Field definitions

**Type**

Enter the code for the exposure type or select the  button to select from the Codes Selection window.

**Status**

Enter the code for the exposure status or select the  button to select from the Codes Selection window.

**Effective Date**

Enter the date on which the exposure comes into effective.

**Expiration Date**

Enter the date till which the exposure is effective.

**Annual Exposure Amount**

Enter the exposure amount.


**Rate**

Displays the rate corresponding to the exposure type from the rate table.


**Base Rate**

Displays the base rate corresponding to the exposure type from the rate table.

**Coverage Type**

Enter the code for the coverage type or select the  button to select from the Codes Selection window.

**Department**



Enter the department for which the exposure is effective or select the  button to select from the Org. Hierarchy window.

**Date Amended**

Displays the date on which you edited the exposure.



**Premium Adjustment**

Displays the dollar amount of premium adjustment.




<b>Pro-Rata Annual Premium</b>	Displays the dollar amount of pro-rata annual premium.
<b>Full Annual Premium</b>	Displays the dollar amount of full annual premium.
<b>Exceptions</b>	Select the  button to open the RISKMASTER Editor and enter any exceptions for the exposure.
<b>Remarks</b>	Select the  button to open the RISKMASTER Editor and enter any additional comments.
<b>OK</b>	Select to save the exposure and display on the Exposures tab.
<b>Cancel</b>	Select to close the window without saving the exposure.

### UAR Window: UAR Details Tab

#### From the Property policy

- On the UAR tab, select the Add New button  or
- On the UAR tab, select an existing Unit At Risk and select the Edit button .
- Select the UAR Details tab.

#### Field definitions

<b>Property ID</b>	Displays the property identification number.
<b>Address 1</b>	Displays the address 1 where property is situated.
<b>Address 2</b>	Displays the address 2 where property is situated.
<b>City</b>	Displays the city where the property is situated.
<b>State</b>	Displays the state where property is situated.
	Select the button to add Unit at Risk record for property.
	Select a Unit at Risk record and then select the button to edit the existing Unit at Risk details.
	Select the button to save the changes.

### <Policy Name> Window: Trans. History Tab

Use to display all transactions made on a policy. You can view a summary of transaction type, status, effective and expiration date, premium, estimated premium, total billed premium, change in billed premium and the policy term.

**To open** On the <Policy name> window, select the Trans. History tab.

### Field definitions

**Transactions** Displays the type and status of the transaction and premium values.

**Accept** Select a transaction with a Provisional status and then select the button to accept the transaction.

**Delete** Select a transaction and then select the button to delete the transaction.

### Selected Forms Window

Use the Selected Forms window to display all forms currently attached to this policy, and to add, delete and print policy forms. Once you print a form, RISKMASTER permanently attaches the form to the policy. You can view the printed forms from the Attachments window in RISKMASTER.

**From the Policy Management window** Select the Policy Print button.

### Field definitions

**Form Name** Displays the forms currently attached to the policy.

**Add** Select to open the Available Forms window and select forms you want to attach to the policy.

**Note:** Forms you add are not automatically printed.

**Delete** Select a form from the list of forms and then select the button to delete the selected form.

**Save** Select to save the list of forms you want to print.

**Cancel** Select to close the window.

**Print Policy** Select the check box for the form/s you want to print and select the button.  
The policy form opens in Adobe Acrobat.

### Policy Management Window: Prem. Calc. Tab

Use the Premium Calculation tab to calculate policy premiums. Premium calculations are based on annual policies and are calculated using 365 days. For short-term policies, the premium is a pro-rata amount based on the number of days in the term.

**To open** On the <Policy name> window, select the Prem. Calc. tab.

### Field definitions

**Manual Premium** Displays the manual premium calculated on the Exposure tab.

**Exp. Mod. Factor** Enter the Experience Modified Factor for Workers' Compensation claims.

Note: RISKMASTER multiplies the Manual Premium amount with the Exp Mod Factor to give you the Modified Premium. For General Liability claims and Vehicle Accident claims, where Exp Mod Factor, is not applicable, the Manual Premium = Modified Premium.

**Modified Premium** Displays the modified premium based on the Exp. Mod. Factor.

Note: This field is only available for Workers' Compensation policies. The modified premium is the first discount tier.

**Audited Premium** Displays the annualized premium for audited exposures for Workers' Compensation policies.

Note: This is a calculated premium field populated when an audit is completed. You cannot edit this field.

**Waive Transaction Premium?** Select the check box if you do not want to include the transaction premium for this transaction in the total billed premium.

**Comments** Select to open the Waive Comment window and enter comments.

**Estimated Premium** Displays the annualized premium amount after applying all discounts throughout the rating tiers as specified in the Policy Management Setup in RISKMASTER Utilities.

Note: You cannot edit the estimated premium. When you change any of the exposures, coverages or discount values, RISKMASTER recalculates the estimated premium.

**Transaction Tax** Displays the transaction tax for the selected line of business and state.

Note: This is calculated based on the tax rate you select in Utilities, on the Add/Modify Tax window.

**Transaction Premium** Displays the transaction premium amount, which is the total change in the estimated premium during the current transaction.

Note: This is a calculated, non-editable field.

**Total Billed Premium** Displays the total premium amount billed to the customer.

Note: You cannot edit this field. If the estimated premium amount is less than the minimum billed threshold amount specified in Utilities, then the minimum billed threshold amount is used as the total billed premium amount. If the estimated premium amount is greater than or equal to the minimum billed threshold, then the Total Billed Premium and Estimated Premium amount will display the calculated premium amount.


## Policy Management Window: MCO Tab

**To open** On the Policy Management window, select the MCO tab.

### Field definitions

**Policy MCO's** Displays the list of medical insurance policies administered by Managed Care Organizations (MCO).

To enter a policy MCO, select the MCO button.



To delete a policy MCO, select a record and from the toolbar, select the  button.

### Policy Management Window: Insurer Tab

Use the Insurer Info tab to enter details about the insurer. To avoid unnecessary data in the organization hierarchy, you may choose not complete this tab during the quote process. However, when you convert a quote to a policy RISKMASTER will prompt you to complete this tab.

**To open** On the Policy Management window, select the Insurer tab.



#### Field definitions

- Insurer** Enter the insurer name or select the  button to open the Standard Entity Search window and select an insurer.
- Contact** Enter the contact details for this insurer.
- Office Phone** Enter the insurer's office phone number.
- Alt. Phone** Enter an additional phone number for the insurer, if necessary.
- Fax** Enter the insurer's office fax number.
- Insured** Enter the organization level that the policy covers, or select the  button to select from the organization hierarchy. You can enter multiple organization levels in this field.


### Policy Management Window: Broker/Agent Tab

**To open** On the Policy Management window, select the Broker/Agent tab

#### Field definitions

- Last Name** Enter the broker's last name or select the  button to open the Standard Entity Search window and select a broker.
- First Name** Enter the broker's first name
- Address** Enter the broker's address.
- Office Phone** Enter the broker's phone number.
- Alt. Phone** Enter any additional phone number for the broker.
- Fax** Enter the broker's fax number.
- Email Type** Enter the code that best describes the broker's email type, or select the  button to select from a Codes Selection window.
- Email Address** Enter the broker's email address.
- Zip** Enter the broker's zip code.
- Tax ID** Enter the broker's tax ID.

**Broker Firm**

Enter the broker's firm or select the  button to open the Standard Entity Search window and select a broker firm.

**Policy MCO Window**

Use the Policy MCO window to enter details about medical insurance policies administered by Managed Care Organizations (MCO).

A Managed Care contract is an agreement between a managed care organization (MCO) and an insurance company/self-insured employer to provide nurse case management and a medical provider network for employee injuries.


A Third Party Administrator (TPA) may have clients who contract with different MCO's or who elect to have no MCO. At any time, a client may terminate the services of the MCO, and contract with a different one. The MCO contract is date controlled, and is independent of the policy effective and expiration dates. The contract terms can also change. The new MCO may assume medical management for all historic and future claims, or only work on future claims, leaving the historic claims with the previous MCO.

Depending upon the contract terms, a TPA may route medical bills directly to the MCO for processing or process them internally. The management of a claim by a TPA may differ for each MCO.


**Note:** Before you enter MCO data, you must first add the MCO entity into your database.

**To open** From the [Policy Management window](#), select the MCO button.


**Field definitions****Policy MCO**

Enter the Managed Care Organization's name or select the  button to open the Standard Entity Search and search for a MCO.

**Begin Date**

Enter the date on which the policy comes into effect or select the  button to select from a calendar.


**End Date**

Enter the date on which the policy expires or select  button to select from a calendar.

**Back to Policy**

Select to open the [Policy Management window](#).


**UAR Window: UAR Tab****From the Property policy**





- On the UAR tab, select the Add New button  or

On the UAR tab, select an existing Unit At Risk and select the Edit button .

- Select the UAR tab.


**Field definitions****Property Type**

Enter the type of property for which you want enter the unit type code or select the  button to select the code from the Code Selection window.

<b>UAR Status</b>	Displays the status of Unit at Risk.
<b>Number of Units</b>	Enter the number of units.
<b>Rate</b>	Displays the rate corresponding to the Unit at Risk type from the rate table.
<b>Base rate</b>	Displays the base rate corresponding to the Unit at Risk type from the rate table.
<b>Department</b>	Enter the department for which the Unit at Risk is effective or select the  button to select from the Org. Hierarchy window.
<b>Coverage Type</b>	Enter the code for the coverage type or select the  button to select from the Codes Selection window.
<b>Date Amended</b>	Displays the date on which you edited the exposure.
<b>Premium Adjustment</b>	Displays the dollar amount of premium adjustment.
<b>Full Annual Premium</b>	Displays the dollar amount of full annual premium.
<b>Pro-Rate Annual Premium</b>	Displays the dollar amount of pro-rata annual premium.
<b>Exceptions</b>	Select the  button to open the RISKMASTER Editor and enter any exceptions for the exposure.
<b>Remarks</b>	Select the  button to open the RISKMASTER Editor and enter any additional comments.
<b>Effective Date</b>	Enter the date on which the Unit at Risk comes into effective.
<b>Expiration Date</b>	Enter the date till which the Unit at Risk is effective.
<b>OK</b>	Select to save the Unit at Risk and display on the UAR tab.
<b>Cancel</b>	Select to close the window without saving the exposure.

### UAR Window: UAR Tab

From the Auto Liability policy


- On the UAR tab, select the Add New button  or

On the UAR tab, select an existing Unit At Risk and select the Edit button .

- Select the UAR tab.

### Field definitions

#### Vehicle Type

Enter the type of vehicle for which you want enter the unit type code or select the  button to select the code from the Code Selection window.

#### UAR Status

Displays the status of Unit at Risk.

#### Number of Units

Enter the number of units of vehicle type.


#### Rate

Displays the rate corresponding to the Unit at Risk type from the rate table.


#### Base rate

Displays the base rate corresponding to the Unit at Risk type from the rate table.

#### Department

Enter the department for which the Unit at Risk is effective or select the  button to select from the Org. Hierarchy window.

#### Coverage Type

Enter the code for the coverage type or select the  button to select from the Codes Selection window.

#### Date Amended

Displays the date on which you edited the exposure.

#### Premium Adjustment

Displays the dollar amount of premium adjustment.


#### Full Annual Premium

Displays the dollar amount of full annual premium.


#### Pro-Rate Annual Premium

Displays the dollar amount of pro-rata annual premium.

#### Exceptions

Select the  button to open the RISKMASTER Editor and enter any exceptions for the exposure.



<b>Remarks</b>	Select the  button to open the RISKMASTER Editor and enter any additional comments.
<b>Effective Date</b>	Enter the date on which the Unit at Risk comes into effective.
<b>Expiration Date</b>	Enter the date till which the Unit at Risk is effective.
<b>OK</b>	Select to save the Unit at Risk and display on the UAR tab.
<b>Cancel</b>	Select to close the window without saving the exposure.

## Policy Overview

Using the EPTS you can calculate premium quotes based on exposures and coverages you enter. Once your client is ready to purchase the policy based on the quote, you can convert the quote into a policy.

You can set up and maintain discounts, rates, minimum billed thresholds and terms per line of business and per state in RISKMASTER Utilities. The discounts, rates, thresholds and terms you set up in Utilities are used in the Enhanced Policy Tracking System. You can set up one or more rate tiers to use in premium calculations. You can also choose to round off premium amounts. You can also add exposures and set up exposure rates to use in premium calculations.

When you convert a quote to a policy, RISKMASTER first saves the quote and then creates a policy.

Once you convert a quote to a policy, you cannot make changes directly to the policy. However, you can amend, renew, and cancel existing policies. You can also reinstate cancelled policies.

## How To

### To Reinstate a Policy

You can manually reinstate policies with Cancelled, Cancelled-Pro-Rata, and Cancelled-Flat status if you have the appropriate permissions. When you reinstate a cancelled policy, RISKMASTER assigns a Provisional Reinstatement status to the policy. You cannot process new transactions on a policy with a Provisional Reinstatement status. You can undo a reinstatement on a policy while it has a Provisional Reinstatement status.

**Note:** RISKMASTER recalculates the premium amount based on the reinstatement effective date.

1. From the main menu, select Policy.  
The Policy menu opens.
2. From the Policy menu, choose a policy type.  
The <Policy name> window opens and a <Policy name>node displays under Policy node in the navigation tree.
3. Search for the policy with a Cancel status.
4. Select the Reinstate button.  
The Reinstate Policy window opens.
5. In the Please enter the Reinstatement details frame, do one of the following:
  - Select With Lapse option, if the reinstatement effective date is after the current cancellation effective date.
  - **Note:** The reinstatement effective date must be within the policy effective and expiration dates for the current policy term.
  - Select Without Lapse option, if the reinstatement effective date is equal to the cancellation effective date.

6. In the Reinstatement Date field, enter the date on which you want the reinstatement to be effective.
7. Select OK.  
RISKMASTER reinstates the cancelled policy and assigns a Provisional Reinstatement with Lapse or a Provisional-Reinstatement without Lapse status to the policy. RISKMASTER also re-rates and recalculates the premium amount for the policy based on the effective reinstatement date. The new premium displays in the Transaction Premium field on the Premium Calculation tab.

Note: RISKMASTER does not consider previously waived premium transactions for the policy term when calculating the premium amount for the reinstatement transaction.


8. On the <Policy name> window, select the [Transaction History tab](#).
9. From the Transactions list, select the Reinstatement type transaction with a Provisional status.
10. Select the Accept button.  
RISKMASTER changes the Policy Status for the current term from Provisional Reinstatement to In-Effect.

Note: You can make changes to the RISKMASTER database before you accept and complete the reinstatement process. To complete the reinstatement process, select the Accept button. RISKMASTER posts the transaction premium to a billing system.

## To Activate the Policy Management System

1. From the main menu, select Utilities.  
The Utilities menu opens.
  2. From the Utilities menu, choose Managers.
  3. From the Managers menu, choose General System Parameter Setup.  
The General System Parameter Setup window opens and a General System Parameter Setup link displays under Utilities node in the navigation tree.
  4. On the System Settings tab, in the General Parameters frame, select the Use Policy Management System check box.  
An Activation Code Required window opens.
  5. Enter the RISKMASTER Policy Management System Activation Code for your organization.
- Note: Contact CSC Support for your activation code. CSC provides you with the activation code when you purchase the Policy Management System module.
6. Select OK.  
On the System Settings tab, the Use Policy Management System check box, displays as selected.



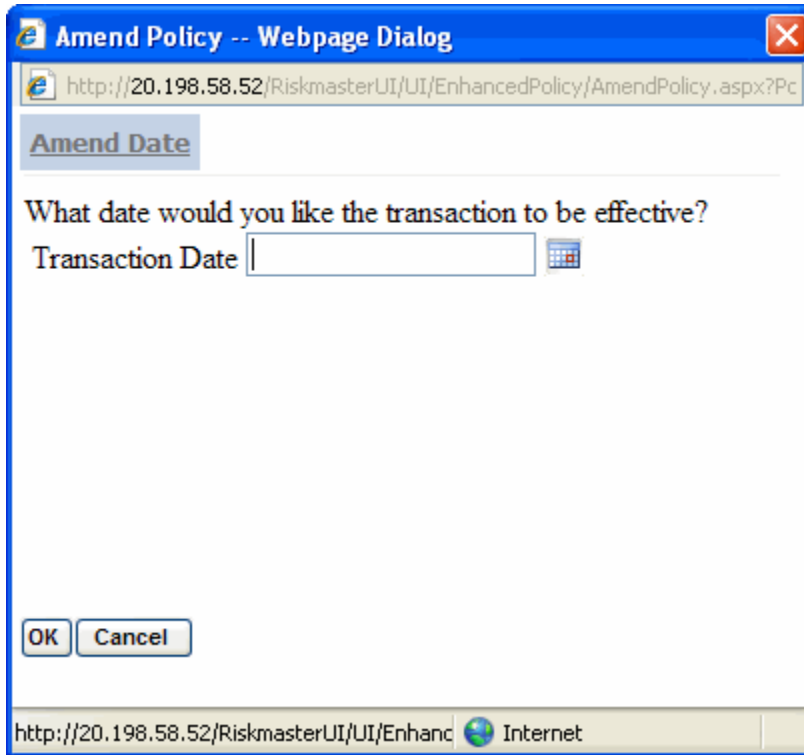
7. From the toolbar, select .
8. Close the System Setup Parameters window.

Note: You may need to log out and then log in again to view the Policy Management System, in Maintenance menu.

## To Amend a Policy

You can process mid-term endorsements to In-Effect policies and calculate flat or pro-rata premium rates based on policy changes. You can only amend policies if you have the appropriate permissions.

1. [Convert a quote to a policy](#).
2. On the <Policy name> window, select the Amend button.  
The Amend Policy window opens.



3. In the Transaction Date field, enter the date on which you want the endorsement to come into effect.  
 Note: The endorsement effective date must fall within the policy effective and expiration dates and after the transaction date of the most recent transaction.
4. Select OK.  
 RISKMASTER assigns a Provisional Endorsement status to the policy and displays the credit for the unearned premium amount in the Transaction Premium field on the Premium Calculation tab. The unearned premium amount is deducted from the total billed premium amount for the policy.
5. On the Policy Management window, select the [Transaction History tab](#).
6. From the Transactions list, select the Endorsement type transaction with a Provisional status.
7. Select the Accept button.  
 A window opens and displays a confirmation message.
8. Select OK.  
 RISKMASTER changes the policy status from Provisional Endorsement to In-Effect.

Note: You can make changes to the RISKMASTER database before you accept and complete the renewal process. To complete the renewal process, select the Accept button. RISKMASTER posts the transaction premium to a billing system.

### To Calculate Earned Premium

You can calculate the earned premium amount on a policy at any time during the current policy term and for all policy status. You cannot calculate earned premiums for quotes. The earned premium amount is not stored in the database.

To calculate the earned premium amount, RISKMASTER completes the following steps:

- Divides the total billed premium amount by the number of days in the policy term.
- Based on the To and From Date you enter, calculates the number of days in the specified period.

- Multiplies the number of days with the dollar amount per day.

#### To calculate earned premium

1. [Convert a quote to a policy.](#)
2. On the <Policy name> window, select the Earned Premium button.  
The Earned Premium window opens.
3. The To Date field displays the current term expiration date.
4. In the From Date field, enter the date from which you want to calculate the earned premium.
5. In the To Date field, either accept the default, or enter the last date for the period for which you want to calculate the earned premium.
6. Select the Calculate button.

Note: The calculation is policy-specific. An error message displays if you enter dates that cross multiple policy terms.

### To Renew a Policy

You can manually renew In-Effect policies. When you renew a policy, RISKMASTER clones the existing policy information and creates a new term record with effective and expiration dates. These dates are incremented based on the policy term length you specify in Utilities.

When you renew a policy, RISKMASTER assigns a Provisional Renew status to the policy. You cannot process new transactions on a policy with a Provisional Renew status. You can undo a policy renewal while it has a Provisional Renew status.

Note: RISKMASTER recalculates the estimated premium based on the exposures, coverages, and discounts that are applicable at the time of policy renewal. RISKMASTER recalculates the premium regardless of the transactions that were waived in the prior policy term.

#### To renew a policy

1. [Convert a quote to a policy.](#)
2. On the <Policy name> window, select the Renew button.  
A window opens and displays a confirmation message.
3. Select OK.  
RISKMASTER creates a renewed policy with a Provisional Renew status.

Note: The policy name for the renewed policy displays from the prior term and you cannot change the policy name. The policy number is also carried over from the prior term, but you can edit the policy number.

4. On the <Policy name> window, select the [Transaction History tab](#).
5. From the Transactions list, select the Renewal type transaction with a Provisional status.
6. Select the Accept button.  
A window opens and displays a confirmation message.
7. Select OK.  
RISKMASTER changes the policy status for the current term from Provisional Renewal to In-Effect.  
RISKMASTER also updates the status of the prior term record to Renewed.

Note: You can make changes to the RISKMASTER database before you accept and complete the renewal process. To complete the renewal process, select the Accept button. RISKMASTER posts the transaction premium to a billing system.

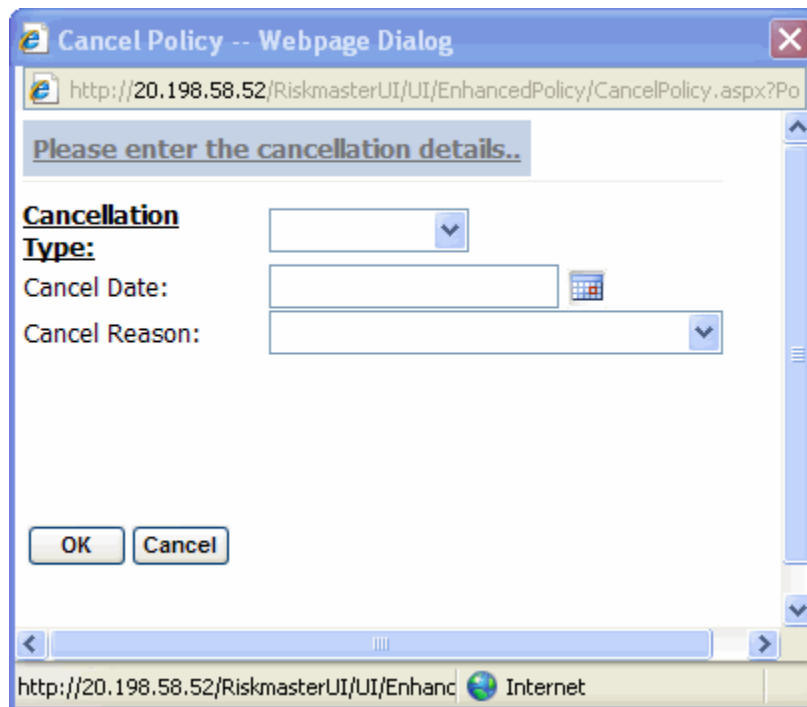
### To Cancel a Policy

You can manually process pro-rata and flat cancellations to In-Effect policies. You can only cancel policies if you have the appropriate permissions. When you cancel a policy, RISKMASTER assigns a Provisional Cancel status to the policy. You cannot process new transactions on a policy with a Provisional Cancel status. You can undo a policy cancellation while it has a Provisional Cancel status.

#### To Cancel a Policy

1. [Convert a quote to a policy.](#)

- On the Policy Management window, select the Cancel button.  
The Cancel Policy window opens.




- From the Cancellation Type drop down list, select the cancellation type, for example flat or pro-rata.
- From the Cancel Reason drop down list, select the cancellation reason.
- Select OK.  
RISKMASTER assigns a Provisional Cancel status to the policy and displays the credit for the unearned premium amount in the Transaction Premium field on the Premium Calculation tab. The unearned premium amount is deducted from the total billed premium amount for the policy.
- On the Policy Management window, select the [Transaction History tab](#).
- From the Transactions list, select the Cancel type transaction with a Provisional status.
- Select the Accept button.  
RISKMASTER changes the policy status to Cancelled-Pro-Rata or Cancelled-Flat.

Note: You can make changes to the RISKMASTER database before you accept and complete the cancellation process. To complete the cancellation process, select the Accept button. RISKMASTER posts the transaction premium to a billing system.

## To Delete a Provisional Transaction

You can delete provisional cancellation and provisional renewal transactions.

- From the main menu, select Policy.  
The Policy menu opens
- From the policy menu, choose a policy type.  
The <Policy name> window opens and a <Policy name> link displays under Policy node in the navigation tree.
- Search for the policy for which you want to delete provisional transactions.
- On the <Policy name> window, select the [Trans History tab](#).
- From the list of transactions, select the transaction you want to delete.
- Select the Delete button .

RISKMASTER deletes the selected transaction.

## To Disable Policy Renewal

You can set up In-Effect policies that cannot be renewed. Once you disable policy renewal, the Renew button on the Policy window is disabled. You can process endorsements, audits, and cancellations on policies even after you disable policy renewal.

**Note:** To enable renewal after disabling it, on the Policy Info tab, in the Non-Renew field, select None.

### To disable policy renewal


1. From the main menu, select Policy.

The Policy menu opens

2. From the Policy menu, choose a policy type.

The <Policy name> window opens and a <Policy name> link displays under Policy node in the navigation tree.

3. Search for the policy for which you want to disable policy renewal.

4. On the Policy tab, from the Non-Renew Reason field, select the search  button to select the reason for policy non-renewal from the Codes Selection window.

**Note:** If you select a reason other than None, RISKMASTER disables the Renew button on the Policy window for this policy and you cannot renew the policy.

5. From the toolbar, select the Save button .

## To Print and Attach Policy Forms

You can print endorsement, cancellation, reinstatement, renewal, and non-renewal forms and permanently attach them to the appropriate policy record. Once you print a form, RISKMASTER permanently attaches the form to the policy. You can view the printed forms from the Attachments window in RISKMASTER.

### To Print and Attach Policy Forms

1. From the main menu, select Policy.

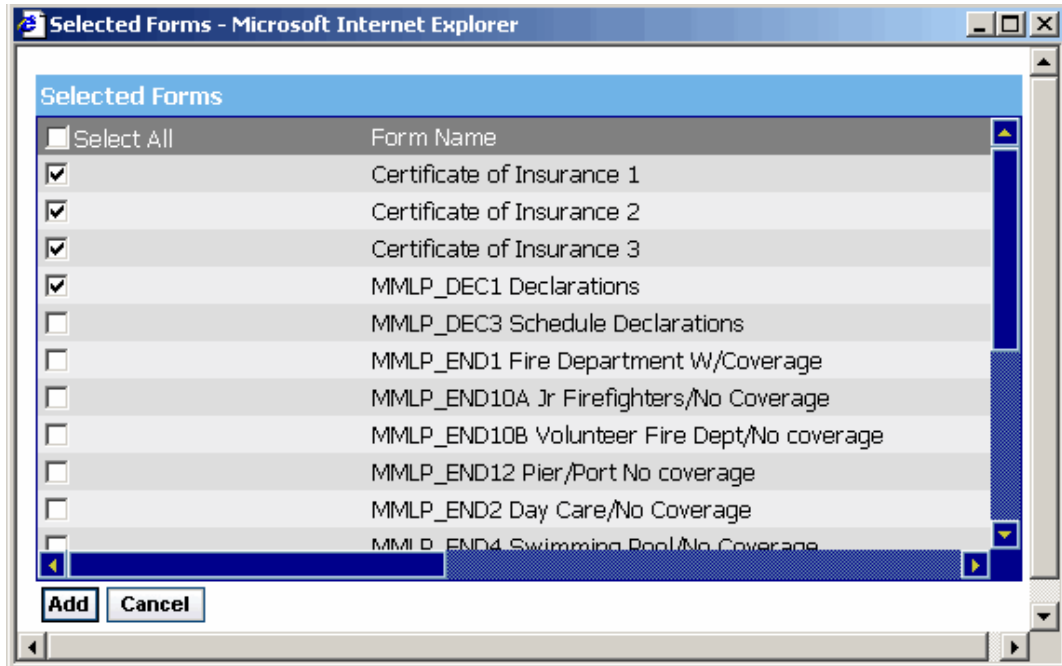
The Policy menu opens

2. From the Policy menu, choose a policy type.

The <Policy name> window opens and a <Policy name> link displays under Policy node in the navigation tree.

3. Search for the policy you want to print.

4. Select the Policy Print button.



The Selected Forms window opens.

5. From the list of forms, select the form you want to print.
6. If the form you want to print is not included in the list of forms, select the Add button.
7. From the Available Forms window, select the form you want to add.
8. On the Available Forms window, select the Add button.
9. On the Selected Forms window, select the Save button.
10. Select the check box for the form/s you want to print, and select the Print Policy button.

RISKMASTER opens the form populated with your policy data in Adobe Acrobat. You can print the form from Adobe Acrobat.

Note: After you print a form, RISKMASTER permanently attaches the form to the policy record.

## Premium Calculation Overview

RISKMASTER calculates premiums based on actuarial rates and discounts. The EPTS enables you:

- To account for tiered rating
- To factor-in experience modified and calculate modified premiums
- To enter and apply discounts at various levels of rating
- To capture estimated premium amounts and total billed premium amounts
- To define minimum billed premium amounts
- To calculate premiums by 365 days to accommodate short-term policies
- To calculate earned premium at policy-level

*Rate, Exposures and Manual Premium*

Rate is the premium charge per exposure. An exposure is a risk of financial loss, for which insurance is purchased. RISKMASTER calculates the manual premium based on the rate and exposure units you enter in RISKMASTER Utilities, effective for a given time period, in a jurisdiction.

1. In Utilities, on the Policy Management Setup: General tab, enter the policy term based on LOB and State.

Note: Policy term is the period during which an insurance policy provides coverage.

LOB	State	Term Length	Term Code
WC Claim	MS	1	Y

2. In Utilities, on the Policy Management Setup: Rate Setup tab, enter a rate for each exposure, within a jurisdiction, along with an effective time period.

Exposure Code	Exposure Description	State	Flat or Percent	Amount/Rate	Fixed or ProRata	Base Rate	Effective Date	Expiration Date
07370V	Volunteer Ambulance	MS	P	20%	P	20%	6/1/2007	6/17/2008
07380B	Drivers	MS	F	\$2.86	F	1	6/1/2004	6/30/2010

3. In EPS, when you enter a quote and select an exposure, based on the Exposure type and State, the Rate and Base Rate fields display the value you entered on the Policy Management Setup: Rate Setup tab.
4. The Exposure Sum field displays the total amount of all the exposures you have entered.
5. The Manual Premium field displays the premium based on the exposure sum, policy term and rate. This amount also displays in the Manual Premium field, on the Policy Management window: Prem. Calc. tab.

Exposure Code	Exposure Description	Status	Amount	Amount/Rate	ProRata Annual Premium	Effective Date	Expiration Date
07370V	Volunteer Ambulance	Accepted	\$10,000	20%	\$401	6/1/2006	6/17/2008
07380B	Drivers	Accepted	\$20,000	\$2.86	\$572	6/1/2006	6/01/2008

Exposure Sum:  
\$120,000.00

Manual Premium: \$  
973

*Modified Premium based on Exp Mod Factor*

In case of Workers' Compensation claim, you can manually enter an Experience Modification Factor (Exp Mod Factor). RISKMASTER multiplies the Manual Premium amount with the Exp Mod Factor to give you the Modified Premium.

Experience Modification factor is used to modify the computed premium based on an insured's payroll and loss record. The insurer determines the modification factor by comparing actual losses to expected losses, and can be a debit (>1.00) or a credit (<1.00).

- 1.

Manual Premium	Exp Mod Factor	Modified Premium
\$ 973.00	5	5*973 = \$ 4865

Note: For General Liability claims and Vehicle Accident claims, where Exp Mod Factor, is not applicable, the Manual Premium = Modified Premium.



*Manual or Modified Premium and Discounts*

In RISKMASTER Utilities, you can enter and apply discounts at various levels of rating. RISKMASTER deducts the discounts from the manual or modified premium. You can enter discount tiers to deduct discounts at various levels of the premium amount. RISKMASTER displays the premium amount after deducting discounts as the Estimated Premium.

1. In Utilities, on the Policy Management Setup: Discount Maintenance tab, enter the discount applicable on a certain range of premium amount, based on LOB, State and policy effective time period.
2. You can enter a flat amount (\$) or a percentage rate (%). Discounts are deducted from the premium as a flat amount or a percentage of the premium amount.
3. In Utilities, on the Policy Management Setup: Discount Setup tab, you can add tiers based on which you want to apply the discounts at various levels of the premium.

Discount\_Tier\_1 for LOB – WC, State – MS within Policy Effective date range; Applicable level – \$120  
Modified Premium

Discount\_Tier\_2 for LOB – WC, State – MS within Policy Effective date range; Applicable level - 2.5%  
Discount\_Tier\_1

4. Note: The Manual Premium or Modified Premium is usually the first discount tier.
5. You can also make the discount in a tier, as user editable. This allows users to manually enter the discount amount or rate in EPS.
6. In EPS, on the Policy Management window: Prem. Calc. tab., the discounts are applied against applicable levels.

7. RISKMASTER calculates the Estimated Premium after deducting each tier of discount from the premium amount at the applicable level.

Modified Premium	Discount Tier	
\$ 4865	Discount_Tier_1 = \$120	\$ 4865 – \$ 120 = \$ 4745
	Discount_Tier_2 = 2.5 %	2.5% of 4745 = \$ 118.62

Estimated Premium = \$ 4745 - \$ 118.62 = \$ 4626.38\*\* If you selected the Round Premium Amount check box on the Policy Management Setup: General tab, the Estimated Premium displays as \$ 4626.

8. Note: You cannot edit the estimated premium. When you change any of the exposures, rates or discount values, RISKMASTER recalculates the estimated premium.

*Expense Constant and Estimated Premium/Total Billed Premium*

An expense constant is a premium charge made on small Workers' Compensation policies based upon the fact that the expense factor on

such risks is inadequate to cover the cost of issuing and handling the policy. You enter the expense constant for WC policies based on

jurisdiction, in RISKMASTER Utilities.

1. In Utilities, on the Policy Management Setup: General tab, enter an expense constant based on LOB and State.
2. In EPS, on the Policy Management window: Prem. Calc. tab., the Total Billed Premium displays the sum of the Expense Constant and the Estimated Premium.

Expense Constant	Estimated Premium	Total Billed Premium
\$ 154	\$ 4626	\$ 154 + \$ 4626 = \$ 4780

*Transaction Premium and Total Billed Premium*

If you added any endorsements to your in-effect policy, RISKMASTER recalculates the premium based on the new transaction. The recalculated premium is the current estimated premium.

The Transaction Premium field displays the difference between the previous estimated premium and the current estimated premium.

Previous Estimated Premium	Current Estimated Premium	Total Billed Premium
\$ 4626	\$ 2700	\$ 4626 - \$2700 = \$ 1926

*Minimum Billed Threshold and Estimated Premium/Total Billed Premium*

Minimum Billed Threshold is the minimum amount that is mandatory for the insured to pay to the insurer, in lieu of policy handling.

1. If the Estimated Premium is less than the Minimum Billed Threshold that you enter on the Policy Management Setup: General tab, then the Total Billed Premium field displays the Minimum Billed Threshold amount.
2. If Estimated Premium is greater than the Minimum Billed Threshold, then RISKMASTER checks if an Expense Constant is applicable on the premium. If an expense constant is applicable then, Total Billed Premium is the sum of Estimated Premium and Expense Constant.
3. If the Estimated Premium is greater than or equal to the Minimum Billed Threshold, and no expense constant is applicable, then the Total Billed Premium displays the calculated Estimated Premium, as it is.

*Earned Premium*

You can view the policy’s calculated earned premium amount at the policy-level at any time during the current policy term, and for all policy status. You cannot calculate earned premiums for quotes. The earned premium amount is not stored in the database.

On the Policy Management window, select the Earned Premium button.

To calculate the earned premium amount, RISKMASTER completes the following steps:

1. Divides the total billed premium amount by the number of days in the policy term.
2. Based on the To and From Date you enter, calculates the number of days in the specified period.
3. Multiplies the number of days with the dollar amount per day.

For example, for a one year policy term, the earned premium in a give quarter is calculated as follows:

Total Billed Premium	Number or Days in the Policy Period	Number of Days in Specified Period
\$4780	365	90
Dollar Amount per day = 4780/365 = \$ 13.09		Earned Premium = \$ 13.09 * 90 = \$ 1178

## Quotes

### Quote Overview

Use the Policy Management System to calculate premium quotes based on exposures and coverages you enter. When your customer is ready to purchase the policy based on the quote, you can convert the quote into a policy.

Quotes are policies in draft format. You can create quotes for policies and provide calculated premium quotes to your customers. In the Enhanced Policy Tracking System, you cannot directly create a policy. Therefore, first create a quote and then convert the quote into a policy.

You can enter exposures and coverages to create quotes for claims. You can also calculate premiums for these lines of business based on actuarial rates and discounts. You can print various quote forms and attach them to quote records.


## How To

### To Convert a Quote into a Policy

To create a policy you need to first [create a quote](#) and then convert the quote into a policy. When you convert a quote to a policy, RISKMASTER copies the existing quote information to a policy. All field names on the Policy Management window automatically change to reflect the policy. After RISKMASTER converts a quote to a policy, you cannot change the Policy Name, but you can update the Policy Number.

1. From the main menu, select Policy.

The Policy menu opens.

2. From the Policy menu, choose a policy type.  
The <Policy name> window opens and a <Policy name> link displays under Policy node in the navigation tree.
3. On the Quote tab, from the Quote Name field, select the  button.  
The Standard Policy Management Search window opens.
4. Search for the quote you want to convert to a policy.  
The quote you selected opens in the Policy Management window.
5. On the [Quote tab](#), select the Convert to Policy button.  
RISKMASTER clones the quote information to a policy. All field names automatically change to reflect a policy, and the Policy Name field becomes disabled.

### To Create a Quote

Quotes are policies in draft format. You can create quotes for policies and provide calculated premium quotes to your customers. In the Policy Management System, you cannot directly create a policy, you must first create a quote and then convert the quote into a policy.

To create a quote



1. From the main menu, select Policy.  
The Policy menu opens.
2. From the Policy menu, choose a policy type.  
The <Policy name> window opens and a <Policy name> link displays under Policy node in the navigation tree.
3. Select and complete the fields on the Quote tab, as shown below.

**Quote** By default, this option displays as selected when you open the Policy Management window.

The field names on the window display as Quote Name, Quote Number and so on.

**Policy** Displays as selected after you convert a quote to policy.

The field names on the window displays as Policy Name, Policy Number and so on.


<b>Quote Name</b>	Enter a quote name or select the  to open the Standard Policy Management Search window and select an existing quote.
<b>Quote Number</b>	Enter a quote number.
<b>Quote Status</b>	Displays the quote status. By default, the status displays as Quoted.
<b>Quote Type</b>	Enter the code that best describes the line of business or select the  button to select from the Codes Selection window.
<b>Total Billed Premium</b>	Displays the calculated premium based on the rates you enter in RISKMASTER Utilities.  You cannot change the total billed premium that displays.
<b>Bank Account</b>	From the drop down list, select the bank account in which you want to deposit the premium for this policy.
<b>Primary Policy</b>	Select the check box if to mark the policy as the primary policy.
<b>Event-Made Coverage</b>	Select the option if you want to use the event date to determine coverage.
<b>Claim-Made Coverage</b>	Select the option if you want to use the claim date to determine coverage.
<b>Issue Date</b>	Enter the date when you want to issue the policy.
<b>Review Date</b>	Enter the date when you want to review the policy.
<b>Effective Date</b>	Enter the date on which you the policy will come into effect or select the button to select from a calendar.
<b>Expiration Date</b>	Enter the date on which you want the policy to expire or select the button to select from a calendar.
<b>Cancel Date</b>	If the policy was cancelled, displays the cancellation date.  This field is only active for a policy, and not for a quote.
<b>Retro Date</b>	Enter the date you want the policy to cover any claim occurring after this date.
<b>Cancel Reason</b>	If the policy was cancelled, displays the reason for cancellation.  This field is only active for a policy, and not for a quote.
<b>Non-Renew Reason</b>	Displays the reason for non-renewal of policy.  This field is only active for a policy, and not for a quote.
<b>Last Updated</b>	Displays the date when you previously changed and saved a policy.  This field is only active for a policy, and not for a quote.

**Last User** Displays the name of the user who last updated a policy.

This field is only active for a policy, and not for a quote.

**Earned Premium** Select to open the Calculate Earned Premium window and calculate earned premium for the current policy.

4. Select and complete the fields on the Insurer tab, as shown below.


**Insurer** Enter the insurer name or select the  button to open the Standard Entity Search window and select an insurer.

**Contact** Enter the contact persons's name for this insurer.

**Office Phone** Enter the insurer's office phone number.

**Alt. Phone** Enter an additional phone number for the insurer, if necessary.


**Fax** Enter the insurer's office fax number.

**Insured** Enter the organization level that the policy covers, or select the  button to select from the organization hierarchy. You can enter multiple organization levels in this field.

Note: To avoid unnecessary data in the organizational hierarchy, you may not complete this tab during the quote process. However, when you convert a quote to a policy RISKMASTER will prompt you to complete this tab.

5. To display policy MCO on the MCO tab, select the MCO button and complete the fields on the Policy MCO window, as shown below.

Note: Before you enter MCO data, you have to add the MCO entity into your database.


**Policy MCO** Enter the Managed Care Organization's name or select the  button to open the Standard Entity Search and search for a MCO.

**Begin Date** Enter the date on which the policy comes into effect or select the button to select from a calendar.

**End Date** Enter the date on which the policy expires or select the button to select from a calendar.

**Back to Policy** Select to open the Policy Management window.

6. Select and complete the fields on the Broker/Agent tab, as shown below.

**Last Name** Enter the broker's last name or select the  button to open the Standard Entity Search window and select a broker.


**First Name** Enter the broker's first name.

**Address** Enter the broker's address.

**Office Phone** Enter the broker's phone number.

**Alt. Phone** Enter any additional phone number for the broker.

**Fax** Enter the broker's fax number.


**Email Type** Enter the code that best describes the broker's email type, or select the  button to select from a Codes Selection window.

**Email Address** Enter the broker's email address.

**Zip** Enter the broker's zip code.

**Tax ID** Enter the broker's tax ID.

**Broker Firm**

Enter the broker's firm or select the  button to open the Standard Entity Search window and select a broker firm.

7. Select and complete the fields on the Coverages tab, as shown below.

Policy Management [ policy\_final ]

Policy Insurer MCO **Broker/Agent** Coverages Exposures Prem. Calc. Trans. History Supplementals

Last Name	<input type="text"/>	Office Phone	<input type="text"/>
First Name	<input type="text"/>	Alt. Phone	<input type="text"/>
Address	<input type="text"/>	Fax	<input type="text"/>
	<input type="text"/>	Email Type	<input type="text"/>
City	<input type="text"/>	Email Address	<input type="text"/>
State	<input type="text"/>	Zip	<input type="text"/>
Country	<input type="text"/>	Tax ID	<input type="text"/>
		Broker Firm	<input type="text"/>

**Policy Coverages** Displays a list of coverage attached to the quote or policy.



Select to open the [Coverages window](#) .



Select a coverage record from the list, and select the button to open the [Coverages window](#) and edit the information in the fields.



Select a coverage record from the list, and select the button to delete the coverage.

8. Select and complete the fields on the Exposures tab, as shown below.

Policy Management [ policy\_final ]

Policy Insurer MCO Broker/Agent Coverages **Exposures** Prem. Calc. Trans. History Supplementals Billing

**Policy Exposures :**

Type	Description	Status	Amount	Rate	Pro-Rata Annual Premium	Amended Date	Premium Adjustment	Effective Date	Expiration Date	Org Level
<input type="radio"/> code1	code1	Accepted	10000	\$0.00	\$0.00		\$0.00	04/01/2009	04/30/2009	

Exposure Sum  Manual Premium

**Policy Exposures** Displays a list of exposures attached to the quote or policy.



Select to open the [Exposure window](#) .



Select an exposure record from the list, and select the button to open the [Exposure window](#) and edit the information in the fields.



Select an exposure record from the list, and select the button to delete the exposure.

**Exposure Sum** Displays the total dollar amount of exposure.

**Manual Premium** Displays the manually calculated premium for the exposure.

9. Select and view and complete the fields on the Prem. Calc. tab, as shown below.

Policy Management [ policy_final ]									
Policy	Insurer	MCO	Broker/Agent	Coverages	Exposures	Prem. Calc.	Trans. History	Supplementals	Billing
Manual Premium		\$0.00							
			Exp. Mod. Factor			0			
						\$0.00			
Modified Premium		\$0.00							
		\$0.00							
Audited Premium	\$0.00		Estimated Premium			\$0.00			
Transaction Premium	\$0.00		Total Billed Premium			\$0.00			

**Manual Premium** Displays the manual premium calculated on the Exposure tab.

**Exp. Mod. Factor** Enter the Experience Modified Factor for Workers' Compensation claims.

RISKMASTER multiplies the Manual Premium amount with the Exp Mod Factor to give you the Modified Premium. For General Liability claims and Vehicle Accident claims, where Exp Mod Factor, is not applicable, the Manual Premium = Modified Premium.

**Modified Premium** Displays the modified premium based on the Exp. Mod. Factor.

This field is only available for Workers' Compensation policies. The modified premium is the first discount tier.

**Audited Premium** Displays the annualized premium for audited exposures for Workers' Compensation policies.

This is a calculated premium field populated when an audit is completed. You cannot edit this field.

**Waive Transaction Premium?** Select the check box if you do not want to include the transaction premium for this transaction in the total billed premium.

**Comments** Select to open the Waive Comment window and enter comments.

**Estimated Premium** Displays the annualized premium amount after applying all discounts throughout the rating tiers as specified in the Policy Management Setup in RISKMASTER Utilities.

You cannot edit the estimated premium. When you change any of the exposures, coverages or discount values, RISKMASTER recalculates the estimated premium.

**Transaction Tax** Displays the transaction tax for the selected line of business and state.



This is calculated based on the tax rate you select in Utilities, on the Add/Modify Tax window.

**Transaction Premium**

Displays the transaction premium amount, which is the total change in the estimated premium during the current transaction.

This is a calculated, non-editable field.

**Total Billed Premium**

Displays the total premium amount billed to the customer.

You cannot edit this field. If the estimated premium amount is less than the minimum billed threshold amount specified in Utilities, then the minimum billed threshold amount is used as the total billed premium amount. If the estimated premium amount is greater than or equal to the minimum billed threshold, then the Total Billed Premium and Estimated Premium amount will display the calculated premium amount.

10. Select and complete the fields on the Trans. History tab, as shown below.

Policy Management [ policy\_final ]

Policy Insurer MCO Broker/Agent Coverages Exposures Prem. Calc. **Trans. History** Supplementals Billing

**Transactions**

	Transaction Type	Transaction Status	Effective Date	Expiration Date	Transaction Premium	Estimated Premium	Billed Premium	Change In Billed Premium	Waived Premium In
	New Business	Accepted	4/1/2009	4/30/2009	\$0.00	\$0.00	\$0.00	\$0.00	N

Accept Delete

**Transactions**

Displays the type and status of the transaction and premium values.

**Accept**

Select a transaction with a Provisional status and then select the button to accept the transaction.

**Delete**

Select a transaction and then select the button to delete the transaction.

11. Select and complete the fields on the Supplementals tab.
12. Select and complete the fields on the Billing tab.

Note: If you [activate the policy billing system](#), then to create a quote, or [convert a quote to policy](#), you have to complete the Billing Rule Code and Bill To Type field on the [Policy Management window: Billing tab](#).

Policy Management [ policy\_final ]

Policy Insurer MCO Broker/Agent Coverages Exposures Prem. Calc. **Trans. History** **Supplementals** Billing

Pay Plan Code [ ] Billing Rule Code [ ]

Do Not Bill

New Billing Info

Billing Info

Bill To Type [ ]

Override Billing Address?

Last Name [ ] Last Name [ ]

First Name [ ] First Name [ ]


Address [ ] Address [ ]

City [ ] City [ ]


State [ ] State [ ]

Zip [ ] Zip [ ]

MCO(0) Convert To Policy Amend Renew Cancel Reinstate Audit Print Policy


**Pay Plan Code** Select the  button to open the Select Pay Plan window and select the pay plan for the policy.

Pay Plan displays based on the jurisdiction and line of business of the policy.


**Billing Rule Code** Select the  button to open the Select a Billing Rule window and select the billing rule for the policy.

**Do Not Bill** Select the check box if you do not want to create a bill.

#### Billing Info

**Bill To Type** Enter the entity type to whom you want to send the bill, or select the  button to select from the Codes Selection window.

**Override Billing Address** Select the check box if you want to override the billing address with the billing address you enter in the New Billing Info frame.

**Last Name** Enter the last name of the entity to whom you want to send the bill, or select the  button to open the Standard Entity Search window and select the entity.

**First Name** Displays the entity's first name.


**Address, Zip, Country** Displays the entity's address.

#### New Billing Info

**Last Name** Enter the last name of the entity to whom you want to send the bill.

**First Name** Enter the entity's first name.

**Address, Zip, Country** Displays the entity's address.

13. From the toolbar, select the Save button .  
RISKMASTER creates a quote and saves it in your database.

## To Schedule Policy Diaries

You can schedule auto diaries to receive information about upcoming policy transactions. You can set up automatic diaries in RISKMASTER Utilities using the Auto Diary wizard.

To schedule a policy diary



- From the main menu, select Utilities.  
The Utilities menu opens.
- From the Utilities menu, choose Tools & Designers.
- From the Tools & Designers menu, choose Auto Diary Setup.  
The WPA Auto Diary Setup window opens.
- Select the New button.  
The Auto Diary Creation - Step 1 of 6 (Introduction) window opens and displays "Work Processing Administrator: Best Practices for Risk and Claim Management".

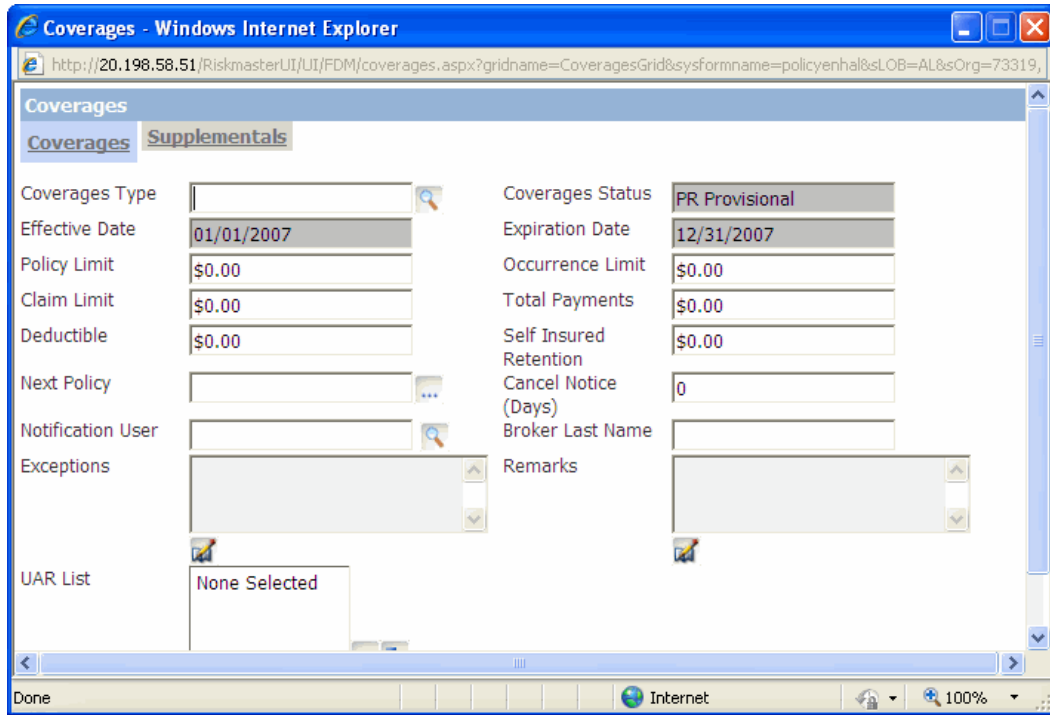
5. Select the Next button.  
The Auto Diary Creation - Step 2 of 6 (Creation Process) window opens.
6. Select the Auto Diary wizard option or the Best Practices wizard option to select the method you want to use to create auto diary definition(s).
7. Select the Next button.  
The appropriate wizard will open based on the option you selected on the Auto Diary Creation - Step 2 of 6 (Creation Process) window.
8. From the Which auto diary template do you wish to use? drop down list, select Policy Management Review.
9. Complete the fields and select the options on each of the windows.
10. To move to the next window, select the Next button.
11. On the last window, select the Finish button.  
RISKMASTER adds the auto diary definition to the WPA Diary Utilities window.
12. To generate the diaries, either run it manually using WPA Auto Diary Processing, or automatically through Event Scheduler.

### To Add a Coverage to a Quote

You can add, update and delete coverage for a quote with a Quoted status. You can attach coverages at the department level. You can also add, edit and delete coverage for policies based on the current type of transaction and the term status.


#### To Add a Coverage

1. From the Policy menu, choose the desired policy type.  
  
The <Policy name> window opens and a <Policy name> link displays under Policy in the navigation tree.
2. On the Quote tab, from the Quote Name field, select the  button.  
The Standard Policy Management Search window opens.
3. Search for the quote to which you want to add a coverage.  
The quote you selected opens in the policy window.
4. Select the [Coverages tab](#).
5. Select the Add New button .  
The [Coverages window](#) opens.




6. Complete the fields on the [Coverages window](#) , as shown below .

**Coverage Type**

Enter the code for the coverage type or select the  button to select from the Codes Selection window.

**Coverage Status**

Enter the code for the coverage status or select the  button to select from the Codes Selection window.

**Effective Date**

Enter the date on which the coverage comes into effective.

**Expiration Date**

Enter the date till which the coverage is effective.

**Policy Limit**

Enter the total maximum coverage amount for all the claims covered by the policy.

**Occurrence Limit**

Enter the total maximum coverage amount for all claims related to a single event that the policy can cover.

**Claim Limit**

Enter the maximum coverage amount for any single claim within an event that the policy can cover.






**Total Payments**

Enter the total amount of the payments already paid by the policy. As you make additional payments under the policy, this amount automatically increases.

When the total payments reach the policy limit, the next higher lever of coverage is selected from the Next Policy field, and additional payments are made against the next policy.

**Deductible**

Enter the deductible you need to pay for the policy.


<b>Self Insured Retention</b>	Enter any Self-Insured Retention (SIR) that you need to pay for the policy.
<b>Next Policy</b>	Enter the next higher layer of coverage or select the  button to open the Standard Policy Management Search and search the next policy.  This policy will be used when the policy limit for the current policy is reached.
<b>Cancel Notice (Days)</b>	Enter the days of prior notice you want to receive before the coverage is cancelled.
<b>Notification User</b>	Enter the person responsible for renewing policies or select the  button to select from the Codes Selection window.  RISKMASTER will send a diary notification to this user when the coverage is nearing expiration.
<b>Broker Last Name</b>	Enter the insurance broker's last name.
<b>Exceptions</b>	Select the  button to open the RISKMASTER Editor and enter any exceptions for the coverage.
<b>UAR Lists</b>	Select the  button to open the list of vehicles added on UAR window: UAR Details tab.  This field displays only for Property and Auto Liability policy.
<b>Remarks</b>	Select the  button to open the RISKMASTER Editor and enter any additional comments.

7. Select OK.  
RISKMASTER adds the coverage to the list of coverages on the Coverages tab.

## To Edit a Quote


Before you convert a quote to a policy you can make changes to the quote. You can only make changes to a quote with a Quoted status. After the quote status changes to Converted you can review the quote but you cannot edit it. If you make exposure or coverage changes to a quote that affect the premium, RISKMASTER will invoke all rating.

### To Edit a Quote:

1. From the main menu, select Policy.  
The Policy menu opens.
2. From the Policy menu, choose the policy type.  
The <Policy name> window opens and a <Policy name> link displays under Policy node in the navigation tree.
3. On the Quote tab, from the Quote Name field, select the  button.  
The Standard Policy Management Search window opens.
4. Search for the quote you want to modify.

The quote you selected opens in the Policy Management window.

5. Edit the information in the fields.

6. From the toolbar, select the Save button .



RISKMASTER saves your changes and leaves the quote status as Quoted.

## To Add an Exposure to a Quote







You need to set up exposure rates in RISKMASTER Utilities on the Rate Setup tab before you can attach the exposure rate information to the quote. You can add, update and delete exposures for quotes with a Quoted status. You can add, edit and delete exposures for policies based on the current type of transaction and the term status. You can also attach exposures at the department level.

In case of General Liability and Workers Compensation, exposure information is entered in UAR/Exposure tab whereas for Auto Liability and Property, exposure information is entered in the UAR tab.

### To Add an Exposure Information in General Liability and Workers Compensation policy

1. From the Policy menu, choose either General Liability or Workers Compensation as the policy type.  
The <Policy name> window opens and a <Policy name> link displays under Policy in the navigation tree.
2. On the Quote tab, from the Quote Name field, select the  button.  
The Standard Policy Management Search window opens.
3. Search for the quote to which you want to add an exposure.  
The quote you selected opens in the policy window.
4. Select the Exposures tab.
5. Select the Add New button .



6. Complete the fields on the [Exposure window](#) , as shown below .

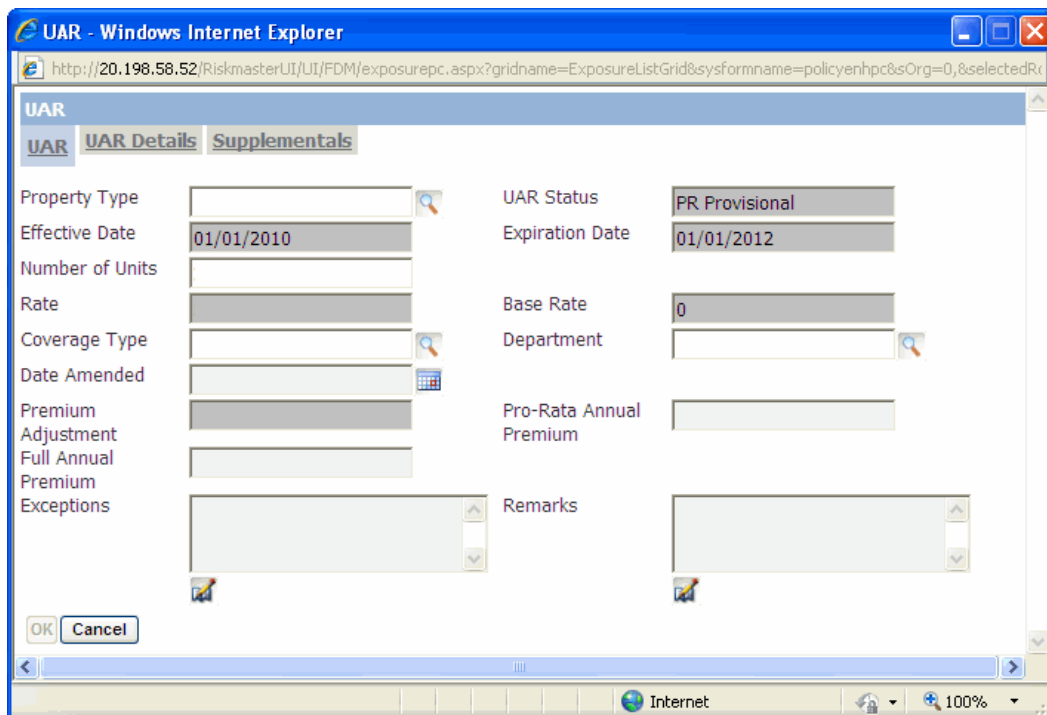
<b>Exposure Type</b>	Enter the code for the exposure type or select the  button to select from the Codes Selection window.
<b>Exposure Status</b>	Enter the code for the exposure status or select the  button to select from the Codes Selection window.
<b>Effective Date</b>	Enter the date on which the exposure comes into effective.
<b>Expiration Date</b>	Enter the date till which the exposure is effective.
<b>Annual Exposure Amount</b>	Enter the exposure amount.
<b>Rate</b>	Displays the rate corresponding to the exposure type from the rate table.
<b>Base Rate</b>	Displays the base rate corresponding to the exposure type from the rate table.  Base rate is applicable only to General Liability claims and indicates the percentage of population used for rate calculation.
<b>Est. Premium Amount</b>	Displays the estimated calculated premium amount. You cannot edit this premium amount.
<b>Coverage Type</b>	Enter the code for the coverage type or select the  button to select from the Codes Selection window.
<b>Department</b>	Enter the department for which the exposure is effective or select the  button to select from the Org. Hierarchy window.
<b>Date Amended</b>	Displays the date on which you edited the exposure.
<b>Premium Adjustment</b>	Displays the dollar amount of premium adjustment.
<b>Pro-Rata Annual Premium</b>	Displays the dollar amount of pro-rata annual premium.
<b>Full Annual Premium</b>	Displays the dollar amount of full annual premium.
<b>Exceptions</b>	Select the  button to open the RISKMASTER Editor and enter any exceptions for the exposure.
<b>Remarks</b>	Select the  button to open the RISKMASTER Editor and enter any additional comments.

7. Select OK.


RISKMASTER adds the exposure to the list of exposures on the Exposures tab.

To Add an Exposure Information in Property policy

1. From the Policy menu, choose Property as the policy type.  
The Property Policy window opens and a Property link displays under Policy in the navigation tree.
2. On the Quote tab, from the Quote Name field, select the  button.  
The Standard Policy Management Search window opens.
3. Search for the quote to which you want to add an exposure.  
The quote you selected opens in the policy window.
4. Select the UAR tab.
5. Select the Add New button .  
The [UAR window: UAR tab](#) opens.



6. Complete the fields on the [UAR window: UAR tab](#) as shown below.





**Property Type** Enter the type of property for which you want enter the unit type code or select the  button to select the code from the Code Selection window.

**UAR Status** Displays the status of Unit at Risk.

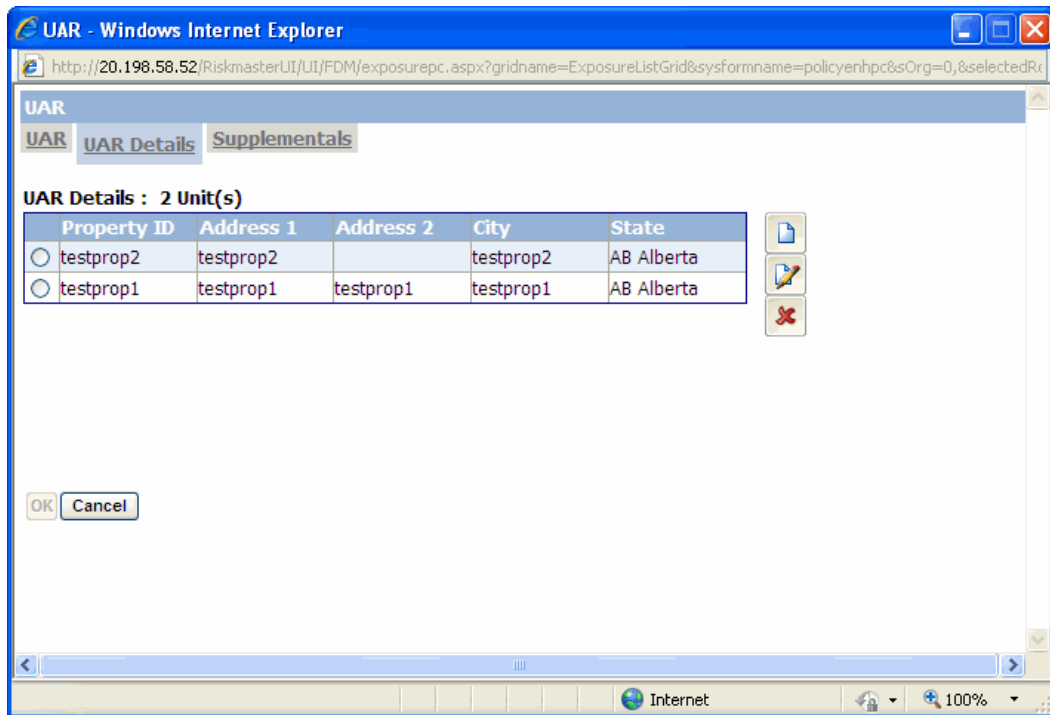
**Number of Units** Enter the number of units.


**Rate** Displays the rate corresponding to the Unit at Risk type from the rate table.

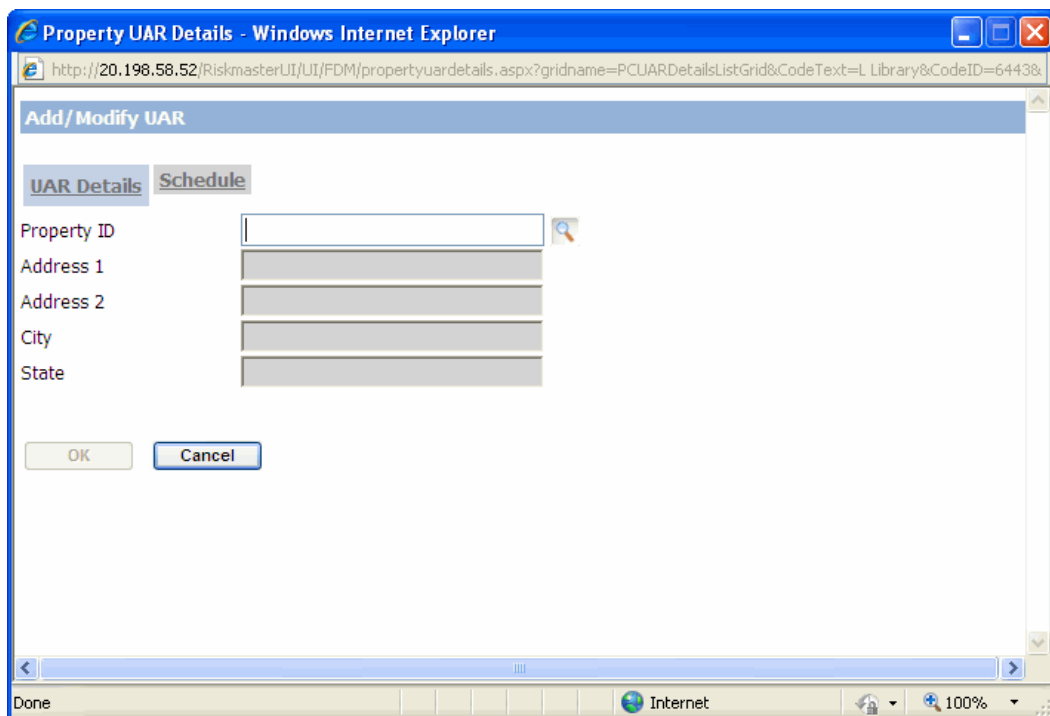


<b>Base rate</b>	Displays the base rate corresponding to the Unit at Risk type from the rate table.
<b>Department</b>	Enter the department for which the Unit at Risk is effective or select the  button to select from the Org. Hierarchy window.
<b>Coverage Type</b>	Enter the code for the coverage type or select the  button to select from the Codes Selection window.
<b>Date Amended</b>	Displays the date on which you edited the exposure.
<b>Premium Adjustment</b>	Displays the dollar amount of premium adjustment.
<b>Full Annual Premium</b>	Displays the dollar amount of full annual premium.
<b>Pro-Rate Annual Premium</b>	Displays the dollar amount of pro-rata annual premium.
<b>Exceptions</b>	Select the  button to open the RISKMASTER Editor and enter any exceptions for the exposure.
<b>Remarks</b>	Select the  button to open the RISKMASTER Editor and enter any additional comments.
<b>Effective Date</b>	Enter the date on which the Unit at Risk comes into effective.
<b>Expiration Date</b>	Enter the date till which the Unit at Risk is effective.
<b>OK</b>	Select to save the Unit at Risk and display on the UAR tab.
<b>Cancel</b>	Select to close the window without saving the exposure.

7. Select the UAR Details tab.  
The UAR window: UAR Details tab opens.

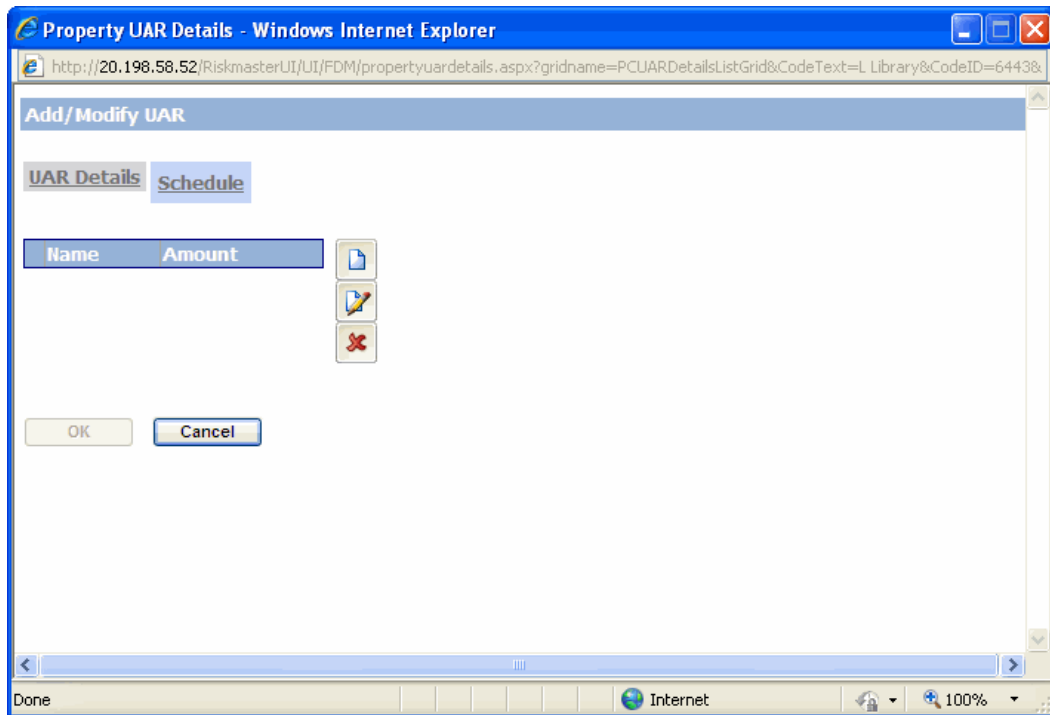



8. Select the Add New button  .  
The [Property UAR Details window: UAR Details tab](#) opens.
9. Complete the fields on the [Property UAR Details window: UAR Details tab](#), as shown below.



10. In the Property ID field, enter the property identification number of select the button to search for the property ID.



11. The Address fields will display all the information corresponding to the property ID.
12. Select the Schedule tab.  
The Property UAR Details window: Schedule tab opens.

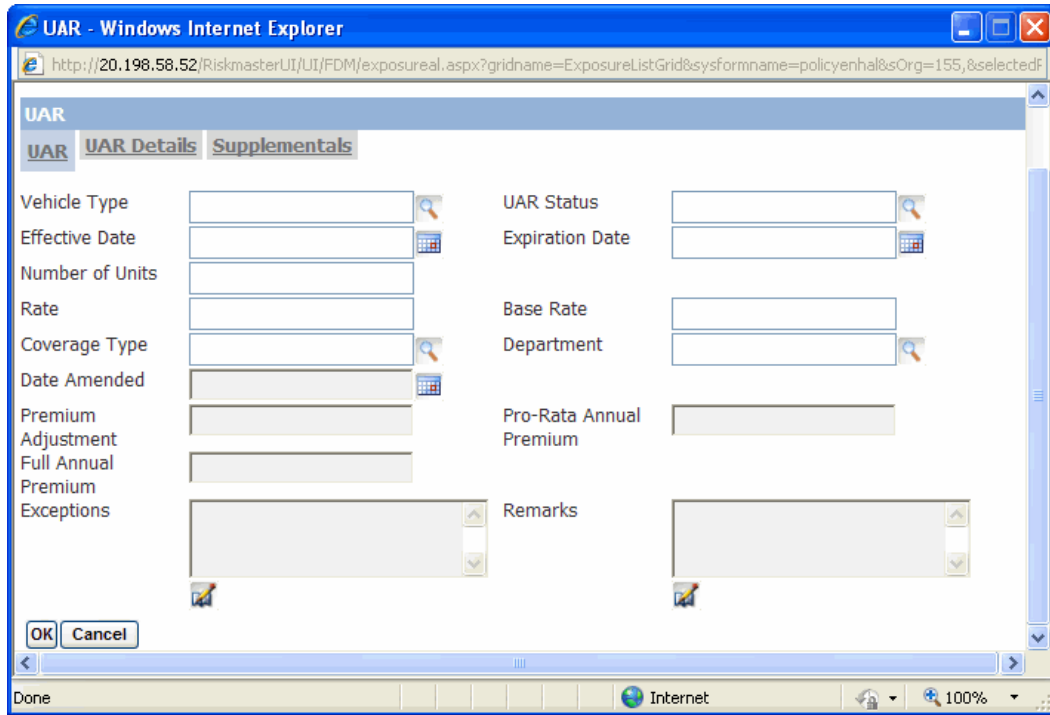


13. Select the Add New button .  
The Schedule Details window opens.




14. In the Name field, enter the name that you want to assign to the schedule.
15. In the Amount field, enter the corresponding amount for the schedule.
16. Select the OK button.



#### To Add an Exposure Information in Auto Liability policy

1. From the Policy menu, choose Property as the policy type.  
The Property Policy window opens and a Property link displays under Policy in the navigation tree.
2. On the Quote tab, from the Quote Name field, select the  button.  
The Standard Policy Management Search window opens.
3. Search for the quote to which you want to add an exposure.  
The quote you selected opens in the policy window.
4. Select the UAR tab.
5. Select the Add New button .  
The [UAR window: UAR tab](#) opens.

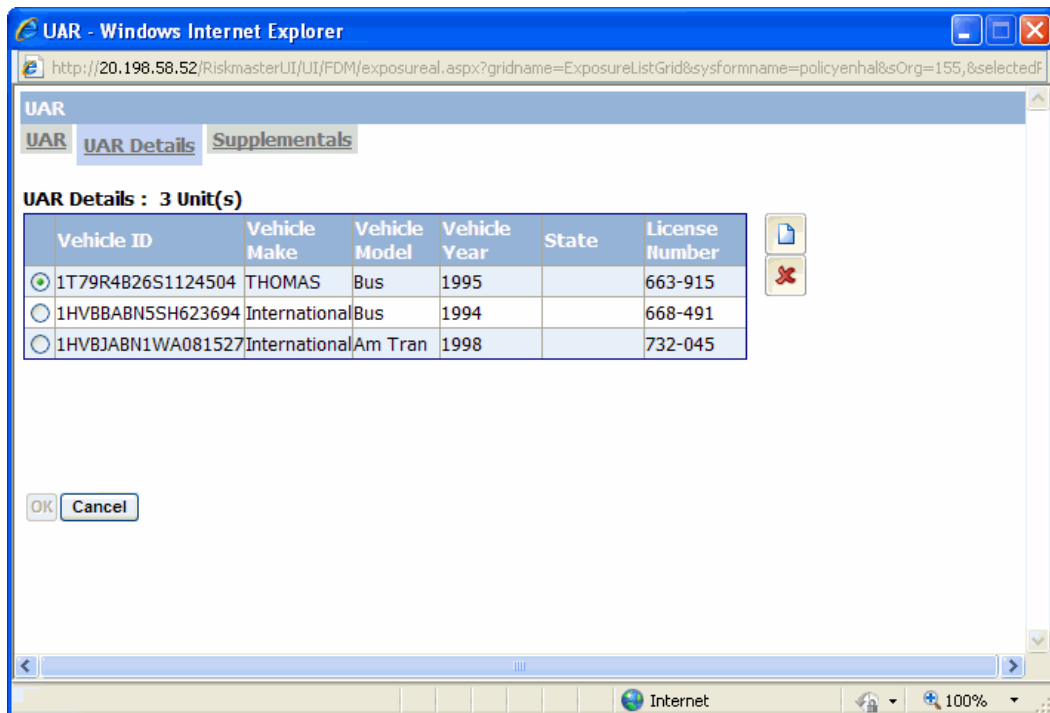



6. Complete the fields on the [UAR window: UAR tab](#) as shown below.

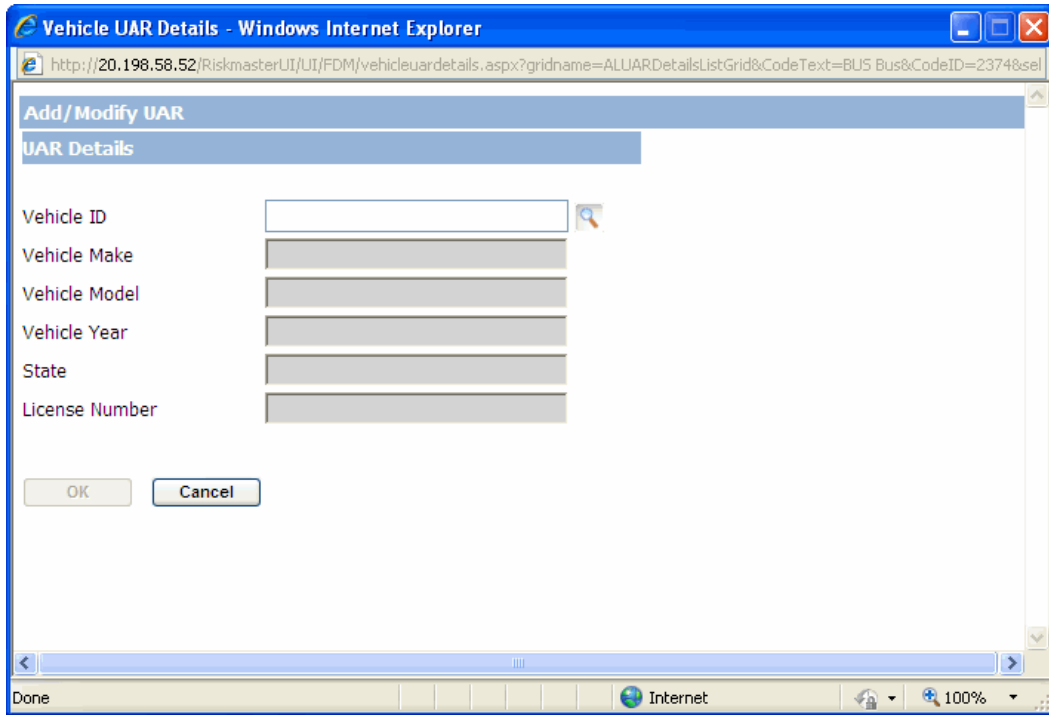
- Vehicle Type** Enter the type of vehicle for which you want enter the unit type code or select the  button to select the code from the Code Selection window.
- UAR Status** Displays the status of Unit at Risk.
- Number of Units** Enter the number of units of vehicle type.
- Rate** Displays the rate corresponding to the Unit at Risk type from the rate table.
- Base rate** Displays the base rate corresponding to the Unit at Risk type from the rate table.
- Department** Enter the department for which the Unit at Risk is effective or select the  button to select from the Org. Hierarchy window.
- Coverage Type** Enter the code for the coverage type or select the  button to select from the Codes Selection window.
- Date Amended** Displays the date on which you edited the exposure.
- Premium Adjustment** Displays the dollar amount of premium adjustment.

- Full Annual Premium**    Displays the dollar amount of full annual premium.
  
- Pro-Rate Annual Premium**    Displays the dollar amount of pro-rata annual premium.
  
- Exceptions**    Select the  button to open the RISKMASTER Editor and enter any exceptions for the exposure.
  
- Remarks**    Select the  button to open the RISKMASTER Editor and enter any additional comments.
  
- Effective Date**    Enter the date on which the Unit at Risk comes into effective.
  
- Expiration Date**    Enter the date till which the Unit at Risk is effective.
  
- OK**    Select to save the Unit at Risk and display on the UAR tab.
  
- Cancel**    Select to close the window without saving the exposure.

7. Select the UAR Details tab.



8. Select the Add New  button.  
The Vehicle UAR Details window opens.



9. In the Vehicle ID field, enter the vehicle identification number or select the button to search for the vehicle record.
10. The Vehicle Make field, displays the manufacturing year of the vehicle you entered or selected.
11. The Vehicle Model field displays the model number of the vehicle you entered or selected.
12. The Vehicle Year field displays the year of manufacturing of the vehicle you entered or selected.
13. The State field displays the state to which the vehicle belongs.
14. The License Number field displays the vehicle license number.
15. Select the OK button to save the UAR details of the vehicle.

## Policy Billing

### How To




### To Activate Policy Billing

You can purchase the Policy Billing add-on module with your Policy Management System.

Note: After you activate the policy billing system, [to create a quote](#), or [convert a quote to policy](#) in Policy Management System, you have to complete the Billing Rule Code and Bill To Type field on the [Policy Management window: Billing tab](#).


1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose System Parameters.

3. From the System Parameters menu, choose General System Parameter Setup.  
The General System Parameter Setup window opens and a General System Parameter Setup link displays under Utilities node in the navigation tree.
  4. On the System Settings tab, in the General Parameters frame, select the Use Policy Management System check box.  
An Activation Code Required window opens.
  5. Enter the RISKMASTER Policy Management System Activation Code for your organization.
- Note: Contact CSC Support for your activation code. CSC provides you with the activation code when you purchase the Policy Management System module.
6. Select OK.
  7. On the System Settings tab, the Use Billing System check box displays as active.
  8. Select the Use Billing System check box.
  9. From the toolbar, select .
  10. Close the System Setup Parameters window.

Note: You need to log out and then log in again to view the Policy Billing link , in the Maintenance navigation tree.



## To Add a Receipt

1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Policy Billing link.  
The Policy Billing window opens and a Policy Billing link displays under the Maintenance node in the navigation tree.
3. On the [Accounting History tab](#), do one of the following:
  - Select the Add Receipt button.
  - From the Filter Options frame, select the  button, to open the Billing Type window and select the Receipt link.

The [Receipt window](#) opens.


4. Complete the fields on the Receipt window , as shown below .

### Billing Item Details tab

<b>Policy Name</b>	Displays the policy name.
<b>Policy Number</b>	Displays the policy number.
<b>Date Entered</b>	Displays the date on which you add the receipt.
<b>Term Number</b>	Displays the term number.



**Receipt Details tab**

<b>Payment Method</b>	From the drop down list, select the payment method, such as cash or cheque.
<b>Amount</b>	Enter the receipt amount.
<b>Check Number</b>	Enter the check number for the receipt.
<b>Date Received</b>	Enter the date on which check is received or select the date from the calendar.
<b>Check Date</b>	Enter the date on which check is issued or select the date from the calendar.
<b>Invoice Number</b>	Enter the invoice number for the receipt.
<b>Notice Number</b>	Enter the notice number.
<b>Comments</b>	Select the  button to open the RISKMASTER Editor and enter additional comments.

**Reconciliation Details tab**

<b>Status</b>	Displays the reconciliation status.
<b>Date Reconciled</b>	Displays the date on which receipt was reconciled.
<b>Final Batch No</b>	Displays the final batch number for the reconciliation.
<b>Final Batch Type</b>	Displays the final batch type for the reconciliation.
<b>Entry Batch Type</b>	Displays the entry batch type for the reconciliation.
<b>Entry Batch No</b>	Displays the entry batch number.

5. Select OK.  
RISKMASTER adds the receipt and displays it on the Account History tab.



**To Close a Batch**


1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Batches.

The [Batches window](#) opens and Batches link displays under the Maintenance node in the navigation tree.

3. From the Batch Type drop down list, select the batch type you want to display.
4. From the Batch Status drop down list, select the batch status you want to display.
5. In the Date From and Date To fields, enter the date range for the batch you want to display.
6. From the User Id drop down list, select the user ID if you want to display the batches opened by a user.  
The Batches table displays the batches based on the filters you select.
7. From the Batches table, select the option for an open batch.  
The Associated Billed Items table displays the billed items associated with the batch you select.

Note: You cannot close a batch with only one billing item.

8. Select the Close Batch button.  
The [Reconciliation Details window](#) opens.

9. From the Reconciliation type field, select the  button to select the reconciliation type from the Codes Selection window.

10. Select OK.

RISKMASTER closes the selected batch and display its status as Closed on the Batches window.

## To Reverse a Batch

You can reverse a closed batch. You may need to reverse a closed batch, if you incorrectly reconciled some items together or a reconciled check from the customer did not clear the bank. When you reverse a batch:

1. All Billing Items that you selected to reconcile together display an accepted (OK) status.
2. The Billing Items do not display the Billing Item.
3. RISKMASTER deletes any Adjustments (Balance Item, Underpayment, Overpayment or Write Off) created during reconciliation.
4. The Batch status on the [Batches window](#) displays as Reversed.

### To reverse a batch

1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Batches.  
The [Batches window](#) opens and a Batches link displays under the Maintenance node in the navigation tree.
3. From the Batch Type drop down list, select the batch type you want to display.
4. From the Batch Status drop down list, select the batch status you want to display.
5. In the Date From and Date To fields, enter the date range for the batch you want to display.
6. From the User Id drop down list, select the user ID if you want to display the batches opened by a user.  
The Batches table displays the batches based on the filters you select.
7. From the Batches table, select the option for a closed batch, you want to reverse.
8. Select the Reverse Batch button.  
RISKMASTER reverses the selected batch, that is the Billing Items are no longer associated with the batch.

## To Abort a Batch

You can abort an open batch to remove all Billing Items in the batch and close the batch. The Billing Items in the aborted batch display the accepted status and the batch is deleted from RISKMASTER.

1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Batches.  
The [Batches window](#) opens and Batches link displays under the Maintenance node in the navigation tree.
3. From the Batch Type drop down list, select the batch type you want to display.
4. From the Batch Status drop down list, select the batch status you want to display.
5. In the Date From and Date To fields, enter the date range for the batch you want to display.
6. From the User Id drop down list, select the user ID if you want to display the batches opened by a user.  
The Batches table displays the batches based on the filters you select.
7. From the Batches table, select the option for an open batch.

**Note:** You cannot abort closed or reversed batches.

The Associated Billed Items table displays the billed items associated with the batch you select.

8. Select the Abort Batch button.  
RISKMASTER aborts the batch.



## To Add a Disbursement

1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Policy Billing link.  
The [Policy Billing window](#) opens and a Policy Billing link displays under the Maintenance node in the navigation tree.
3. On the [Accounting History tab](#), do one of the following:
  - Select the Add Disbursement button.

- From the Filter Options frame, select the  button, to open the Billing Type window and select the Disbursement link.


The [Disbursement window](#) opens.

- Complete the fields on the Disbursement window , as shown below .

**Billing Item Details tab**

- Policy Name** Displays the policy name.
- Policy Number** Displays the policy number.
- Date Entered** Displays the date on which you add the receipt.
- Term Number** Displays the term number.

**Disbursement Details tab**

- Payment Method** From the drop down list, select the payment method.
- Amount** Enter the disbursement amount.
- Bank Account** From the drop down list, select the bank account from which you want to make the disbursement.
- Transaction Type** From the drop down list, select the transaction type.
- Printed?** The check box displays as selected if the check is printed.
- Date** Enter the date on which you want to issue the disbursement check.
- Check Number** Enter the check number for disbursement.
- Payee** Displays the payee name.
- Invoice Number** Enter the invoice number for the receipt.
- Notice Number** Enter the notice number.
- Comments** Select the  button to open the RISKMASTER Editor and enter additional comments.

**Reconciliation Details tab**


<b>Status</b>	Displays the reconciliation status.
<b>Date Reconciled</b>	Displays the date on which receipt was reconciled.
<b>Final Batch No</b>	Displays the final batch number for the reconciliation.
<b>Final Batch Type</b>	Displays the final batch type for the reconciliation.
<b>Entry Batch Type</b>	Displays the entry batch type for the reconciliation.
<b>Entry Batch No</b>	Displays the entry batch number.

5. Select OK.  
RISKMASTER adds the disbursement and displays it on the Account History tab.

Note: You can print a disbursement, only after reconciliation.



### To Add an Adjustment

1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Policy Billing link.  
The [Policy Billing window](#) opens and a Policy Billing link displays under the Maintenance node in the navigation tree.
3. On the [Accounting History tab](#), do one of the following:
  - Select the Add Adjustment button.
  - From the Filter Options frame, select the  button, to open the Billing Type window and select the Receipt link.


The [Adjustment window](#) opens.

4. Complete the fields on the Adjustment window , as shown below .

#### Billing Item Details tab

<b>Policy Name</b>	Displays the policy name.
<b>Policy Number</b>	Displays the policy number.
<b>Date Entered</b>	Displays the date on which you add the receipt.
<b>Term Number</b>	Displays the term number.

#### Adjustment Details tab

<b>Adjustment Type</b>	From the drop down list, select the adjustment type.
<b>Amount</b>	Enter the adjustment amount.
<b>Invoice Number</b>	Enter the invoice number for the receipt.
<b>Notice Number</b>	Enter the notice number.
<b>Comments</b>	Select the  button to open the RISKMASTER Editor and enter additional comments.

#### Reconciliation Details tab

<b>Status</b>	Displays the reconciliation status.
<b>Date Reconciled</b>	Displays the date on which receipt was reconciled.
<b>Final Batch No</b>	Displays the final batch number for the reconciliation.
<b>Final Batch Type</b>	Displays the final batch type for the reconciliation.
<b>Entry Batch Type</b>	Displays the entry batch type for the reconciliation.
<b>Entry Batch No</b>	Displays the entry batch number.

- Select OK.  
RISKMASTER adds the adjustment and displays it on the Accounting History tab.



## To Reconcile Billing Items

You can create a reconciliation batch for selected billing items and mark all the billing items with the batch number. The selected billing items display a status of SR (Selected for Reconciliation). After you reconcile the selected billing items, the SR status changes to RC (Reconciled). After reconciliation, RISKMASTER closes the batch and you cannot cancel any Premium Items in the batch.

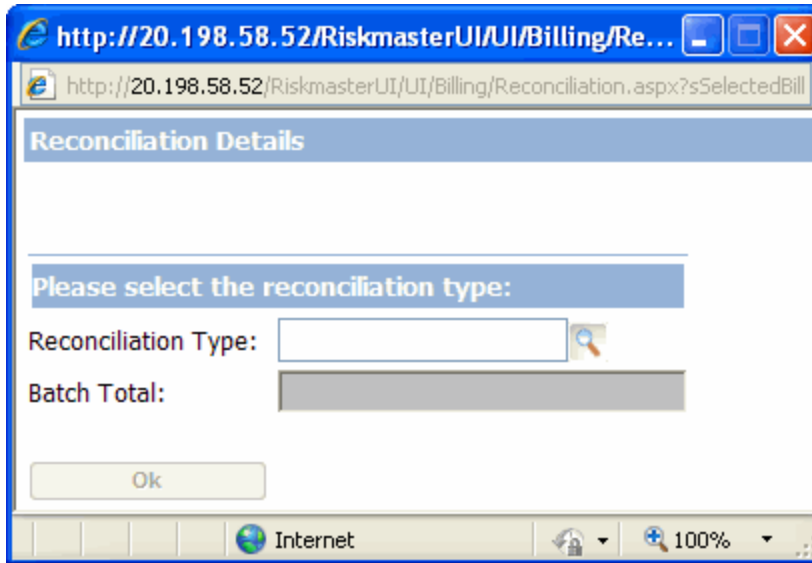
- From the main menu, select Maintenance.  
The Maintenance menu opens.
- From the Maintenance menu, choose Policy Billing link.  
The [Policy Billing window](#) opens and a Policy Billing link displays under the Maintenance node in the navigation tree.
- To view the billing items you want to reconcile, in the Filter Options frame, complete the fields, as shown below.
- Select the check box for the billing items you want to reconcile, and then select the Select For Reconciliation button.  
RISKMASTER selects the items for reconciliation and displays their status as SR on the Accounting History tab.


	Date Entered	Billing Item Type	Receipt Type	Status	Amount	Due Date	Date Reconciled	Final batch Number	Final Batch Type	Entry Batch Number	Entry Batch Type	Invoice Number
<input type="checkbox"/>	8/30/2010	Premium Item		SR	\$458.63	9/1/2010		38	Reconciliation	0		0
<input type="checkbox"/>	8/30/2010	Tax		SR	\$114.66	9/1/2010		38	Reconciliation	0		0



Policy Balance  Term Balance

- Select the Reconcile button.  
The [Reconciliation Details window](#) opens.



- From the Reconciliation type field, select the  button to select the reconciliation type from the Codes Selection window.

Note: You can select to reconcile the batch as Exact, Balance or Write Off.

- Select OK.

RISKMASTER reconciles the billing items and displays their status as RC on the Accounting History tab.

	Date Entered	Billing Item Type	Receipt Type	Status	Amount	Due Date	Date Reconciled	Final batch Number	Final Batch Type	Entry Batch Number	Entry Batch Type	Invoice Number
<input type="checkbox"/>	9/17/2010	Adjustment		OK	\$573.29			0		38	Reconciliation	0



Policy Balance  Term Balance


## Field Help

### Disbursement Window

**From the Policy Billing window** On the [Account History tab](#), select the Add Disbursement button.

or



Select the  button, to open the Billing Type window and select the Adjustment link.

### Field definitions

#### Billing Item Details tab

**Policy Name** Displays the policy name.

**Policy Number** Displays the policy number.

**Date Entered** Displays the date on which you add the receipt.

**Term Number** Displays the term number.

#### Disbursement Details tab

**Payment Method** From the drop down list, select the payment method.

**Amount** Enter the disbursement amount.

**Bank Account** From the drop down list, select the bank account from which you want to make the disbursement.

**Transaction Type** From the drop down list, select the transaction type.

**Printed?** The check box displays as selected if the check is printed.

**Date** Enter the date on which you want to issue the disbursement check.


**Check Number** Enter the check number for disbursement.

**Payee** Displays the payee name.

**Invoice Number** Enter the invoice number for the receipt.

**Notice Number** Enter the notice number.



**Comments** Select the  button to open the RISKMASTER Editor and enter additional comments.

**Reconciliation Details tab**



- Status** Displays the reconciliation status.
- Date Reconciled** Displays the date on which receipt was reconciled.
- Final Batch No** Displays the final batch number for the reconciliation.
- Final Batch Type** Displays the final batch type for the reconciliation.
- Entry Batch Type** Displays the entry batch type for the reconciliation.
- Entry Batch No** Displays the entry batch number.
- OK** Select to save the information.
- Cancel** Select to close the window without saving the information.


**Billing Window: Account History Tab**

Use the Account History tab to enter billing items such as, a receipt, disbursement or an adjustment, and to reconcile billing items. You can also view all available billing items for a policy.

**To open** From the Maintenance menu, choose Policy Billing.

**Field definitions**

- Policy Name** Enter a policy name or select the  to open the Standard Enhanced Policy Search window and select an existing policy.
- Policy Number** Displays the policy number of the policy you selected, or select the  to open the Standard Policy Management Search window and select an existing policy.
- Policy Status** Displays the status of the selected policy.
- Filter Options**
- Term Number** From the drop down list, select the term number, based on which you want to filter the billing items.
- Billing Item Status** From the drop down list, select the billing status, based on which you want to filter the billing items.

**Date Range** Enter the date range based on which you want to filter your billing items, or select the button to select from a calendar. 

**Refresh** Select to refresh the data that displays in the table.

**Policy Balance** Displays the total policy balance amount.

**Term Balance** Displays the total term balance.

Note: The Term Balance field displays the total current term in the filter criteria. For example, if you select ALL from the Term Number drop down list, both Policy Balance and Term Balance fields display the same amount.



Select to open the Select Billing Type window and select the billing type for which you want to add an item. You can select from the following billing types:

- [Receipt](#)
- [Adjustment](#)
- [Disbursement](#)



Select to edit an existing billing item.



Select to delete an existing billing item.

## Billing Window

Use the Billing window to enter the details of billing items. You can also use the Billing window to associate a payment plan with a policy.

**To open** From the Maintenance menu, choose Policy Billing.

### Field definitions

[Account History tab](#)

[Pay Plan Info tab](#)

**Add Receipt** Select to open the [Receipt window](#) and enter the details of a new receipt.

**Add Adjustment** Select to open the [Adjustment window](#) and enter adjustment details.

**Add Disbursement** Select to open the [Disbursement window](#) and enter disbursement details.

**Select For Reconciliation** Select to select the billing items for reconciliation. You can only select accepted Billing Items with "OK" status, for reconciliation.

Note: When you select items for reconciliation, RISKMASTER assigns the status SR, a final batch number and a batch type to the selected item.

**Unselect For Reconciliation**

Select a billing item and select the button if you do not want to reconcile the item.

**Reconciliation**

Select to reconcile the billing items.

Note: You must select at least two billing items for reconciliation. RISKMASTER assigns the status of RC to the reconciled billing items.

**Print Disbursement**

The button is active only after you reconcile the disbursement. Select the button, to allow RISKMASTER to update the Financials information, create a check number and print a check, and update the Disbursement Billing Item.


## Adjustment Window

**From the Policy Billing window**

On the [Account History tab](#), select the Add Adjustment button.

or



Select the  button, to open the Billing Type window and select the Adjustment link.

## Field definitions

### Billing Item Details tab

**Policy Name**

Displays the policy name.

**Policy Number**

Displays the policy number.

**Date Entered**

Displays the date on which you add the receipt.

**Term Number**

Displays the term number.

### Adjustment Details tab

**Adjustment Type**

From the drop down list, select the adjustment type.

**Amount**

Enter the adjustment amount.

**Invoice Number**

Enter the invoice number for the receipt.

**Notice Number**

Enter the notice number.

**Comments**

Select the  button to open the RISKMASTER Editor and enter additional comments.


**Reconciliation Details tab**

<b>Status</b>	Displays the reconciliation status.
<b>Date Reconciled</b>	Displays the date on which receipt was reconciled.
<b>Final Batch No</b>	Displays the final batch number for the reconciliation.
<b>Final Batch Type</b>	Displays the final batch type for the reconciliation.
<b>Entry Batch Type</b>	Displays the entry batch type for the reconciliation.
<b>Entry Batch No</b>	Displays the entry batch number.
<b>OK</b>	Select to save the information.
<b>Cancel</b>	Select to close the window without saving the information.

**Receipt Window**

**From the Policy Billing window** On the [Account History tab](#), select the Add Receipt button.  
or



Select the  button, to open the Billing Type window and select the Receipt link.


**Field definitions**

**Billing Item Details tab**

<b>Policy Name</b>	Displays the policy name.
<b>Policy Number</b>	Displays the policy number.
<b>Date Entered</b>	Displays the date on which you add the receipt.
<b>Term Number</b>	Displays the term number.

**Receipt Details tab**

<b>Payment Method</b>	From the drop down list, select the payment method, such as cash or cheque.
<b>Amount</b>	Enter the receipt amount.

<b>Check Number</b>	Enter the check number for the receipt.
<b>Date Received</b>	Enter the date on which check is received or select the date from the calendar.
<b>Check Date</b>	Enter the date on which check is issued or select the date from the calendar.
<b>Invoice Number</b>	Enter the invoice number for the receipt.
<b>Notice Number</b>	Enter the notice number.
<b>Comments</b>	Select the  button to open the RISKMASTER Editor and enter additional comments.

#### Reconciliation Details tab

<b>Status</b>	Displays the reconciliation status.
<b>Date Reconciled</b>	Displays the date on which receipt was reconciled.
<b>Final Batch No</b>	Displays the final batch number for the reconciliation.
<b>Final Batch Type</b>	Displays the final batch type for the reconciliation.
<b>Entry Batch Type</b>	Displays the entry batch type for the reconciliation.
<b>Entry Batch No</b>	Displays the entry batch number.
<b>OK</b>	Select to save the information.
<b>Cancel</b>	Select to close the window without saving the information.

### Billing Scheduler


Type topic text here.

### Reconciliation Details Window

Use to create a reconciliation batch for selected billing items and mark all the billing items with the batch number.

**From the Policy Billing window** On the [Account History tab](#), from the table, select a billing item and select the Reconciliation button.

## Field definitions

<b>Reconciliation Type</b>	Enter the reconciliation type or select the  button to select from the Codes Selection window.
<b>Batch Total</b>	Displays the batch after reconciliation.
<b>OK</b>	Select to reconcile the selected billing items.
<b>Cancel</b>	Select to cancel reconciliation.

## Batches Window

The Batches window displays batch information for the reconciled billing items. On this window, you can [close](#), [reverse](#), or [abort](#) the existing batches. You can also [reconcile](#) billing items.

**To open** From the Maintenance menu, choose Batches.

## Field definitions

<b>Batch Type</b>	From the drop down list, select the batch type to display the information for the selected batch type.
<b>Batch Status</b>	From the drop down list, select the batch status to display the batches with the selected status.  <div style="background-color: #f0f0f0; padding: 5px;">Note: You can select to display batches with Open, Closed, or Reversed status. You may also select All to display all batches, irrespective of their status.</div>
<b>Date From/Date To</b>	Enter the date range between which you want to view the batches.
<b>User ID</b>	From the drop down list, select the User ID if you want to display the batches opened by a user.
<b>Refresh</b>	Select to refresh the data on the window.  <div style="background-color: #f0f0f0; padding: 5px;">Note: Select Refresh if you have made any changes on the Billingwindow.</div>
<b>Batches</b>	Displays the batch details based on the selected filters.
<b>Associated Billing Items</b>	Displays the billing items for the selected batch.
<b>Close Batch</b>	Select to close a batch.
<b>Reverse Batch</b>	Select to reverse a closed batch or reconcile a batch.
<b>Abort Batch</b>	Select to abort a batch.

## Policy Billing Window: Pay Plan Info Tab

The Pay Plan Info tab displays the pay plan information of a policy based on the Term filter on the [Account History tab](#).

Note: When you change the filter settings on the [Account History tab](#) and select the Refresh button, RISKMASTER refreshes the data on the Pay Plan Info tab.

- To open**
- From the Maintenance menu, choose Policy Billing.
  - From the Policy Billing window, select Pay Plan Info tab

### Field definitions

<b>Term Number</b>	Displays the term number for the selected policy.
<b>Pay Plan</b>	Displays the pay plan for the policy.
<b>Generated</b>	Displays Yes or No based on whether or not the installment has been generated.
<b>Install Number</b>	Displays the Installment number.
<b>Install Amount</b>	Displays the dollar amount of the payment installments.
<b>Tax Amount</b>	Displays the tax amount for that installment.
<b>Total Installment Amount</b>	Displays the total amount of the installment including the tax amount.
<b>Install Date</b>	Displays the installment generation date.
<b>Due Date</b>	Displays the installment due date.
<b>Total Installment Amount</b>	Displays the sum of all of the installments for the term being displayed.
<b>Total Tax Amount</b>	Displays the total tax amount for the term being displayed.
<b>Total Billed Premium</b>	Displays the sum of all installments and all tax amounts for the term being displayed.

Note: If you have not set up tax options in Utilities, no amount will be displayed in the Tax Amount fields or the Total Tax Amount field.

Note: Any mid-term transactions that occur where the Utilities indicator is set to Bill Immediately will not result in updates to the Installment Amount. The total Billed Premium field will be updated to show the total amount billed on the policy; however, the installment amount will not be updated.

Note Any mid-term transactions that occur where the Utilities indicator is set to Spread Over Remaining Installments or Next Installment will result in an update to the existing pay plan installments and this will be reflected in the installment amount. Assuming there are remaining installments to be billed.

## Policy Billing Overview

You can use the Policy Billing module along with the Policy Management System to post, track and change premium, create payment plans, and schedule and print invoices and notices for Workers Compensation and General Liability policies.

After you activate policy billing in Utilities, to create a quote, or convert a quote to policy in the Policy Management System, you have to complete the Billing Rule Code and Bill To Type field on the Policy Management window: Billing tab.

Based on whether you select a pay plan for bill payment, or not, the Policy Billing module and Policy Management System interact with each other.

## Billing Items Reconciliation Overview

You can create a reconciliation batch for selected billing items and mark all the billing items with the batch number. You can reconcile billing items on the [Billing window: Account History tab](#) and the [Batches window](#).

You can select only accepted billing items with OK status, for reconciliation, and you need to reconcile a minimum of two items. The selected billing items display a status of SR (Selected for Reconciliation). After you reconcile the selected billing items, the SR status changes to RC (Reconciled). The updated status displays on the [Billing window: Account History tab](#). After reconciliation, RISKMASTER closes the batch and you cannot cancel any Premium Items in the batch.

The three reconciliation types and associated processing are, as shown below.

- [Reconcile Exact](#)
- [Reconcile with Balance](#)
- [Reconcile with Write Off](#)

After you select a reconciliation type, you can also [cancel the pay plan](#), if the billing item meets specific criteria.

### *Reconcile Exact*

You can select to reconcile as Exact, if the batch total is zero. If the batch total is not zero and you select to reconcile as exact, then RISKMASTER displays an error. If the batch total is zero, RISKMASTER updates the batch and the status of the Billing Items.

### *Reconcile with Balance*

You can select to reconcile with Balance if the batch total is less than or greater than zero. If you select to reconcile with Balance, when the batch total is zero, then RISKMASTER automatically adjusts the batch type as Exact, and continues further processing.

Reconciling with Balance allows RISKMASTER to create:

- A Balance Item Adjustment for the difference in the batch total, to make the batch total zero
- An Overpayment Adjustment for the difference in the batch total, to create a credit payment for the policyholder
- An Underpayment Adjustment for the difference in the batch total, to bill an extra charge to the policyholder

For Example:

### **Before reconciliation**

#### **Type**

Premium Item

Receipt

### **After reconciling with balance**

Premium Item



Receipt

**Balance Item type adjustment (Balance Total = Zero)**

*Reconcile with Write Off*

You can select to reconcile with Write Off if the batch total is less than or greater than zero. If you select to reconcile with Balance, when the batch total is zero, then RISKMASTER automatically adjusts the batch type as Exact, and continues further processing.

Reconciling with Write Off allows RISKMASTER to create a Balance Item Adjustment for the difference in the batch total, to make the batch total zero.

CSC recommends that you reconcile with Write Off if the batch total is close to zero and you neither want to create a overpayment credit or an underpayment bill for the policyholder.

For Example:

**Before reconciliation**

**Type**

Premium Item

Receipt

**After reconciling with balance**

Premium Item

Receipt

**Balance Item type adjustment**

**Underpayment type adjustment (Amount still owed)**

*Cancel the Pay Plan*

You can cancel a pay plan during reconciliation, if your billing item meets each of the following criteria.

1. A policy has an associated pay plan for which RISKMASTER has generated the first installment invoice.
2. You want to reconcile the Premium Item of that installment with a credit item, such as Receipts and/or Adjustments.
3. The total amount of the reconciliation equals the total premium amount due for the entire policy term.

When the above criteria are met, and you select the reconciliation type, RISKMASTER displays a message whether you want to cancel the pay plan. If you select Yes to cancel the pay plan, then RISKMASTER:

1. Automatically cancels the Pay Plan, and deletes the first Installment Premium Item, all Installment records and related diaries.
2. Removes the Pay Plan code from the Account record for the term.
3. Creates a Full Bill Premium Item for the total premium amount due for the entire policy term.
4. Reconciles the Full Bill Premium Item with the credit items.

For Example:

**\$100,000 total premium amount for the term**

## Policy on Pay Plan with 4 equal installments

### Before Reconciliation

#### Type

Premium Item

Receipt

Adjustment

### After Reconciliation - Select to cancel the pay plan

Premium Item

Receipt

Adjustment

## Policy Management and Billing Work Flow

You can use the Policy Billing module along with EPTS to post, track and change premium, create payment plans, and schedule and print invoices and notices for Workers Compensation and General Liability policies.

After you [activate policy billing](#) in Utilities, [to create a quote](#), or [convert a quote to policy](#) in EPTS, you have to complete the Billing Rule Code and Bill To Type field on the [Policy Management window: Billing tab](#).

Based on whether you select a pay plan for bill payment, or not, the Policy Billing module and EPTS, interact with each other, as shown below.

### *With a Pay Plan*

- When you [convert a quote to policy](#), or [renew a policy](#), RISKMASTER sets up installments for the total billed premium based on the pay plan you selected.
- RISKMASTER calculates the total billed premium based on the rates you enter in Utilities. The calculated amount displays in the Total Billed Premium field on the [Policy Management window: Quote tab](#).
- RISKMASTER sets up the installment based on the dollar or percentage amount of the current installment number. You enter the installment number on the Installments (number) field on the Add/Modify Pay Plan window in Utilities.
- The pay plan start date is based on the date of first installment. On the Add/Modify Pay Plan window, in the Offset From field, you have to select the code that describes, whether you want to offset the pay plan start date from the date on which the policy term comes into effect, or the date on which you convert the quote to policy.
- RISKMASTER determines the Installment Date and Installment Due Dates based on the Installment Generation Type that you select on the Add/Modify Pay Plan window.
- If the pay plan started later than the determined initial installment due date, to adjust the installment schedule, RISKMASTER uses the Late Start Indicator, such as "B" for Bill Immediately or "N" for Bill in Next Installment, or "S" for Spread over remaining Installments on the Add/Modify Pay Plan window.
- When you [amend](#) or endorse a policy, RISKMASTER adjusts the installment amount or immediately bills the additional amount. To adjust the amount, RISKMASTER can add it to the next installment, or spread it over remaining installments.
- When you [cancel](#) a policy, RISKMASTER immediately bills any additional/return premium based on the difference between the Total Billed Amount and the already billed amount.
- RISKMASTER also deletes all pending scheduled diary notifications for cancelled policies.
- When you reinstate a policy, RISKMASTER reinstates the pay plan and reschedules the remaining premium installments. The remaining premium amount is equally distributed over the due installments.

- RISKMASTER creates a Print Invoice diary notification for the policy.

*Without a Pay Plan*

- When you [convert a quote to policy](#), [renew](#), [amend](#) or [reinstate](#) a policy, without a pay plan, RISKMASTER calculates the premium based on the policy term and current transaction type.
- RISKMASTER determines the premium Due Date, based on the Due Date of the Billing Rule that you enter on the Add/Modify Billing Rule window. RISKMASTER adds the due days in the Billing Rule, to the current system date to calculate the premium due date.
- RISKMASTER immediately bills the calculated additional/return premium, and creates a Print Invoice diary notification for the policy.
- RISKMASTER creates diary notification for policy conversion, amendment, renewal, cancellation, or reinstatement.

## Billing Overview

Policy Billing is an add-on module you can purchase and activate along with Policy Management System. The Policy Billing module allows you to view and modify accounting data for a specific policy. You can view generated as well as scheduled installments, add receipts, adjustments, add and print reimbursements and reconcile billing items.

The Policy Billing module:

- Enables setting up of installment billing
- Generates billing invoices
- Posts policy payments and credits
- Automates cancellation of In-Effect non-paid policies based on established billing rules
- Accommodates pro-rata and flat cancellation types
- Creates a diary notification when a policy is cancelled for non-payment
- Creates a diary notification when a policy is attached to a claim
- Enables you to manually override system-generated cancellation and restart billing process
- Captures billed policy premium amounts and billing credits based on policy type
- Applies discounts and/or dividend payments based on policy type
- Calculates minimum installment billing amounts based on pre-defined pay plan rules and produce billing invoices
- Accommodates multiple billings or audit, at any given time
- Generates refunds if a policy with no claims attached is flat cancelled and payment is received
- Generates billing and audit invoices and permanently attaches invoices to the policy billing record

# Contracts

## How To

### To Override Contract Amounts with See Schedule Amounts

If you want to make a payment for an amount exceeding the amount allowed in the provider contract , BRS gives you the option to override the contract amounts.

1. On the [Bill Review System window](#), in the From Date field, enter the start date for the service provided based on the provider contract.
2. In the Transaction Type field, enter the code for the transaction type.
3. In the Billing Code field, enter the state-provided CPT codes that identify the services rendered.
4. In the Units Billed field, enter the number of units for which you are billing.
5. In the Billed units group box, select the option that determines the type of units you are using for this calculation.
6. In the Amount Billed field, enter the bill amount which is greater than the maximum payment amount allowed in the provider contract.
7. Complete the other fields, as required.
8. Select Calculate.  
A window opens and displays a confirmation message whether you want to override this adjudication with the existing provider contract.
9. Select Yes.  
The Override Fee Schedule window opens.
10. Select the Do Not Override option.
11. Select OK.  
The BRS window expands to show additional fields. The payment displays in the Amount Allowed field.
12. Select Return.

## Dialog

### Contracts Window

Use the Contracts window to review, add, edit or delete provider contracts you want to use in BRS calculations.

Use the horizontal scroll bar to view all the columns on the window

**To open** On any entity window, select the Contracts button.

#### Field definitions

**Start Date** Displays the first date on which the contract becomes valid.

**End Date** Displays the last date on which the contract is valid.

**Contract Amount** Displays the contract amount.

**State WC Discount** Displays the percentage discount you will get on fee schedule-based hospital fees from this provider for workers' compensation related service.

<b>Basic Schedule Discount</b>	Displays the percentage discount you will get on fee schedule-based hospital fees from this provider for non-workers' compensation related service.
<b>Bill Discount Amount</b>	Displays the percentage discount on the regular hospital fees that you will get from this provider for non-workers' compensation related service.
<b>Comments</b>	Displays additional information related to this contract.
<b>First Rate</b>	Displays the per diem rate this provider will charge for service when service first begins.
<b>Second Rate</b>	If the PerDiem rate changes after a certain number of days of service, then displays the changed PerDiem rate.
<b>Third Rate</b>	If the PerDiem rate changes again for a second time after a certain number of days of service, then displays the changed PerDiem rate.
<b>Days First</b>	If the PerDiem rate changes after a certain number of days of service, then displays the number of days after which the PerDiem rate changes.
<b>Days Second</b>	If the PerDiem rate changes again for a second time after a certain number of days of service, then displays the number of days after which the PerDiem rate changes.
<b>Discount on Bill Amount</b>	Displays True if this contract includes a discount on bill amounts, otherwise displays False.
<b>Discount on State Fee Schedule</b>	Displays True if this contract includes a discount on state fee schedules, otherwise displays False.
<b>Discount on Basic Fee Schedule</b>	Displays True if this contract includes a discount on non workers' compensation fee schedules, otherwise displays False.
<b>State WC Fee Table</b>	Displays the fee table used to calculate fees for workers' compensation related service. The contract discount applies over and above the amount based on the fee table.
<b>Basic Fee Table</b>	Displays the fee table used to calculate fees for non-workers' compensation related service. The contract discount applies over and above the amount based on the fee table.
<b>State WC Fee Table ID</b>	Displays the fee table ID for the fee table selected.
<b>Basic Fee Table ID</b>	Displays the fee table ID for the fee table selected.
<b>New</b>	Select to open the Provider Contract window.
<b>Edit</b>	Select an existing contract and then select this button to open the Provider Contract window to edit the selected contract.

- Delete**                      Select an existing contract and then select this button to delete the contract.
- Save**                         Select to save your changes and close the window.
- Done**                        Select to close the window.

## **Provider Contracts Overview**

You can set up provider contracts for entities in RISKMASTER such as hospitals, medical service providers, physicians and so on.

Provider contracts let you enter predefined rates for service from the provider. You can also enter discounts for amounts that the provider bills.

When you calculate payments in the Bill Review System ( BRS ) and the calculated payments are greater than the maximum payment amount allowed in the contract, BRS gives you the option to override the contract amount.



# EFT

## EFT Overview

You can set up EFT banking information to provide EFT payments from .

To make an EFT payment the bank account must be designated as an EFT bank account and the payee entity must have an EFT bank account assigned to them. You can assign an EFT bank account to an entity in Entity maintenance. If you try to make a funds transaction for a payee who does not have EFT banking set up then RISKMASTER lets you enter EFT information for the payee on the fly. Only one active EFT bank account is allowed per entity.

If a funds transaction is created using a non-EFT bank account and the payee has EFT Banking Information saved, RISKMASTER saves the payment without accessing the EFT information and the payment is made by check.


Printing checks from an EFT Bank Account creates an EFT file based on the bank account config file. Each EFT bank account has a config file associated with it with the same name as the bank account ("bank\_account\_name\_EFT.config). You must create and configure the config file for each bank account and maintain the security, encryption, archival, and transmission for the config file.

An EFT file is created for each EFT transaction regardless of whether or not the system is set to print checks to file. If a transaction is made from an EFT Bank Account the system will only create an EFT file it will not print checks to printer, pdf, or file.

You can only access this module if you have the appropriate permissions set up in the Security Management System.

## Field Help


### Banking Information Setup Window


- Open an Entity record.
- To open
- From the toolbar, select the banking Information Setup  button.

### Field Description

**Bank Name** Enter the name of the bank associated with the entity.

**Account #** Enter the account number associated with the entity.

Enter the status or select the  button to select the banking status from the Code Selection window.


**Banking Status** Select the  button to open the Banking Status History window.

Note: EFT Banking statuses include A – Active, P – Pending, R – Rejected, and T – Terminated. Only one EFT bank account with a status of A – Active, will be allowed per entity

**Effective Start Date** Enter the date or select the  button to select the date when the entity becomes effective.

**Transit/Routing Number** Enter the unique routing number.




Enter the account type or select the  button to select the account type from the Code Selection window.

**Account Type**

EFT Account Types include:


- CA Checking Account
- CDA Cert of Deposit Account
- JA Joint Account
- SA Savings Account


**Effective End Date** Enter the date or select the  button to select the end date until this banking information remains effective for the entity.

## How To

### To View and Enter Banking Status

1. Search and open the entity record for which you want to setup banking information.  
The entity record opens.

2. From the toolbar, select the banking Information Setup  button.  
The [Banking Information Setup window](#) opens.


3. From the Banking Status field, select the  button.  
The Banking Status History window opens.

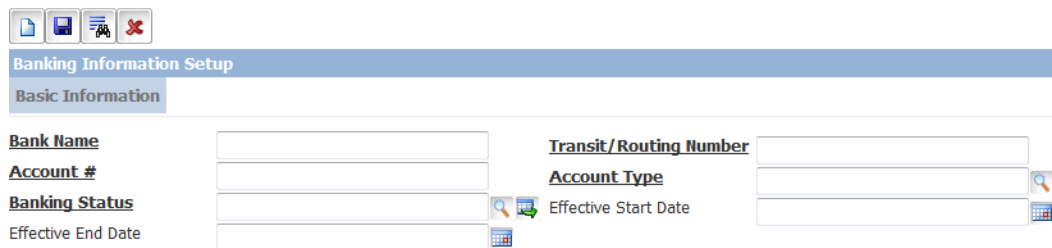
4. Complete the fields on the Banking Status History window as shown below.

- Status** Select the new status for the EFT banking for entity
- Date** Displays the name of the logged in user who changes the EFT banking status
- Changed By** Enter the name of the user who approves the change d status
- Approved By** Enter a reason to change the banking status
- Reason** The grid displays the record of all the changes made to the banking status
- OK** Select the button to Save the record.
- Cancel** Select the button to close the window and discard the changes.
- Print** Select the button to print the banking Status history

### To Enter Banking Information for Entity

1. Search and open the entity record for which you want to setup banking information.  
The entity record opens.


2. From the toolbar, select the  button.  
The Banking Information Setup window opens.




3. Complete the fields on the [Banking Information Setup window](#), as shown below.


**Bank Name** Enter the name of the bank associated with the entity.

**Account #** Enter the account number associated with the entity.

Enter the status or select the  button to select the banking status from the Code Selection window.

**Banking Status** Select the  button to open the Banking Status History window.

Note: EFT Banking statuses include A – Active, P – Pending, R – Rejected, and T – Terminated. Only one EFT bank account with a status of A – Active, will be allowed per entity

**Effective Start Date** Enter the date or select the  button to select the date when the entity becomes effective.


**Transit/Routing Number** Enter the unique routing number.

Enter the account type or select the  button to select the account type from the Code Selection window.

Note: EFT Account Type include

**Account Type**

- CA Checking Account
- CDA Cert of Deposit Account
- JA Joint Account
- SA Savings Account

**Effective End Date** Enter the date or select the  button to select the end date until the EFT banking information will be active for the entity.

4. Select the  button to save the record.

## To Enable EFT for Bank Account

1. Search or open the bank account which you want to use for EFT payments.  
The Bank Account window opens.
2. On the Bank Account window, select the EFT Account check box.

Note: When you select the EFT Account check box, the Transit /Routing Number field becomes mandatory.

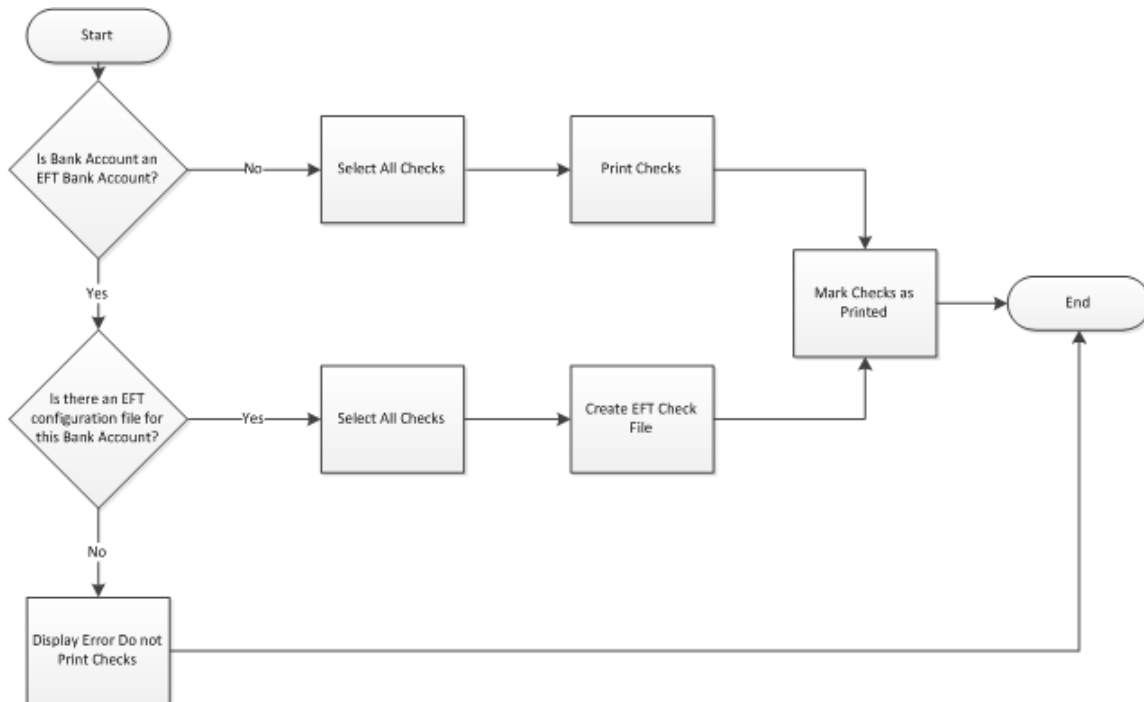
- 3. In the Transit/Routing number field enter the unique number to be used in electronic transactions.

Note: If the Bank Account is an EFT Bank Account the system will print checks to an EFT file and will not print checks to a printer, pdf, or check file, regardless of the Print To File Settings in Utilities.

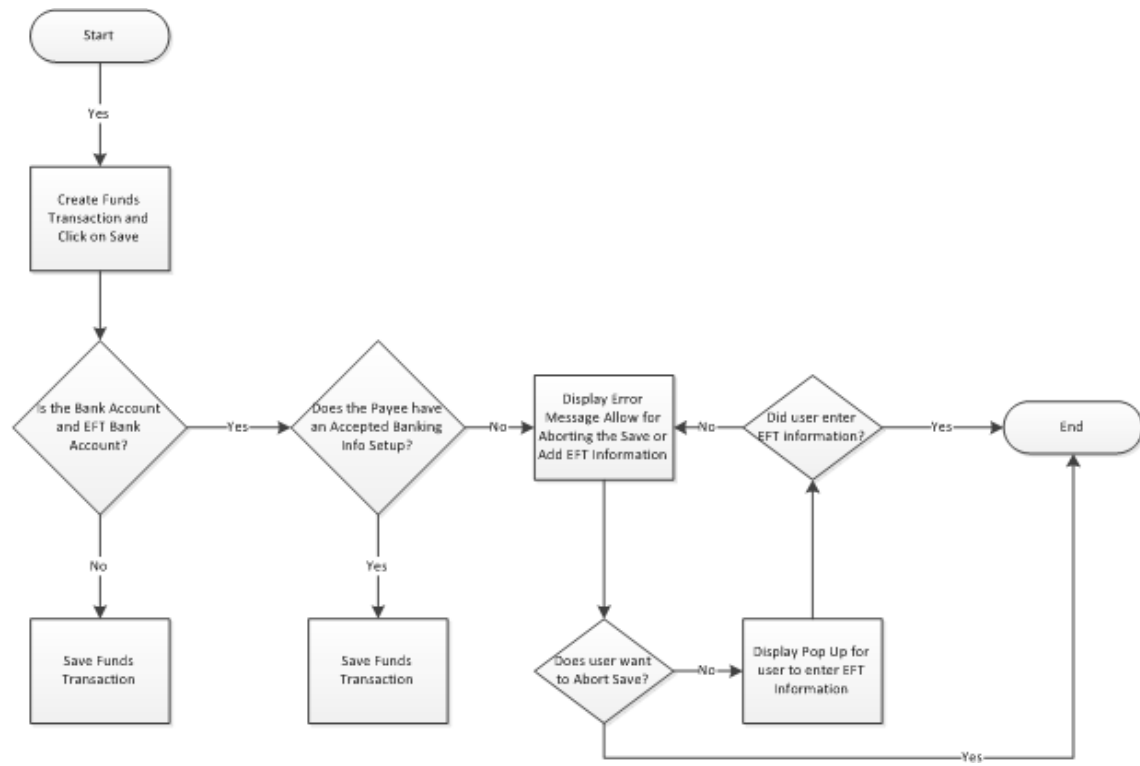
When Printing Checks if the Bank Account is an EFT Bank Account and the EFT Configuration file is not found the system will display an error and not print checks.

## Funds Transactions and EFT

### Issuing Checks



### Creating Funds Transactions





# Bill Review Fee

## How To

### Activating Bill Review Fee Payments and Setting Up Org Hierarchy level



1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, select System Parameters.  
The General System Parameters Setup window opens.
3. Select the Funds Settings tab.
4. Select the Enable Bill Review Fee check box to activate bill review fee feature and to create queued medical/hospital payments.
5. From the Org. Level for Bill Review Fee field, select the required level for which you want to use the bill review fee and the amount for creating payments.
6. In the Org. Entity Name field, select the Ellipses button to select the entity for which you want to use bill review fee feature.



### To Bulk Release Checks


1. From the main menu, choose Funds.  
The Funds menu opens.
2. From the Funds menu, select Bulk Check release.  
The Bulk Check Release window opens.


**Bulk Check Release**



**Search Criteria**



Transaction From Date: 06/04/2012       Provider:  


Transaction To Date: 06/30/2012       Claim Number:  


Reserve Type:        Amount: >=


From Date (Start):        Account Name:

From Date (End):        Transaction Type:  

To Date (Start):        Client: OH-City of Oak Hills 

To Date (End):         All Clients

Invoice From Date:         All Clients

Invoice To Date:         All Clients

Invoice #:


**Search Results (Queued Payments)**













Client	Transaction Date	Payee Name	Claim Number	Amount	Trans. Type	Account Name	Reserve Type	From Date
<input type="checkbox"/> City of Oak Hills	6/25/2012	ABC International	BRS1	50	BRE-Bill review Fee	Test_ACC	E-Expense	
<input type="checkbox"/> City of Oak Hills	6/25/2012	ABC International	BRS1	200	BRE-Bill review Fee	Test_ACC	E-Expense	

           **Total Unselected:** 250      **Total Selected:** \$0.00

Target Check Status: P - Printed

3. In the Search Criteria section, enter the search parameters to filter transactions for bulk check release based on table below

**Transaction From Date:** Enter the start date of the date range for which you want to search the transactions based on Transaction Date or select the  button to select the date from a calendar.

- Transaction To Date** Enter the end date of the date range for which you want to search the transactions based on Transaction Date or select the  button to select the date from a calendar.
- Reserve Type:** Enter reserve type for the reserve account based on which you want to search transactions or select the  button to select the reserve type from code selection window.
- From Date (Start)** Enter the start date of the date range for the service period of transactions which you want to search based on From Date or select the  button to select the date from a calendar.
- From Date (End)** Enter the end date of the date range for the service period of transactions which you want to search based on From Date or select the  button to select the date from a calendar.
- To Date (Start)** Enter the start date of the date range for the service period of transactions which you want to search based on To Date or select the  button to select the date from a calendar.
- To Date (End)** Enter the End date of the date range for the service period of transactions which you want to search based on To Date or select the  button to select the date from a calendar.
- Invoice From Date** Enter the start date of the date range for which you want to search the transactions based on Invoice date or select the  button to select the date from a calendar
- Invoice To Date** Enter the end date of the date range for which you want to search the transactions based on Invoice Date or select the  button to select the date from a calendar
- Invoice #:** Enter the invoice number for which you want to search the transactions
- Provider** Enter the name of the person who facilitates the check or select the  button to open Standard Entity Search window and search the required record.
- Claim Number** Enter the number of claim associated with transaction or select the  button to open Standard Entity Search window and search the required record.
- Amount** Select the required operator from the drop down and then enter the amount based on which you want to search the transactions.
- Account Name** Enter the name of the bank account based on which you want to search the transactions.
- Transaction Type** Enter the reserve account based on which you want to search the transaction, or select the  button to select from the Code Selection window.
- Client** Enter the name of the client based on which you want to search the transaction or select the  button to select the client from Org Hierarchy window.
- All Clients** Select the check box if you want to include all clients in transaction search criteria.

4. Select the Search button to search for the transaction based on the search criteria.
5. Select the Clear button to clear data in search criteria fields.  
The Search Results (Queued Payments) displays the transactions.
6. Select the check box next to the transaction record for which you want to release checks.
7. Select the 'Select All' button to mark all transactions in the Search results.
8. Select the 'Deselect All ' button to un-mark all the transactions in the Search results.

The Total Unselected field displays the total amount of all unselected payments and the Total Selected field displays the total amount of all selected payments.

9. From the Target Check Status field, select 'Printed' or 'Released' as the status of check for processed payment.
10. Select the Process button.  
The Check Status of the selected queued payments will be updated to the selected Target Check Status. Reserves for the payments processed is also updated.

**Payments processed successfully.**

The following payments have been Released/Printed and the Reserves have been updated.

Client	Transaction Date	Payee Name	Claim Number	Amount	Trans. Type	Account Name	Reserve Type	Current Adjuster
Do Not Use	6/22/2012	sdvsdv,	AMD2000006883	213	HOSP/MED-Hospital/Medical	Set-Up Account	AUTOBI-Bodily Injury	saxasxsax

**Unsuccessful processed payments.**

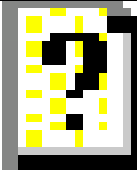

The Reserves for the following payments are not sufficient, so these payments cannot be Released/Printed.

Client	Transaction Date	Payee Name	Claim Number	Amount	Trans. Type	Account Name	Reserve Type	Current Adjuster
Do Not Use	6/25/2012	XSNWS Director,	GLBI32650006888	51	-	Set-Up Account	E-Expense	

Close

Note: If Reserves are insufficient for the amount of the payment, the payment will remain in Queued status. A report will be generated showing the client, transaction date, payee name, claim number, amount, transaction type, bank account name and current adjuster on the claim.

11.

12.

### Set Up and Work with Bill Review Fee Payments

1. Open the Org Level Entity window for the entity you want to setup Bill Review Fee amount.
2. In the Hospital Bill Review Amount per line item, enter the amount for creating queued bill review fee payment with Type of Bill as 'Hospital'.

Note: This field displays on the window when on the General System Parameter Setup window: Funds Settings tab, the 'Enable Bill Review Fee:' check box is selected and from the Org. Level for Bill Review Fee field, the specified organization hierarchy level is selected.

3. In the Min # of lines, enter the minimum number of lines to be considered for creating a queued Bill Review fee Payment. The number of lines specified in this field is compared with the funds split in the BRS transaction. If the number of splits is lower than the minimum number of lines specified here, the total queued payment is calculated by multiplying the hospital bill review amount per line item and minimum number of lines, else payment is calculated by multiplying the number of splits and Hospital Bill Review Amount per line item.
4. In the Medical Bill Review Amount per line item, enter the amount for creating queued bill review fee payment with Type of Bill as Medical.



Note: This field displays on the window when on the General System Parameter Setup window: Funds Settings tab, the 'Enable Bill Review Fee:' check box is selected and from the Org. Level for Bill Review Fee field, the specified organization hierarchy level is selected.

5. In the Min # of lines field, enter the minimum number of lines to be considered for creating a queued Bill Review fee Payment. The number of lines specified in this field is compared with the funds split in the transaction. If the number of splits is lower than the minimum number of lines specified here, the total queued payment is calculated by multiplying the medical bill review amount per line item and minimum number of lines, else payment is calculated by multiplying the number of splits and Medical Bill Review Amount per line item.  
The amount in BRS queued payment is calculated based on the amount and number of lines specified here.

*Select the Type of Bill for Bill Review Fee Queued Payment*

Open the BRS transaction related to the org. hierarchy level which you want to create queued bill review payment for.

From the Funds window: Transaction tab, in the Type of Bill field select the required bill type.

Note: The field is visible only when the Enable Bill Review Fee check box is selected on the General System Parameter Setup: Funds Settings tab. The medical/hospital payments generated for bill review fees will have check status as queued.







Note: The total number of funds split in the BRS Transaction is compared to the number of lines specified in the Min # of lines field on the Org Level Entity window for that particular type of bill selected on the Funds window: Transaction tab.








## Field Help

### Bulk Check Release Window

- Menu**
- From the main menu, select Funds. hdsf
  - From the Funds menu, select the Bulk Check Release.

### Field definitions

- Transaction From Date:** Enter the start date of the date range for which you want to search the transactions based on Transaction Date or select the  button to select the date from a calendar.
- Transaction To Date** Enter the end date of the date range for which you want to search the transactions based on Transaction Date or select the  button to select the date from a calendar.
- Reserve Type:** Enter reserve type for the reserve account based on which you want to search transactions or select the  button to select the reserve type from code selection window.
- From Date (Start)** Enter the start date of the date range for the service period of transactions which you want to search based on From Date or select the  button to select the date from a calendar.
- From Date (End)** Enter the end date of the date range for the service period of transactions which you want to search based on From Date or select the  button to select the date from a calendar.
- To Date (Start)** Enter the start date of the date range for the service period of transactions which you want to search based on To Date or select the  button to select the date from a calendar.

- To Date (End)** Enter the End date of the date range for the service period of transactions which you want to search based on To Date or select the  button to select the date from a calendar.
- Invoice From Date** Enter the start date of the date range for which you want to search the transactions based on Invoice date or select the  button to select the date from a calendar
- Invoice To Date** Enter the end date of the date range for which you want to search the transactions based on Invoice Date or select the  button to select the date from a calendar
- Invoice #:** Enter the invoice number for which you want to search the transactions
- Provider** Enter the name of the person who facilitates the check or select the  button to open Standard Entity Search window and search the required record.
- Claim Number** Enter the number of claim associated with transaction or select the  button to open Standard Entity Search window and search the required record.
- Amount** Select the required operator from the drop down and then enter the amount based on which you want to search the transactions.
- Account Name** Enter the name of the bank account based on which you want to search the transactions.
- Transaction Type** Enter the reserve account based on which you want to search the transaction, or select the  button to select from the Code Selection window.
- Client** Enter the name of the client based on which you want to search the transaction or select the  button to select the client from Org Hierarchy window.
- All Clients** Select the check box if you want to include all clients in transaction search criteria.
- Search** Select the Search button to search for the transaction based on the search criteria.
- Clear** Select the Clear button to clear data in search criteria fields.
- Select All** Select the Select All button to mark all transactions in the Search results.
- Deselect All** Select the Deselect All button to unmark all the transactions in the Search results.
- Target Check Status** From the drop down list, select 'Printed' or 'Released ' as the status of check for processed payment.
- Total Unselected** The field displays the total amount of all un-selected payments.

**Total Selected** The field displays the total amount of all selected payments.

**Process** Select the Process button to update the Check Status of the selected queued payments to the selected Target Check Status. Reserves for the payments processed is also updated.

## System Setup Parameter Window: Funds Settings Tab

Use the Funds Settings tab to display the fields to define funds parameters.

**To open** From the System Setup Parameters window, select the Funds Settings tab.

## Field definitions

### Funds Parameters

**Use Account Owner for Funds** Select the check box if you will assign owners to bank accounts when you set up check stocks, and you want the bank account owner to display in the Bank Account drop down list on the Claims window. The owner can be a department and any claim for that department will have this bank account in the drop list.

**Use Sub Bank Accounts** Select the Sub Bank Accounts check box if you want to use sub bank accounts to track funds.



The Sub Accounts button displays on the Bank Accounts window.

**Assign Check Stock to Sub Accounts** Select the check box to assign check stock to sub bank accounts.

Note: This check box is active only when the Use Sub Bank Accounts check box is selected.

**Do Not Check Sub Account Deposit Balances** If you use sub bank accounts, select this check box if you do not want RISKMASTER to check for insufficient funds in sub bank accounts.

When you select this check box RISKMASTER will not change the status of payments from "Released" to "Insufficient Funds" if the payment exceeds the reserve amount when you use sub bank accounts.

**Filter 'Other People' from Funds Entity Search** Select the check box if you do not want RISKMASTER to include entities of the type "Other People" when you search for an entity in Funds Management.

**Show Orphaned Reserve Records (i.e. reserve types not defined in Line of Business Setup)** If your organization defined reserve types in the past that it no longer uses, select this check box to display on the window which opens when you select the Financials tab, the reserve types you do not use anymore.

**Prevent Back-Dating of Reserves** Select the check box, if you do not users to back date reserves in RISKMASTER.

**Prevent Modifying Reserves to Zero** Select the check box, if you do not want users to set reserves to zero in RISKMASTER.

**Prevent Modifying Reserves Less than Paid** Select the check box, if you want a warning message stating that a negative reserve balance will be created, when a user enters a reserve amount less than the total paid amount.


Select the check box to decrease the instances of negative reserve balances set in error.

**Don't Recalc Reserves on Load** Select the check box, if you do not want RISKMASTER to recalculate reserves when you log in.

**Use Master Bank Accounts** Select the check box, if you want to use master bank accounts for the next check number.

**Create Work Loss and Restriction Records From Funds From/To Dates** Select the check box, if you want to enable auto creation of work loss or restriction records.

**Use Res Type to Filter Trans Type** Select the check box if you want the transaction type codes to be auto filtered based on the selected reserve type code.

 When you enter a transaction detail on the Funds Split detail window, the Reserve Type field becomes editable when you select this check box and you can look up the Reserve Type.

**Show LSS Invoice Link** Select the check box if you want LSS Invoice to be displayed on the Funds window: Transaction tab and on the Approve Transactions window.

**Order Bank Accounts**

**None (No Order)** Select this option if you want bank account lists to be displayed in the order in which they were extracted from the database.

**Priority** Select this option if you want bank account lists to be displayed in order of their assigned priority.

**Account Name (Default)** Select this option if you want bank account lists to be displayed in alphabetical order based on the account name.

**Account Number** Select this option if you want bank account lists to be displayed in order of account numbers.

**Enable Bill Review Fee** Select the check box to activate bill review fee feature and create queued medical/hospital payments.

**Org. Level for Bill Review Fee** Select the required level for which you want to use the bill review fee and setup the medical/hospital fee amount for creating queued payments.

Note: The Bill Review fields: Hospital Bill Review Amount per line item, Min # of lines, Medical Bill Review Amount per line item, Min # of lines display on the Org. Hierarchy level window, for the org level selected in this field.

Example: If you select XYZ entity, then the claim for which queued payment is to be created should have a department belonging to client XYZ. The payment will only be created for the selected Bill Review fee when the selected Org Level and Org Entity Name are associated with the transaction.

**Org Entity Name** Enter the name of the entity or select the Ellipses button to select the entity for which you want to use bill review fee feature.





# Address Master

## Address Deletion

Type topic text here.

## Address Maintenance

1. From the main menu, select Maintenance> Address.
2. The Address Maintenance window opens.
3. On the Address Maintenance window complete the fields as shown in table below.

<b>Address1</b>	Enter the address details.
<b>Address2</b>	Enter the address details.
<b>City</b>	Enter the city.
<b>State</b>	Enter the state or select the  button to select from the code selection window.
<b>Country</b>	Enter the country or select the  button to select from the code selection window.
<b>County</b>	Enter the county.
<b>Zip/Postal Code</b>	Enter the zip/postal code.
<b>OK</b>	Select to save information on the Addresses window.
<b>Cancel</b>	Select to close the window without saving the record.



# Medical Case Management

## Dialog

### Treatment Plan/Medical Guidelines Window

Use the Treatment Plan/Medical Guidelines window to review and edit existing treatment plan details or add new treatment plan details.

**To open** On the [Workers' Compensation window: Medical Info tab](#) or [Non-Occupational window: Medical Info tab](#), select the Treatment Plan button.

#### Field definitions


**Date Requested** Displays the date on which the treatment was requested.

**Provider Group** Displays the provider entity in the database.

**Treatment Type** Displays the type of treatment.

**Requested Treatment** Displays a description of the treatment requested.

**Reason** Displays a description of the reason for the treatment.

**CPT Procedure** Enter the code that best describes the type of procedure or select the  button to select from the Code Selection window.

**Approved Treatment** Displays a description of the approved treatment.

**Add New** Select to open the [Treatment Plan window](#) and add a treatment plan.

**Edit** Select an existing treatment and then select this button to open the [Treatment Plan window](#) and edit the selected treatment plan.

**Delete** Select an existing treatment and then select this button to delete the selected treatment plan.

### Case Manager History Window

Use the Case Manager History window to enter case manager details.


**To open**

- On the Workers' Compensation window: Case Mgmt/RTW tab or Non-Occupational Claims window: Case Mgmt/RTW tab, select the Case Manager button.
- From the Case History Manager window, select the Add New button.




## Field definitions


### Case Manager

Select the  button to open the Standard Entity Search window and select the primary case manager.

### Referral Type

Enter the code that best describes the referral type or select the  button to select from the Code Selection window.


### Referral Date

Enter the date on which the referral was issued or select the  button to select from a calendar.


### Referred To

Select the  button to open the Standard Entity Search window and select the entity to which the entity is referred to.


### Referral Reason

Enter the code that best describes the reason for the referral or select the  button to select from the Code Selection window.

### Case Status

Enter the code that best describes the case status, or select the  button to select from the Code Selection window.

### Date Closed

Enter the date on which the case was closed by the case manager or select  button to select from a calendar.

### Days with Case Mgr.

Displays the number of days the case was with the manager, based on the Date Closed date.

### Primary Case Manager

Select the check box if you want to assign the case manager as the primary or current case manager.

### Provider Group

Displays the provider for the case.

### Savings Type

Displays the medical management savings type for the case.

### Transaction Type

Displays the transaction type for the case.

### Savings

Displays the savings for the case.

### Summary

Displays additional information related to the case.

## Medical Management Savings Window

Use the Medical Management Savings window to enter details about the medical management savings.


### To open

- On the Workers' Compensation window: Case Mgmt/RTW tab, or Non-Occupational Claims window: Case Mgmt/RTW tab select the Medical Mgt Savings button.

- From the Medical Management Savings List window, select the Add New button.

## Field definitions

### Provider Group


Select the  button to open the Standard Entity Search window and select an existing provider.

Note: You can enter a new provider group on the Entity Maintenance window, as Other People entity type.


### Treatment Provider

Enter the treatment provider name.


### Case Manager

Select the  button to open the Standard Entity Search window and select the case manager assigned to the case.


### Savings Type

Enter the code that best describes the type of savings or select the  button to select from the Code Selection window.

### Transaction Type

Enter the code for the transaction type or select the  button to select from the Code Selection window.

### Summary

Select the  button to open the RISKMASTER Editor and enter additional information about the medical management savings.

### Quoted Amount

Enter the amount that was quoted for the service.

### Agreed Amount

Enter the amount that you agreed to pay for the service.

### Savings

Displays the difference between the quoted amount and the agreed amount.

## Accommodations Window


Use the Accommodations window to specify details about the alternative work an employee is assigned during disability. You can assign multiple accommodations or alternative job functions to an employee with disability.











### To open

- On the Workers' Compensation window: Case Mgmt/RTW tab or Non-Occupational window: Case Mgmt/RTW tab, select the Accommodations button.
- From the Accommodations window, select the Add New button.

## Field definitions

### Accomm. Status

Enter the code that best describes the accommodation status or select the  button to select from the Code Selection window.

- Accomm. Scope** Enter the code that best describes whether the accommodation is temporary or permanent or select the  button to select from the Code Selection window.
- Accomm. Type** Enter the code that best describes the type of alternative job with respect to the employee's current job or select the  button to select from the Code Selection window.
- Position** Enter the code that best describes the employee's job position or select the  button to select from the Code Selection window.
- Department** Enter the department or select the  button to select from the Org. Hierarchy window.
- MMI Date** Enter the Maximum Medical Improvement date, which is the estimated date on which the employee will reach maximum expected recovery or select  button to select from a calendar.
- Accomm. Requested** Enter the date on which the employee requested the accommodation or select the  button to select from a calendar.
- Accomm. Offered** Enter the date on which the accommodation was offered to the employee or select the  button to select from a calendar.
- Accomm Accepted** Enter the date on which the employee accepted the accommodation or select the  button to select from a calendar.
- Net Cost of Accomm.** Enter the net cost of the employee's work modification to the employee's organization.
- Restrictions** Select the  button to open the RISKMASTER Editor and enter the employee's current work restrictions.
- Accommodations** Select the  button to open the RISKMASTER Editor and enter additional information about the accommodation.
- Back to Accommodation Lists** Displays the existing and past accommodations.

## Vocational Rehabilitation Window


Use the Vocational Rehabilitation window to enter details about an employee's vocational rehabilitation.

**Note:** You can get detailed information from the medical disability advisor.


- To open** On the Workers' Compensation window: Case Mgmt/RTW tab or Non-Occupational window: Case Mgmt/RTW tab, select the Vocational Rehabilitation button.

## Field definitions


### Rehab. Type

Enter the code that best describes the rehabilitation type or select the  button to select from the Code Selection window.

### Rehab. Status


Enter the code that best describes the rehabilitation status or select the  button to select from the Code Selection window.

### Provider Group

Select the  button to open the Standard Entity Search window and select an existing provider.


Note: You can enter a new provider group on the Entity Maintenance window, as Other People entity type.

### Plan Description


Select the  button to open the RISKMASTER Editor and enter a detailed description of the vocational rehabilitation plan.

**Occupation Proposed** Enter the proposed occupation.


### Outcomes

Enter the code that best describes the employee's readiness to return to work or select the  button to select from the Code Selection window.

### Start Date

Enter the date on which the vocational rehabilitation plan will start or select the  button to select from a calendar.

### End Date

Enter the date on which the vocational rehabilitation plan ended or select  button to select from a calendar.

### Est. Cost of Plan

Enter the estimated cost of the vocational rehabilitation plan.

### Act. Cost of Plan

Enter the actual cost of the vocational rehabilitation plan.

### Difference

Displays the difference between the estimated and the actual cost.

### Cost if Buy Out

Enter the cost to buy out the employee's vocational rehabilitation plan.

### State Refund

Enter the State Refund for the vocational rehabilitation plan.

## Treatment Plan/Utilization Review Window

Use the Treatment Plan window to enter details about treatments requested by doctors and treatments administered to the employee.

### To open

- On the [Workers' Compensation window: Medical Info tab](#) or [Non-Occupational window: Medical Info tab](#), select the Treatment Plan button.

- On the Treatment Plan/Utilization Review window, select the Add New button.

### Field definitions

[Treatment Plan tab](#)

[Provider tab](#)

[Review tab](#)

[Appeal tab](#)

[Criteria tab](#)

#### Back to Treatment Plan List

Select the button to open the treatment plan list associated with a workers' claim or non-occupational claim.


## Treatment Plan Window: Review Tab

#### To open

- On the [Workers' Compensation window: Medical Info tab](#) or [Non-Occupational window: Medical Info tab](#), select the Treatment Plan button.
- On the Treatment Plan/Utilization Review window, select the Review tab.

### Field definitions

#### Review Type

Enter the code that best describes the review, or select the  button to select from the Codes Selection window.

#### Reviewed By

Select the  button to open the Standard Entity Search window and search for a treatment plan reviewer.

#### Date Referred

Enter the date on which the treatment plan was referred for review.

#### Date Reviewed

Enter the date on which the treatment plan was reviewed.

#### Days for Review

Displays the number of days elapsed between the referral and review dates.

#### Hours Billable

Enter the number of billable review hours.


## Treatment Plan Window: Criteria Tab

#### To open

- On the [Workers' Compensation window: Medical Info tab](#) or [Non-Occupational window: Medical Info tab](#), select the Treatment Plan button.
- On the Treatment Plan/Utilization Review window, select the Criteria tab.

### Field definitions


#### Criteria

Enter the code that best describes the guidelines for the treatment or select the  button to select from the Codes Selection window.

## Treatment Plan Window: Provider Tab

- To open**
- On the [Workers' Compensation window: Medical Info tab](#) or [Non-Occupational window: Medical Info tab](#), select the Treatment Plan button.
  - On the Treatment Plan/Utilization Review window, select the Provider tab.

### Field definitions

**Provider Group** Select the  button to open the Standard Entity Search window and search for an existing provider.

Note: You can enter a new provider group on the Entity Maintenance window, as Other People entity type.

**Open** Select the button to open the Entity Maintenance window for the Provider Group.

**Provider Phone** Displays the phone number for the provider group.


**Treatment Provider** Displays the type of treatment for which the selected group provides.


## Treatment Plan/Utilization Review Window: Treatment Plan Tab


Use the Treatment Plan window to enter details about treatments requested by doctors and treatments administered to the employee.


- To open**
- On the [Workers' Compensation window: Medical Info tab](#) or [Non-Occupational window: Medical Info tab](#), select the Treatment Plan button.
  - On the Treatment Plan/Utilization Review window, select the Treatment Plan tab.


### Field definitions





**Plan Status** Enter the code that best describes the status of the treatment plan or select the  button to select from the Code Selection window.

**Referral Type** Enter the code that best describes the type of referral or select the  button to select from the Code Selection window.

**Requested Treatment** Select the  button to open the RISKMASTER Editor and enter the treatment requested in the referral.

**Treatment Type** Enter the code that best describes the type of treatment or select the  button to select from the Code Selection window.


**Procedure** Enter the code that best describes the type of procedure or select the  button to select from the Code Selection window.

<b>Reason</b>	Select the  button to open the RISKMASTER Editor and enter a detailed description of the reason for the treatment.
<b>Date Requested</b>	Enter the date on which the treatment was requested.
<b>Requested No. of Visits</b>	Enter the requested number of visits for the treatment.
<b>Approved No. of Visits</b>	Enter the approved number of visits for the treatment.
<b>Authorized Date Range</b>	Enter the from and to dates in which the patient's can visit for approved treatment.
<b>Approved Treatment</b>	Select the  button to open the RISKMASTER Editor and enter a detailed description of the approved treatment.
<b>Approved By</b>	Select the  button to open the Standard Entity Search window and search for the physician or person who approved the treatment.
<b>Date Approved</b>	Select the date on which the treatment was approved or select the  button to search from a calendar.
<b>Days from Request to Approval</b>	Displays the number of days lapsed between the date on which the treatment was requested and the date on which the treatment was approved.
<b>Saved Visits</b>	Displays the difference between the number of approved visits and the number of actual visits.

## Treatment Plan Window: Appeal Tab

- To open**
- On the [Workers' Compensation window: Medical Info tab](#) or [Non-Occupational window: Medical Info tab](#), select the Treatment Plan button.
  - On the Treatment Plan/Utilization Review window, select the Appeal tab.

### Field definitions

<b>Date Appealed</b>	Enter the date on which a review of the treatment plan was appealed.
<b>Appeal Decision</b>	Enter the code that best describes the appeal decision or select the  button to select from the Codes Selection window.

## How To




## To Enter Case Manager Information

1. Search for the Workers' Compensation or Non-Occupational claim , you want to enter case manager information for.
2. On the [Workers' Compensation window](#) or the [Non-Occupational Claims window](#), select the [Medical Info tab](#).
3. On the Medical Info tab, select the Case Manager button.  
The Case Manager History window opens and displays a list of existing case manager records..

4. To add a new case manager, select Add New.

The [Case Manager History window](#) opens.

5. From the Case Manager field, select the  button and search for the case manager you want to assign to the case.


Note: You must have a person of the type Case Manager setup in the database .

6. Select the Primary Case Manager check box, if you want the case manager to be the current or primary case manager.
7. Complete the fields on the [Case Manager History window](#) , as shown below

### Case Manager

Select the  button the open the Standard Entity Search window and select the primary case manager.


### Referral Type

Enter the code that best describes the referral type or select the  button to select from the Code Selection window.


### Referral Date

Enter the date on which the referral was issued or select the button to select from a calendar.


### Referred To

Select the  button the open the Standard Entity Search window and select the entity to which the entity is referred to.

### Referral Reason

Enter the code that best describes the reason for the referral or select the  button to select from the Code Selection window.

### Case Status

Enter the code that best describes the case status, or select the  button to select from the Code Selection window.

### Date Closed

Enter the date on which the case was closed by the case manager or select the button to select from a calendar.

### Days with Case Mgr.

Displays the number of days the case was with the manager, based on the Date Closed date.

### Primary Case Manager




Select the check box if you want to assign the case manager as the primary or current case manager.

### Provider Group

Displays the provider for the case.



- Savings Type** Displays the medical management savings type for the case.
- Transaction Type** Displays the transaction type for the case.
- Savings** Displays the savings for the case.
- Summary** Displays additional information related to the case.

8. From the toolbar, select the Record Summary  button to open the Record Summary window.
9. From the toolbar, select the Enhanced Notes  button to open the Enhanced Notes for the associated parent claim record.
10. From the toolbar, select the Save button .



## To Enter Medical Case Management Savings Information

1. Search for the Workers' Compensation or Non-Occupational claim , you want to enter case management savings for.
2. On the [Workers' Compensation window](#) or the [Non-Occupational Claims window](#), select the [Medical Info tab](#).
3. On the Medical Info tab, select the Medical Mgt Savings button.  
The Medical Management Savings List window opens.
4. From the Medical Management Savings List window, select Add New.
5. From the Provider Group field, select the search button and search for the provider.
6. Complete the fields on the [Medical Management Savings window](#) , as shown below .


### Provider Group

Select the  button to open the Standard Entity Search window and select an existing provider.


Note: You can enter a new provider group on the Entity Maintenance window, as Other People entity type.

**Treatment Provider** Enter the treatment provider name.


### Case Manager

Select the  button to open the Standard Entity Search window and select the case manager assigned to the case.

### Savings Type

Enter the code that best describes the type of savings or select the  button to select from the Code Selection window.

### Transaction Type

Enter the code for the transaction type or select the  button to select from the Code Selection window.

**Summary**

Select the  button to open the RISKMASTER Editor and enter additional information about the medical management savings.

**Quoted Amount**


Enter the amount that was quoted for the service.

**Agreed Amount**

Enter the amount that you agreed to pay for the service.

**Savings**


Displays the difference between the quoted amount and the agreed amount.

7. From the toolbar, select the Save button .
8. Close the Medical Management Savings window.


## To Enter Medical Case Management Treatment Plan

1. Search for the Workers' Compensation or Non-Occupational claim, you want to enter treatment plan for.
2. On the [Workers' Compensation window](#) or the [Non-Occupational Claims window](#), select the [Medical Info tab](#).
3. On the Medical Info tab, select the Treatment Plan button.  
The Treatment Plan/Medical Chronology window opens.
4. On the Treatment Plan/ Medical Chronology window, select Add New.  
The [Treatment Plan/Utilization Review window](#) opens.
5. Select and complete the fields on the Treatment Plan tab, as shown below.

**Plan Status**

Enter the code that best describes the status of the treatment plan or select the  button to select from the Code Selection window.


**Referral Type**

Enter the code that best describes the type of referral or select the  button to select from the Code Selection window.


**Requested Treatment**

Select the  button to open the RISKMASTER Editor and enter the treatment requested in the referral.


**Treatment Type**

Enter the code that best describes the type of treatment or select the  button to select from the Code Selection window.

**Procedure**



Enter the code that best describes the type of procedure or select the  button to select from the Code Selection window.

**Reason**


Select the  button to open the RISKMASTER Editor and enter a detailed description of the reason for the treatment.

**Date Requested**



Enter the date on which the treatment was requested.

- Requested No. of Visits** Enter the requested number of visits for the treatment.
- Approved No. of Visits** Enter the approved number of visits for the treatment.
- Authorized Date Range** Enter the from and to dates in which the patient's can visit for approved treatment.
- Approved Treatment** Select the  button to open the RISKMASTER Editor and enter a detailed description of the approved treatment.
- Approved By** Select the  button to open the Standard Entity Search window and search for the physician or person who approved the treatment.
- Date Approved** Select the date on which the treatment was approved or select the button to search from a calendar.
- Days from Request to Approval** Displays the number of days lapsed between the date on which the treatment was requested and the date on which the treatment was approved.
- Saved Visits** Displays the difference between the number of approved visits and the number of actual visits.

6. Select and complete the fields on the Provider tab, as shown below.

- Provider Group** Select the  button to open the Standard Entity Search window and search for an existing provider.
- You can enter a new provider group on the Entity Maintenance window, as Other People entity type.
- Open** Select the button to open the Entity Maintenance window for the Provider Group.
- Provider Phone** Displays the phone number for the provider group.
- Treatment Provider** Displays the type of treatment for which the selected group provides.

7. Select and complete the fields on the Review tab, as shown below.

- Review Type** Enter the code that best describes the review, or select the  button to select from the Codes Selection window.
- Reviewed By** Select the  button to open the Standard Entity Search window and search for a treatment plan reviewer.
- Date Referred** Enter the date on which the treatment plan was referred for review.

**Date Reviewed** Enter the date on which the treatment plan was reviewed.


**Days for Review** Displays the number of days elapsed between the referral and review dates.

**Hours Billable** Enter the number of billable review hours.

8. Select and complete the fields on the Appeal tab, as shown below.


**Date Appealed** Enter the date on which a review of the treatment plan was appealed.

**Appeal Decision**

Enter the code that best describes the appeal decision or select the  button to select from the Codes Selection window.

9. Select and complete the fields on the Criteria tab, as shown below.

**Criteria**

Enter the code that best describes the guidelines for the treatment or select the  button to select from the Codes Selection window.


10. From the toolbar, select the Save button .

Tips


## To Enter Medical Case Management Accommodation Information

1. Search for the Workers' Compensation or Non-Occupational claim , you want to enter case management accommodation information for.
2. On the [Workers' Compensation window](#) or the [Non-Occupational Claims window](#), select the Case Mgt/RTW tab.
3. On the Case Mgt/ RTW tab, select the Accommodation button.  
The [Accommodations window](#) opens.
4. Complete the fields on the [Accommodations window](#) , as shown below .


**Accomm. Status**

Enter the code that best describes the accommodation status or select the  button to select from the Code Selection window.


**Accomm. Scope**

Enter the code that best describes whether the accommodation is temporary or permanent or select the  button to select from the Code Selection window.

**Accomm. Type**

Enter the code that best describes the type of alternative job with respect to the employee's current job or select the  button to select from the Code Selection window.

**Position**

Enter the code that best describes the employee's job position or select the  button to select from the Code Selection window.

**Department**

Enter the department or select the  button to select from the Org. Hierarchy window.

**MMI Date**

Enter the Maximum Medical Improvement date, which is the estimated date on which the employee will reach maximum expected recovery or select the button to select from a calendar.

**Accomm. Requested**

Enter the date on which the employee requested the accommodation or select the button to select from a calendar.

**Accomm. Offered**

Enter the date on which the accommodation was offered to the employee or select the button to select from a calendar.

**Accomm Accepted**

Enter the date on which the employee accepted the accommodation or select the button to select from a calendar.


**Net Cost of Accomm.**

Enter the net cost of the employee's work modification to the employee's organization.

**Restrictions**




Select the  button to open the RISKMASTER Editor and enter the employee's current work restrictions.

**Accommodations**

Select the  button to open the RISKMASTER Editor and enter additional information about the accommodation.



**Back to Accommodation Lists**

Displays the existing and past accommodations.



5. From the toolbar, select the Record Summary  button to open the Record Summary window.
6. From the toolbar, select the Enhanced Notes  button to open the Enhanced Notes for the associated parent claim record.
7. From the toolbar, select the Save button .

**Tips**

## To Estimate the Length of disability based on Medical Disability Advisor

1. Search for the Workers' Compensation or Non-Occupational claim, you want to estimate length of disability for.
2. On the [Workers' Compensation window](#) or the [Non-Occupational Claims window](#), select the Employment Info tab.
3. From the Job Classification field, select the  button to open the Codes Selection window and select the code that best describes the type of job.
4. Select the [Medical Info tab](#).
5. From the (ICD-9) Primary Diagnosis field, select the  button.

The Primary Diagnosis History window opens.


6. From the ICD9 (Primary Diagnosis) field, select the  button to open the Code Selection window select a valid ICD9 code.
7. On the Primary Diagnosis History window, select OK.
8. From the MDA Topic field, select the  button.  
The MDA Topic window opens.
9. Select the disability topic you want.
10. Select OK.  
RISKMASTER populates the MDA Topic and MDA Factor fields.
11. Select the Case Mgt/RTW tab.  
In the Restricted Work tab, under MDA Durations, the Minimum, Optimum and Maximum lengths of disability are listed in days for the job classification, ICD-9 code, MDA topic and MDA factor you selected.



## To Enter a Medical Case

1. Search for the Workers' Compensation or Non-Occupational claim, you want to set up of a medical case for.
  2. On the [Workers' Compensation window](#) or the [Non-Occupational Claims window](#), select the Employment Info tab.
  3. From the Job Classification field, select the search button and select a job classification code.
  4. [To enter medical information](#), select and enter information on the [Medical Info tab](#).
  5. Select and enter information on the Case Mgt/RTW tab , as shown below .
- 4.


### Primary Case Manager Summary

<b>Case Manager</b>	Displays the primary case manager for the case. You select the primary case manager on the <a href="#">Case Manager History window</a> .
<b>Referral Date</b>	Displays the date on which the referral was issued. You enter this date on the <a href="#">Case Manager History window</a> .
<b>Case Status</b>	Displays the code for the case status. You enter this information on the <a href="#">Case Manager History window</a> .
<b>Days with Case Mgr.</b>	Displays the number of days the case was with the case manager, based on the Date Closed.
<b>RTW Status</b>	Enter the code that best describes the return to work status for the claimant or select the  button to select from the Code Selection window.

### Restricted Work

<b>Current Restricted Days?</b>	<ul style="list-style-type: none"><li>• This check box is checked if you have not entered an actual last restricted day on the Restricted Days window.</li><li>• This check box is unchecked if you entered an actual last day on the Restricted Days window.</li></ul>
<b>Est. Release from Rst.</b>	<p>Enter the estimated date on which the claimant will be released from work restrictions .</p> <p>The minimum, optimum and maximum restricted work durations for the job classification, ICD-9 code, MDA topic and MDA factor you selected are displayed in the lower section of the window.</p>
<b>Actual Last Rst Day</b>	<p>Displays the last day you entered on the Restricted Days window, if you set the RTW Status as Released.</p>
<b>Est. Len. of Disability</b>	<p>Displays the estimated number of days on disability.</p> <p>This is calculated based on the First Day Restricted you entered on the Restricted Days window, the Estimated Release from Restriction. date and the work week.</p>
<b>Total Restricted Days</b>	<p>Displays the total number of restricted days based on the First Day Restricted and the Last Day Restricted you entered on the Restricted Days window.</p> <p>If there is no Last Day Restricted, then the total number of restricted days is based on today's date. The previous durations on the Restricted Days window are also considered in this calculation.</p>
<b>MDA Durations-Days/Date</b>	<ul style="list-style-type: none"><li>• <b>Job Classification:</b> displays the job classification you selected on the Employment Info tab.</li><li>• <b>Minimum:</b> displays the minimum number of restricted days and the related return to work day based on the Medical Disability guidelines for the ICD-9 code, MDA topic and MDA factor you selected.</li><li>• <b>Optimum:</b> displays the optimum number of restricted days and the related return to work day based on the Medical Disability guidelines for the ICD-9 code, MDA topic and MDA factor you selected.</li><li>• <b>Maximum:</b> displays the optimum number of restricted days and the related return to work day based on the Medical Disability guidelines for the ICD-9 code, MDA topic and MDA factor you selected.</li></ul>
<b>Work Loss</b>	
<b>Current Work Loss?</b>	<ul style="list-style-type: none"><li>• This check box is checked if you have not entered a Return To Work day on the Lost Days window.</li><li>• This check box is unchecked if you entered a Return To Work day on the Lost Days window.</li></ul>
<b>Est. Return To Work</b>	<p>Enter the estimated date on which the claimant can return to work.</p> <p>The minimum, optimum and maximum work loss durations for the job classification, ICD-9 code, MDA topic and MDA factor you selected are displayed in the lower half of this section.</p>

<b>Actual RTW Date</b>	Displays the return to work date you entered on the Lost Days window, if you set the RTW Status as released.
<b>Est. Len. of Disability</b>	Displays the estimated number of days on disability. This is calculated based on the Last Work Day you entered on the Lost Days window, the Estimated Return to Work date and the work week.
<b>Total Lost Days</b>	Displays the total number of lost days based on the Last Work Day and the Return to Work date you entered on the Lost Days window. If there is no Return to Work date, then the total number of lost days is based on today's date. The previous durations on the Lost Days window are also considered in this calculation.
<b>MDA Durations-Days/Date</b>	<ul style="list-style-type: none"> <li>• <b>Job Classification:</b> displays the job classification you selected on the Employment Info tab.</li> <li>• <b>Minimum:</b> displays the minimum number of lost days and the related return to work day based on the Medical Disability guidelines for the ICD-9 code, MDA topic and MDA factor you selected.</li> <li>• <b>Optimum:</b> displays the optimum number of lost days and the related return to work day based on the Medical Disability guidelines for the ICD-9 code, MDA topic and MDA factor you selected.</li> <li>• <b>Maximum:</b> displays the optimum number of lost days and the related return to work day based on the Medical Disability guidelines for the ICD-9 code, MDA topic and MDA factor you selected.</li> </ul>

- 5.
6. To enter work restriction details, select the Restrictions button.
7. To enter lost days details, select the Work Loss button.
8. [To enter case manager information](#), select the Case Managers button, and complete the [Case Manager History window](#).
9. [To enter accommodation information](#), select the Accommodation button, and complete the [Accommodations window](#).
10. [To enter vocational rehabilitation information](#), select the Vocational Rehab. button, and complete the [Vocational Rehabilitation window](#).
11. [To enter medical management savings](#), select the Medical Mgt Savings button, and complete the [Medical Management Savings List window](#).
12. From the toolbar, select the Save button .



## To Open the Medical Disability Advisor Help File

1. Search for the Workers' Compensation or Non-Occupational claim, you want to enter case management accommodation information for.  
The appropriate [Workers' Compensation window](#) or [Non-Occupational Claims window](#) opens.
2. Do one of the following:
  - On the Medical Info tab, from the MDA Topic field, select the Disability Guidelines button.
  - On the Case Mgt/RTW tab, select the Medical Disability Guideline button.

A .html file opens and displays the guidelines based on the topic in the MDA Topic field.



Note: You set the file path for the MDA help file in Utilities .

## To Activate Medical Disability Advisor in Utilities

1. From the main menu, select Utilities.
2. From the Utilities menu, select Managers.  
The Managers menu opens.
3. From the Managers menu, select Medical Info Setup.  
The Medical Info Setup window opens and a Medical Info Setup link displays in under the Utilities node in the left navigation tree.
4. In the MDA DSN Name field, enter the Medical Disability Advisor data source name.
5. In the User ID field, enter a user ID.
6. In the Password field, enter the password for the user ID you entered.
7. From the MDA Help File field, select the search button.  
A Browse window opens.
8. Navigate to the directory where the Medical Disability Advisor help file is located, and select the help file.
9. In the Browser select Open.  
The file path for the MDA help file is entered into the MDA Help File field.
10. Select Save.

## To Configure Executive Summary Medical Case Management Information


1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Executive Summaries.  
The Exec. Summaries menu opens.
3. From the Executive Summaries menu, choose Configuration.  
The Executive Summary Configuration window opens and a Configurations link displays under the Reports node in the left navigation tree.
4. Select the Claims WC tab.
5. Select the Medical Case Management-related check boxes that you want to include on the executive summary.
6. Select Save Configurations button.  
When you print the executive summary the options you selected are included on the executive summary.




## To Enter Medical Case Management Vocational Rehabilitation Information

1. Search for the Workers' Compensation or Non-Occupational claim, you want to enter vocational rehabilitation information for.
2. On the [Workers' Compensation window](#) or the [Non-Occupational Claims window](#), select the Case Mgt/RTW tab.
3. On the Case Mgt/RTW tab, select the Vocational Rehab button.  
The Vocational Rehabilitation window opens.
4. Complete the fields on the [Vocational Rehabilitation window](#) , as shown below .


**Rehab. Type**

Enter the code that best describes the rehabilitation type or select the  button to select from the Code Selection window.

**Rehab. Status**


Enter the code that best describes the rehabilitation status or select the  button to select from the Code Selection window.

**Provider Group**

Select the  button to open the Standard Entity Search window and select an existing provider.

Note: You can enter a new provider group on the Entity Maintenance window, as Other People entity type.


**Plan Description**

Select the  button to open the RISKMASTER Editor and enter a detailed description of the vocational rehabilitation plan.

**Occupation Proposed**

Enter the proposed occupation.

**Outcomes**

Enter the code that best describes the employee's readiness to return to work or select the  button to select from the Code Selection window.

**Start Date**

Enter the date on which the vocational rehabilitation plan will start or select the button to select from a calendar.

**End Date**

Enter the date on which the vocational rehabilitation plan ended or select the button to select from a calendar.

**Est. Cost of Plan**

Enter the estimated cost of the vocational rehabilitation plan.

**Act. Cost of Plan**

Enter the actual cost of the vocational rehabilitation plan.

**Difference**

Displays the difference between the estimated and the actual cost.


**Cost if Buy Out**

Enter the cost to buy out the employee's vocational rehabilitation plan.

**State Refund**

Enter the State Refund for the vocational rehabilitation plan.

5. From the toolbar, select the Record Summary  button to open the Record Summary window.

6. From the toolbar, select the Enhanced Notes  button to open the Enhanced Notes for the associated parent claim record.

7. From the toolbar, select the Save button .

8. Close the Vocational Rehabilitation window.

## Medical Case Management Overview

Use the Medical Case Management module to enter and manage medical cases for claimants. You can assign case managers for cases and enter medical case related information such as accommodations, vocational rehabilitation, treatments and savings.

RISKMASTER uses Presley Reed's Medical Disability Advisor ( MDA ) guidelines to estimate the length of disability, in terms of restricted days and lost days. MDA guidelines address the need to improve communication during a disability life cycle, and to calculate Return to Work ( RTW ) in an industry accepted and uniform way.

MDA guidelines give an estimate of the approximate time required for workers to return to work after various work-related injuries and treatments. The guidelines are specific to the injured part (e.g. fracture, tendon rupture, and so on.) and take into account that the worker need not lose time away from work if modified or alternate job duties are available or work duties may be safely performed using uninjured limbs, without compromising treatment.

## Bank Account

### Bank Accounts Overview

In RISKMASTER , you can use bank accounts to keep track of funds associated with claims and to automatically schedule checks.

After you set up your bank account information in RISKMASTER, you can configure the display of information on the checks. You must set up check stock for each bank account against which you will enter checks. For example, you can have several checking account s or escrow account s that you use to issue payments. Each requires a separate account record and check

## Dialog



### Bank Account Deposit Window

Use the Bank Account Deposit window to record deposits. You can track these deposits and automate the process of reconciling the bank statement.


Note: To record bank deposits, you must have the necessary permissions. Contact your supervisor or system administrator for more information about your permissions.

- To open**
- From the main menu, select Funds.
  - From the Funds menu, select Bank Accounts.
  - From the [Bank Accounts window](#), select the Deposits button.

#### Field definitions

<b>Control Number</b>	Enter the internal tracking number for the deposit.
<b>Cleared</b>	Select the check box to indicate that the check appeared on the bank statement.
<b>Void</b>	Select the check box to remove the deposit from the account and retain a record of it.
<b>Transaction Type</b>	From the drop down list, select the transaction type.
<b>On</b>	Enter the date on which you cleared or voided the deposit.
<b>Sub Bank Account</b>	From the drop down list, select the account that you want to debit.
<b>Clear Multiple Deposit</b>	Select the button to open the Select Deposits to Clear window. Select the check box for the deposits you want to delete and select OK.
<b>Transaction Date</b>	Enter the date on which you made the deposit or select the  button to select from a calendar.
<b>Amount</b>	Enter the dollar amount of the deposit.
<b>Description</b>	Select the  button to open the RISKMASTER Editor and enter a short description of the deposit.

**Adjustment Type**

If you are changing a deposit amount, select the search button  to select from the Code Selection window.

**Back to Bank Account**

Select to open the [Bank Accounts window](#).

## Bank Accounts Window: General Information Tab


Use the Bank Accounts window: General Information tab to set up bank accounts. Your system administrator must set up Account Type codes before you can set up bank accounts.

**To open**

- From the main menu, select Funds.
- From the Funds menu, select Bank Accounts.
- On the Bank Accounts window, select the General Information tab.

### Field definitions

**Bank Name**

Enter the name of the bank where you want to set up an account or select the  button to open the Search window and search for an existing bank.

**Address**

Enter the bank's address. Enter the City, State, and Zip, in the appropriate fields.


**Account #**

Enter the bank account number.

**Account Name**

Enter a unique identifying name you assign to the bank account.

**Account Type**

Enter the account type or select the search button  to select from the Code Selection window.

**Next Check #**

Enter the check number to print on the next check from this account.

**EFT Account**

Select the check box if you want the payments associated with this bank account to be made through electronic funds transfer.

Note: When you select the EFT Account check box, the Transit /Routing Number field becomes mandatory.

**Transit Routing Number.**

Enter the unique number to be used in electronic transactions.

Note: If the Bank Account is an EFT Bank Account the system will print checks to an EFT file and will not print checks to a printer, pdf, or check file, regardless of the Print To File Settings in Utilities.

**Priority**

From the drop down list, select the priority of the check.

**Deposit button**

Select to open the [Bank Account Deposit window](#).

**Check Stocks** Select to open the Payment Parameter Setup.

**Balance** Select to open the [Bank Account Reconciliation window](#).

**Reports** Select to open the [Reports window](#).

Note: The Reports button displays only if Assign Check Stock to Sub Accounts check box is selected in Utilities.

**Account Balance** Select to open the [Account Balance Information window](#) and view the financial information for the bank account.

## Account Balance Information Window


Use to view the balance information for a bank account.

- To open**
- From the main menu, select Funds.
  - From the Funds menu, choose Bank Accounts.
  - From the [Bank Accounts window](#), select the Account Balance button.

### Field definitions

**Balance Per Bank Statement** Displays the balance in the bank account for the statement period you select.

**Statement Dates** Displays the date range for which you want to view the balance information.

To view the balance account information for another statement period, select the  to select from a list of prior statements periods.

**Deposits in Transit** Displays the amount that is due for credit to the bank account.

**# Deposits** Displays the number of deposits made to the bank account.

**Outstanding Checks** Displays the number of checks that are outstanding for payment from the bank account.

**# Checks** Displays the number of checks for which payment was made from the bank account.

**Sub Total** Displays the sub total of the balance amount in the bank account.

**(Reconciliation Total) Deposits** Displays the total amount of deposits to the bank account based on your bank account reconciliation.

Note: Reconciliation is to balance your bank accounts with your RISKMASTER data by processing the data from the bank's electronic statement.

<b>Balance Per Books (System)</b>	Displays the balance in your bank account based on bank's electronic records.
<b>(Reconciliation Total) Checks</b>	Displays the total amount of checks paid from the bank account based on your bank account reconciliation.
<b>Out Of Balance</b>	Displays the difference in the balance amount based on the records in your RISKMASTER system and your bank's electronic records.
<b>(Reconciliation Total) Adjustments</b>	Displays the total adjustment made to your bank account based on your bank account reconciliation.
<b>Close</b>	Select to close the window.

## Reports Window

If you have the permission to enter data for Sub Bank Accounts, use the Reports window to chose the report that you want to print.

- To open**
- From the main menu, select Funds.
  - From the Funds menu, choose Bank Accounts.
  - On the Bank Accounts window, select the Reports button.

## Field definitions

### Internal and External Balance Reports

<b>Master Account Balance Report</b>	Select the option if you want to print an overall account balance including all sub accounts.
<b>Monthly Bank Reconciliation Report</b>	Select the option if you want to print a monthly report to display whether your bank account is in balance.

### Internal System Balance Reports

<b>Checking Account Master Balance Report</b>	Select the option if you want to print a master balance report for the checking account.
<b>Monthly Checking Account Reconciliation Report</b>	Select the option if you want to print a monthly report for the reconciliation of a checking account.
<b>Print</b>	Select to open the Print Preview window.
<b>Cancel</b>	Select to close the window without printing a report.

## Bank Account Reconciliation Window

- To open**
- From the main menu, select Funds
  - From the Funds menu, choose Bank Accounts.
  - From the [Bank Accounts window](#), select the Balance button.


### Field definitions

<b>Statement Begin Date</b>	Enter the date from which you want the Bank Statement to begin.
<b>Statement End Date</b>	Enter the date on which you want the Bank Statement to end.
<b>Statement Balance</b>	Enter the final balance listed on the bank account.
<b>Select File To Process</b>	Select the Browse button, to open the Choose file window and select the file that the bank provides with your banking record for this period.
<b>Account Number Length</b>	Select the check box, if the bank account number is 20 digits long.
<b>Process File</b>	Select the button to reconcile the bank account.
<b>Save &amp; Close</b>	Select the button to save the record and close the window.
<b>Cancel</b>	Select the button to close the Bank Account Reconciliation window without saving the record.

## Bank Account Window: Account Owner Tab

- To open** From the [Bank Accounts window](#), select the Account Owner tab.

### Field definitions

<b>Owner</b>	Select the  button to open the Org Hierarchy window and select the department responsible for maintaining this bank account.
<b>Line of Business</b>	Select the claim type (General Claim, Vehicle Accident, Workers' Compensation, Non-Occupational claims) for which you will use this bank account.  Select All, if you want to use this bank account for all types of claims.

### Effective Trigger and Dates


<b>Effective Date Trigger</b>	<p>RISKMASTER uses the trigger date you select, to determine whether you can use the bank account for a particular claim.</p> <p>For example, if you select Event Date, then RISKMASTER uses the bank account for a claim only if the Event Date falls within the Effective Date Range you specify.</p> <p>From the drop down list,</p> <ul style="list-style-type: none"> <li>▪ Select <b>Current System Date</b>, if you want to use today's date (as it displays on your computer) as the date trigger.</li> <li>▪ Select <b>Event Date</b>, if you want to use the Event Date as the date trigger.</li> </ul>
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- Select **Claim Date**, if you want to use the Claim Date as the date trigger.

**Effective Start Date** Select the start date from which RISKMASTER can use this bank account to make a payment for the claim.

**Effective End Date** Select the end date till which RISKMASTER can use this bank account to make a payment for the claim.


**Service Codes** Enter the industry standard code for identifying balances and service charges that display on bank account analysis statements, or select the  to select from the Code Selection window.

## How To

### To Record Bank Deposits

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select the Bank Accounts link.  
The [Bank Accounts window](#) opens and a Bank Account link displays under the Funds node in the left navigation tree.



3. From the toolbar, select the Lookup button .  
The Lookup Results window opens.
4. Select the bank account you want to record a deposit in.
5. From the Bank Accounts window, select the Deposit button.  
The [Bank Account Deposit window](#) opens.
6. Complete the fields on the [Bank Account Deposit window](#).



**Control Number** Enter the internal tracking number for the deposit.




**Cleared** Select the check box to indicate that the check appeared on the bank statement.

**Void** Select the check box to remove the deposit from the account and retain a record of it.

**Transaction Type** From the drop down list, select the transaction type.

**On** Enter the date on which you cleared or voided the deposit.



<b>Clear Multiple Deposits</b>	Select the button to open the Select Deposits to Clear window. Select the check box for the deposits you want to delete and select OK.
<b>Bank Account</b>	From the drop down list, select the account that you want to debit.
<b>Transaction Date</b>	Enter the date on which you made the deposit, or select the button to select from a calendar.
<b>Amount</b>	Enter the dollar amount of the deposit.
<b>Description</b>	Select  button to open the RISKMASTER Editor and enter a short description of the deposit.
<b>Adjustment Type</b>	If you are changing a deposit amount, select the search button  to select from the Code Selection window and select the reason for making an adjustment to the deposit.
<b>Back to Bank Account</b>	Select to open the <a href="#">Bank Accounts window</a> .

7. In the Control Number field, enter the internal tracking number for the deposit.
8. From the Transaction Type drop down list, select Deposit.
9. From Bank Account drop down list, select the account that you want to debit.
10. From the Transaction Date drop down list, enter the date on which you made the deposit.
11. In the Amount field, enter the amount of the deposit.
12. Select the  button adjacent to the Description field, to open the RISKMASTER Editor and enter a short description of the deposit.
13. From the Adjustment Type field, select the  button to open the Code Selection window and select the reason for making an adjustment to the deposit.
14. Do one of the following:
  - To indicate that the check or deposit appeared on the bank statement, select the Cleared check box.
  - To remove the deposit from the account and retain a record of it, select the Void check box.
15. In the On field, enter the date on which you cleared or voided the deposit.
16. From the toolbar, select the Save button .

## To Set Up a Bank Account

You can define a bank account after you record Account Type codes.

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select Bank Accounts.  
The [Bank Accounts window](#) opens and a Bank Account link displays under the Funds node in the left navigation tree.
3. Select and complete the fields on the [Bank Accounts window: General Information tab](#) , as shown below.

- Bank Name** Enter the name of the bank where you want to set up an account or select the button to open the Search window and search for an existing bank. 
- Address** Enter the bank's address. Enter the City, State, and Zip, in the appropriate fields.
- Account #** Enter the bank account number.
- Account Name** Enter a unique identifying name you assign to the bank account.
- Account Type** Enter the account type or select the search button  to select from the Code Selection window.
- Next Check #** Enter the check number to print on the next check from this account.
- Priority** From the drop down list, select the priority of the check.


4. Select and complete the fields on the [Bank Accounts window: Account Owner tab](#) , as shown below .
- 3.

- Owner** Select the button to open the Org Hierarchy window and select the department responsible for maintaining this bank account.
- Line of Business** Select the claim type (General Claim, Vehicle Accident, Workers' Compensation, Non-Occupational claims)for which you will use this bank account.
- Select All, if you want to use this bank account for all types of claims.

**Effective Trigger and Dates**


- Effective Date Trigger** RISKMASTER uses the trigger date you select, to determine whether you can use the bank account for a particular claim.
- For example, if you select Event Date, then RISKMASTER uses the bank account for a claim only if the Event Date falls within the Effective Date Range you specify.
- From the drop down list,
- Select **Current System Date**, if you want to use today's date (as it displays on your computer) as the date trigger.
  - Select **Event Date**, if you want to use the Event Date as the date trigger.
  - Select **Claim Date**, if you want to use the Claim Date as the date trigger.
- Effective Start Date** Select the start date from which RISKMASTER can use this bank account to make a payment for the claim.

**Effective End Date** Select the end date till which RISKMASTER can use this bank account to make a payment for the claim.

**Service Codes** Enter the industry standard code for identifying balances and service charges that display on bank account analysis statements, or select the  to select from the Code Selection window.

4.



5. From the toolbar, select the Save button  .


Note: **Search for information in existing records, before you enter new data . This prevents duplicate entries in the database .**

## To View Account Balance Information


You can view a details of the balance in your bank account, for a statement period, after you reconcile your bank account.

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, choose Bank Accounts.  
The [Bank Accounts window](#) opens and a Bank Account link displays under the Funds node in the left navigation tree.



3. From the toolbar, select the Lookup button  .  
The Lookup Results window opens.
4. Select the bank account for which you want to view account balance information.
5. From the Bank Accounts window opens, select the Account Balance button.  
The [Account Balance Information window](#) opens.



6. To view the account balance information for a certain period, from the Statement Dates field, select the  button to select from a list of prior statement periods.
7. The fields on the [Account Balance Information window](#) display the information for the selected statement period , as shown below .

**Balance Per Bank Statement** Displays the balance in the bank account for the statement period you select.

**Statement Dates** Displays the date range for which you want to view the balance information.

**Deposits in Transit** Displays the amount that is due for credit to the bank account.

**# of Deposits** Displays the number of deposits made to the bank account.


**Outstanding Checks** Displays the number of checks that are outstanding for payment from the bank account.

<b># of Checks</b>	Displays the number of checks for which payment was made from the bank account.
<b>Sub Total</b>	Displays the sub total of the balance amount in the bank account.
<b>(Reconciliation Total) Deposits</b>	Displays the total amount of deposits to the bank account based on your bank account reconciliation.  Reconciliation is to balance your bank accounts with your RISKMASTER data by processing the data from the bank's electronic statement.
<b>Balance Per Books (System)</b>	Displays the balance in your bank account based on bank's electronic records.
<b>(Reconciliation Total) Checks</b>	Displays the total amount of checks paid from the bank account based on your bank account reconciliation.
<b>Out Of Balance</b>	Displays the difference in the balance amount based on the records in your RISKMASTER system and your bank's electronic records.
<b>(Reconciliation Total) Adjustments</b>	Displays the total adjustment made to your bank account based on your bank account reconciliation.

8. Select Close.

## To Reconcile a Bank Account

Bank Account reconciliation helps you balance your bank accounts with your RISKMASTER data by processing the data from the bank's electronic statement.

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select Bank Accounts.  
The [Bank Accounts window](#) opens and a Bank Account link displays under the Funds node in the left navigation tree.
3. From the toolbar, select the Lookup button .  
The Lookup Results window opens.
4. Select the bank account you want to reconcile.
5. From the Bank Accounts window, select the Balance button.  
The Bank Account Reconciliation window opens.
6. In the Statement Begin Date field, enter the date from which you want the Bank Statement to begin.
7. In the Statement End Date field, enter the date on which you want the Bank Statement to end.
8. In the Statement Balance field, enter the final balance listed on the bank account.
9. From the Select File to Process field, select the Browse button.  
A Choose file window opens.
10. From the file browser, select the file that the bank provides with your banking record for this period.

Note: The file displays in the following format:

Field name	Position	Length	Type
<b>Account Number</b>	1-19 1-20 if you select the Account Number check box	19 20 if you select the Account Number check box	Alphanumeric
<b>Check Number</b>	20-29 21-30 if you select the Account Number check box	10	Alphanumeric
<b>Filler</b>	30 Not needed if you select the Account Number check box	1 0 if you select the Account Number check box	Alphanumeric
<b>Check Amount</b>	31-42	12	Alphanumeric
<b>Cleared Date</b>	43-48	6	Alphanumeric

11. Select the Account Number Length check box, if the bank account number is 20 digits long.
  12. Select the Process File button.
  13. Select the Save & Close button.
- RISKMASTER saves the bank statement. You can access the bank statement from the Account Balance tab.




## To Create Bank Account Management Reports

If you have the permission to enter data for Sub Bank Accounts, you can create two types of reports for a bank account.

- The Master Account Balance Report displays an overall account balance including all sub accounts.
- The Monthly Bank Reconciliation Report displays whether your bank account is in balance.

### To Create a Bank Account Management Report

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, select the Bank Accounts.  
The [Bank Accounts window](#) opens and a Bank Account link displays under the Funds node in the left navigation tree.
3. From the toolbar, select the Lookup button .  
The Lookup Results window opens.
4. Select the bank account you want to create a report for.
5. From the Bank Accounts window, select the Reports button.  
The [Reports window](#) opens.

**Note:** The Reports button displays only if Assign Check Stock to Sub Account check box is selected in Utilities.

6. Select the report that you want to create.
7. Select Print.

The Print Preview window opens.



8. To review the report, use the navigation buttons
9. Select Print.

The report prints to the printer set up in the Print Setup window.

## To Clear or Void Bank Deposits

1. From the main menu, select Funds.  
The Funds menu opens.
2. From the Funds menu, choose Bank Accounts.  
The [Bank Accounts window](#) opens and a Bank Account link displays under the Funds node in the left navigation tree.



3. From the toolbar, select the Lookup button.  
The Lookup Results window opens.
4. Select the bank account you want to clear or void.
5. From the Bank Accounts window, select the Deposit button.  
The [Bank Account Deposit window](#) opens.
6. In the Control Number field, enter the internal tracking number for the deposit.
7. From the Transaction Type drop down list, select Deposit.
8. In the Transaction Date field, enter the date on which you made the deposit.
9. Complete the other fields, as required.
10. Do one of the following:
  - To void a deposit, select the Void check box.
  - To clear a deposit, select the Cleared check box.
11. In the On field, enter the date on which you cleared or voided the deposit.



12. From the toolbar, select the Save button.

# leave Management

## Leave Management Overview

You can track Medical Leave of Absence (MLOA) and leaves that employees can avail in compliance to the Family Medical Leave Act (FMLA), for Non-occupational claims.

The Leave Management module allows you to:

- Set up and manage one or more leave plans
- Track leave availability and eligibility based on employee hours worked in the past and leaves already taken
- View the leave history for an employee

### The Family and Medical Leave Act (FMLA)

The Family and Medical Leave Act (FMLA) requires all covered employers to provide up to 12 weeks of unpaid, job-protected leave to their employees, per year. FMLA also requires that the employer maintains group health benefits during the employee's leave period.

Under FMLA, an employee is entitled to take leave for the following reasons:

- Birth and care of the eligible employee's child, or placement for adoption or foster care of a child with the employee
- Care of an immediate family member (spouse, child, parent) who has a serious health condition
- Care of the employee's own serious health condition

FMLA benefits are available to families where at least one family member works at a location in the United States, or in any territory or possession of the United States, and is employed by:

- A public agency, including those at the local, state, and federal level and schools. In some instances, special rules may apply to school employees.
- An employer who has at least 50 employees who are contracted to work for a minimum of 20 work weeks in the current or preceding calendar year.

## Field Help

### Leave Management Window

Use the Leave Management window to enter information about the employee's Medical Leave of Absence (LOA) and Family Medical Leave Act (FMLA) leaves. You can also track leave time availability and other leave information.

- To open**
- From the main menu, select Document
  - From the Document menu, choose Non-Occupational Claims.
  - On the Non Occupational Claims window, select the Employment Info tab.
  - Select the Leave Mgt button.

### Field definitions

[Leave Availability tab](#)



[Leave Detail tab](#)

[Leave Information tab](#)

[Supplementals tab](#)

**Back to Claim** Select to open the Non-Occupational Claim window.

**Leave History** Select to open the Leave History for (Employee) window.

## Leave Plan Management Window

Use to setup a plan for leave time allowed and other eligibility requirements. You can also use this window to manage leave plans.

- To open**
- From the main menu, select Maintenance.
  - From the Maintenance menu, choose the Leave Plan Administration.

### Field definitions

[Plan Information tab](#)

Eligibility & Update tab

[Supplementals tab](#)

## Leave Management Window: Leave Information Tab

Use the Leave Information window to enter detailed information about the leave request.

**To open** On the [Leave Management window](#), select the [Leave Information tab](#).







### Field definitions

**Leave Reason** Enter the code that best describes the reason for the leave or select the  button to select from the Code Selection window.

**Leave Status** Enter the code that best describes the leave status or select the  button to select from the Code Selection window.

**Authorization** Enter the authorization status of the leave or select the  button to select from the Code Selection window.

**Request Received** Enter the date on which the employer received the employee's leave request or select the  button to select from the calendar.

<b>Request Reviewed</b>	Enter the date on which the employer reviewed the leave request or select the  button to select from the calendar.
<b>Reviewed By</b>	Enter the entity in the organization who reviewed the leave request, or select the button to search from the Standard Entity Search window.
<b>Renewal Date</b>	Enter the date on which the employer renewed the employee's leave request or select the  button to select from the calendar.
<b>Reminder Sent</b>	Enter the date on which the employer sent a reminder to the employee regarding the leave request or select the  button to select from the calendar.
<b>Relationship</b>	Enter the relationship of the employee with the family member with the health condition, or select the  button to select from the Code Selection window.
<b>Child's Date of Birth</b>	Enter the date of birth of the child if the employee is on leave for the birth or adoption of a child in the family.
<b>Age</b>	Displays the child's age in years based on the date of birth you enter and the current system date.
<b>Frequency</b>	Enter the employee's frequency of leave requests or select the  button to select from the list.
<b>Leave Description</b>	Select the  button to open the RISKMASTER Editor and enter leave description.


## Leave Plan Management Window : Plan Information Tab

Use to enter details of a leave plan.

- To open**
- From the main menu, select Maintenance.
  - From the Maintenance menu, choose Leave Plan Management.

### Field definitions

<b>Plan Code</b>	Enter a short code for the leave plan.
<b>Plan Name</b>	Enter a name for the plan.

<b>Plan Type</b>	Enter the code that best describes the plan type or select the  button to select from the Code Selection window.
<b>Plan Description</b>	Enter a short description of the plan.
<b>Default Plan for All Employees</b>	Select the check box to apply the leave plan to all employees.
<b>Leave Plan Available To</b>	Enter the level in your organization hierarchy to which the leave plan is available, or select the  to select from the Org. Hierarchy.
<b>Plan Status</b>	Enter the code that best describes the plan status or select the  button to select from the Code Selection window.
<b>Effective Date</b>	Enter the date on which you want to make the plan effective or select the button to select from the calendar.
<b>Expiration Date</b>	Enter the date on which you want the plan to expire or select the button to select from the calendar.
<b>Issue Date</b>	Enter the date of issue of the plan or select the  button to select from the Code Selection window.
<b>Review Date</b>	Enter the date of review of the plan or select the  button to select from the Code Selection window.
<b>Renewal Date</b>	Enter the date of plan renewal or select the  button to select from the Code Selection window.
<b>Cancel Date</b>	Enter the date of plan cancellation or select the  button to select from the Code Selection window.
<b>Default Hours Per Week</b>	Enter the number of hours the employee has to work in a week.
<b>Allowed</b>	Enter the number of leaves that the employee can avail.
<b>Allowed Period Type</b>	Enter the time period in which the leave is allowed, or select the  button to select from the Code Selection window.
<b>Per</b>	Enter the time frame duration with which the employee can avail the allowed number of leaves.
<b>Per Period Type</b>	Enter the time frame unit , or select the  button to select from the Code Selection window.

## Leave Plan Management Window : Eligibility & Update Tab

Use to enter eligibility requirements for leaves and update leave record and history.

To open On the [Leave Plan Management window](#), select the Eligibility & Update tab.

### Field definitions

#### Eligibility

**Must Have Worked Hours in Timeframe**

Enter the required number of hours an employee has to work in a time frame, to become eligible to avail leave.


**Eligible for Leave .... Days from Date Hired**

Enter the number and time period, for example 6 months, from the date of hire, when the employee becomes eligible to avail leave.


**First of Next Month**

Select the check box if you want to make the employee eligible for leave from the first of next month.


**Limit by Claim Status for Leave Records Updates**

Enter the claim status based on which you want to limit leave records updates, or select the  button to select from the Code Selection window.


**Limit by Leave Status**

Enter the leave status based on which you want to limit leave records updates, or select the  button to select from the Code Selection window.

**Limit by Claim Status for Leave History Updates**

Enter the claim status based on which you want to limit leave history updates, or select the  button to select from the Code Selection window.

**Limit by Leave Status for Leave History Updates**

Enter the leave status based on which you want to limit leave history updates, or select the  button to select from the Code Selection window.

**Use Existing Leaves to Update Leave History**

Select the check box to update the leave history table for the plan using existing leaves when you run an update.

### Leave Management Window: Leave Detail Tab

To open On the [Leave Management window](#), select the [Leave Detail tab](#).

#### Field definitions



Select to open the Leave Detail window.



From the Leave Detail frame, select a leave detail record and select the button to edit the leave details.



From the Leave Detail frame, select a leave detail record and select the button to delete the leave detail.

### Leave History Window

Use to view the details of all the leaves associated with the employee.

**To open** On the [Leave Management window](#), select the Leave History button.

## Field definitions

### Detailed Leave History

<b>Claim No</b>	Displays the claim number associated with the leave.
<b>Plan Code</b>	Displays the leave plan code.
<b>Start Date</b>	Displays the date from which the employee's leave started.
<b>End Date</b>	Displays the date on which the employee's leave ended.
<b>Reason</b>	Displays the employee's reason for taking leave.
<b>Type</b>	Displays the code for the leave type.
<b>Hours</b>	Displays the leave duration in hours.
<b>Authorization</b>	Displays the status of leave authorization.

### Leave Plan Summary For Past 12 months

<b>Plan Code</b>	Displays the leave plan code.
<b>Leave Type</b>	Displays the leave type code associated with the leave.
<b>Hours Taken</b>	Displays in hours, total leaves that the employee has already availed.
<b>Close</b>	Select the button to close the window.
<b>Print</b>	Select the button to print the leave history for the claim.
<b>View Claim</b>	Select an existing leave and then select this button to view the claim details for the selected leave.


## Leave Detail Window


**To open** On the [Leave Management window: Leave Detail tab](#), from the Leave Detail frame select the



## Field definitions

**Leave Date Range (From)** Enter the date from which the employee's leave starts, or select the  button to select from a calendar.

**To** Enter the date on which the employee's leave ends, or select the  button to select from a calendar.

<b>Hours</b>	Enter the number of hours on which the employee is on leave.
<b>Leave Type</b>	Enter the code that best describes the employee's leave type, such as MLOA, or FMLA, or select the  to select from the Codes Selection window.
<b>OK</b>	Select to save the record.
<b>Cancel</b>	Select to close the window with saving the information.

## Leave Management Window: Leave Availability Tab

Use the Leave Availability tab to calculate leave time availability and eligibility for the employee.

**To open** On the [Leave Management window](#), select the [Leave Availability tab](#).

### Field definitions

#### Update


**Eligibility Date or End of Timeframe** Enter the date on which you want RISKMASTER to check the employee's eligibility to avail leaves.

You can enter the current date or an earlier date as the Eligibility date.

Or,

Enter the end date of the time frame in which an employee can avail leave.

#### Leave Plan

Select the  button to select a leave plan.

Note: If you do not select a leave plan, this field displays a default leave plan.

#### Plan Code

Displays the leave plan code.

#### Hours Worked

Enter the number of hours the employee has worked in the given time frame.

Note: A time frame is a period of time in which an employee can avail leave based on certain eligibility criteria.

#### Update

Select the button to calculate the leaves available to the employee and the eligibility to avail leaves.

Note: RISKMASTER calculates the leaves availability and eligibility based on the leaves already availed and the number of hours the employee has worked.

#### Timeframe

Displays the date range of the time frame between which an employee can avail leave based on certain eligibility criteria.

#### Hours Available

Displays the number of leave hours available to the employee in the given time frame.

**Hours Taken** Displays the number of leave hours the employee has already availed in the given time frame.

**Maximum Duration** Displays the maximum duration in hours for which the employee can take leave.

Note: To calculate maximum duration, RISKMASTER multiplies the hours per week by the total leave time permitted on the leave plan.

**Eligibility Status** Displays whether or not the employee meets the eligibility requirements as defined in the selected leave plan.

Note: You can complete leave information even if the employee is not eligible for leave.

## How To


### To Set Up a Leave Plan

1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose the Leave Plan Management.  
The [Leave Plan Management window](#) opens and a Leave Plan Management link displays in the navigation tree.
3. Select and complete the fields on the Plan Information tab, as shown below.









4.

**Plan Code** Enter a short code for the leave plan.

**Plan Name** Enter a name for the plan.

**Plan Type** Enter the code that best describes the plan type or select the  button to select from the Code Selection window.

**Plan Description** Enter a short description of the plan.

<b>Default Plan for All Employees</b>	Select the check box to apply the leave plan to all employees.
<b>Leave Plan Available To</b>	Enter the level in your organization hierarchy to which the leave plan is available, or select the  to select from the Org. Hierarchy.
<b>Plan Status</b>	Enter the code that best describes the plan status or select the  button to select from the Code Selection window.
<b>Effective Date</b>	Enter the date on which you want to make the plan effective or select the button to select from the calendar.
<b>Expiration Date</b>	Enter the date on which you want the plan to expire or select the button to select from the calendar.
<b>Issue Date</b>	Enter the date of issue of the plan or select the  button to select from the Code Selection window.
<b>Review Date</b>	Enter the date of review of the plan or select the  button to select from the Code Selection window.
<b>Renewal Date</b>	Enter the date of plan renewal or select the  button to select from the Code Selection window.
<b>Cancel Date</b>	Enter the date of plan cancellation or select the  button to select from the Code Selection window.
<b>Default Hours Per Week</b>	Enter the number of hours the employee has to work in a week.
<b>Allowed</b>	Enter the number of leaves that the employee can avail.
<b>Allowed Period Type</b>	Enter the time period in which the leave is allowed, or select the  button to select from the Code Selection window.
<b>Per</b>	Enter the time frame duration with which the employee can avail the allowed number of leaves.
<b>Per Period Type</b>	Enter the time frame unit , or select the  button to select from the Code Selection window.

5. Select and complete the fields on the Eligibility & Update tab, as shown below.





**Eligibility**


**Must Have Worked Hours in Timeframe** Enter the required number of hours an employee has to work in a time frame, to become eligible to avail leave.


**Eligible for Leave .... Days from Date Hired** Enter the number and time period, for example 6 months, from the date of hire, when the employee becomes eligible to avail leave.

**First of Next Month** Select the check box if you want to make the employee eligible for leave from the first of next month.

**Limit by Claim Status for Leave Records Updates** Enter the claim status based on which you want to limit leave records updates, or select the  button to select from the Code Selection window.


**Limit by Leave Status** Enter the leave status based on which you want to limit leave records updates, or select the  button to select from the Code Selection window.

**Limit by Claim Status for Leave History Updates** Enter the claim status based on which you want to limit leave history updates, or select the  button to select from the Code Selection window.

**Limit by Leave Status for Leave History Updates** Enter the leave status based on which you want to limit leave history updates, or select the  button to select from the Code Selection window.

**Use Existing Leaves to Update Leave History** Select the check box to update the leave history table for the plan using existing leaves when you run an update.

6. If your organization defined Supplemental data, complete the [Supplementals tab](#).



7. From the toolbar, select the Save button .




## To Work with Leave Details

### To add a leave detail

1. Search for the non-occupational claim for which you want to enter employee's leave detail.  
On the [Non-Occupational Claims window](#), select the Employment Info tab.
2. On the Employment Info tab, select the Leave Mgt button.  
The [Leave Management window](#) opens.

3. From the toolbar, select the  to open the LookUp Data window, and select a leave management record.
4. On the Leave Management window, select the [Leave Detail tab](#).
5. From the Leave Detail frame, select the  button.  
The Leave Detail window opens.

6. Complete the fields on the [Leave Detail window](#) , as shown below .

- |                                |   |
|--------------------------------|---|
| <b>Leave Date Range (From)</b> | Enter the date from which the employee's leave starts, or select the button to select from a calendar.  |
| <b>To</b>                      | Enter the date on which the employee's leave ends, or select the button to select from a calendar.  |
| <b>Hours</b>                   | Enter the number of hours on which the employee is on leave.  |
| <b>Leave Type</b>              | Enter the code that best describes the employee's leave type, such as MLOA, or FMLA, or select the  to select from the Codes Selection window. |


7. Select OK.

### To edit a leave detail



1. Search for the non-occupational claim for which you want to edit employee's leave detail.
2. On the [Non-Occupational Claims window](#), select the Employment Info tab.
3. On the Employment Info tab, select the Leave Mgt button.

The [Leave Management window](#) op  ens.

4. From the toolbar, select the to open the LookUp Data window, and select a leave management record.
5. On the Leave Management window, select the [Leave Detail tab](#).

6. From the Leave Detail frame, select the record you want to edit and select the  button. The [Leave Detail window](#) opens.
7. Edit the information in the fields.
8. Select OK.

*To delete a leave detail*

1. Search for the non-occupational claim for which you want to delete employee's leave detail.
2. On the [Non-Occupational Claims window](#), select the Employment Info tab.
3. On the Employment Info tab, select the Leave Mgt button. The [Leave Management window](#) opens.
4. From the toolbar, select the  to open the LookUp Data window, and select a leave management record.
5. On the Leave Management window, select the [Leave Detail tab](#).
6. From the Leave Detail frame, select the record you want to delete and select the  button. RISKMASTER deletes the selected record.

### To Enter Leave Information

1. Search for the non-occupational claim for which you want to enter leave information.
2. On the [Non-Occupational Claims window](#), select the Employment Info tab.
3. On the Employment Info tab, select the Leave Mgt button. The [Leave Management window](#) opens.
4. Select and complete the fields on the Leave Availability tab, as shown below.

Leave Management [ ]			
Leave Availability	Leave Detail	Leave Information	Supplementals
Update		Timeframe (From)	<input type="text"/>
<b>Eligibility Date or End of Timeframe</b>	<input type="text"/>	To	<input type="text"/>
<b>Leave Plan</b>	<input type="text"/>	Hours Available	0.00
Plan Code	<input type="text"/>	Hours Taken	0.00
Hours Worked	0	Maximum Duration	0.00
		Eligibility Status	<input type="text"/>
<input type="button" value="Update"/>			

**Update**

**Eligibility Date or End of Timeframe**


Enter the date on which you want RISKMASTER to check the employee's eligibility to avail leaves.

You can enter the current date or an earlier date as the Eligibility date.

Or,

Enter the end date of the time frame in which an employee can avail leave.

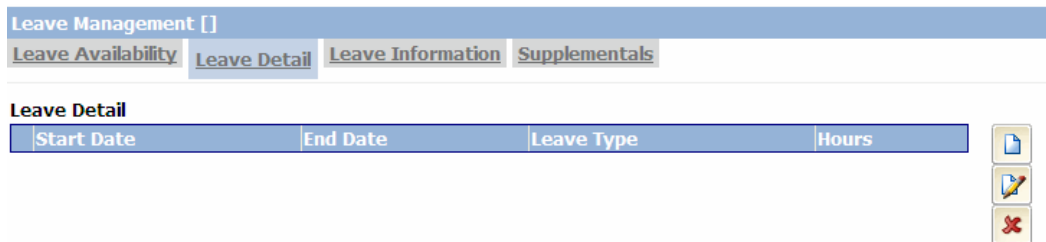
**Leave Plan**

Select the  button to select a leave plan.

Note: If you do not select a leave plan, this field displays a default leave plan.

<b>Plan Code</b>	Displays the leave plan code.
<b>Hours Worked</b>	<p>Enter the number of hours the employee has worked in the given time frame.</p> <p>A time frame is a period of time in which an employee can avail leave based on certain eligibility criteria.</p>
<b>Update</b>	<p>Select the button to calculate the leaves available to the employee and the eligibility to avail leaves.</p> <p>RISKMASTER calculates the leaves availability and eligibility based on the leaves already availed and the number of hours the employee has worked.</p>
<b>Timeframe</b>	Displays the date range of the time frame between which an employee can avail leave based on certain eligibility criteria.
<b>Hours Available</b>	Displays the number of leave hours available to the employee in the given time frame.
<b>Hours Taken</b>	Displays the number of leave hours the employee has already availed in the given time frame.
<b>Maximum Duration</b>	<p>Displays the maximum duration in hours for which the employee can take leave.</p> <p>To calculate maximum duration, RISKMASTER multiplies the hours per week by the total leave time permitted on the leave plan.</p>
<b>Eligibility Status</b>	<p>Displays whether or not the employee meets the eligibility requirements as defined in the selected leave plan.</p> <p>You can complete leave information even if the employee is not eligible for leave.</p>


5. To work with leave details, select the Leave Detail tab.




6. Select and complete the fields on the Leave Information tab, as shown below.

Leave Management []			
Leave Availability		Leave Detail	
Leave Information		Supplementals	
Leave Reason	<input type="text"/>	Renewal Date	<input type="text"/>
Leave Status	<input type="text"/>	Reminder Sent	<input type="text"/>
Authorization	<input type="text"/>	Relationship	<input type="text"/>
Request Received	<input type="text"/>	Child's Date of Birth	<input type="text"/>
Request Reviewed	<input type="text"/>	Age	<input type="text" value="0"/>
Reviewed By	<input type="text"/>	Frequency	<input type="text"/>
		Leave Description	<input type="text"/>


**Leave Reason**

Enter the code that best describes the reason for the leave or select the  button to select from the Code Selection window.

**Leave Status**

Enter the code that best describes the leave status or select the  button to select from the Code Selection window.

**Authorization**

Enter the authorization status of the leave or select the  button to select from the Code Selection window.

**Request Received**

Enter the date on which the employer received the employee's leave request or select the button to select from the calendar.

**Request Reviewed**

Enter the date on which the employer reviewed the leave request or select the button to select from the calendar.

**Reviewed By**

Enter the entity in the organization who reviewed the leave request, or select the button to search from the Standard Entity Search window.


**Renewal Date**

Enter the date on which the employer renewed the employee's leave request or select the button to select from the calendar.

**Reminder Sent**

Enter the date on which the employer sent a reminder to the employee regarding the leave request or select the button to select from the calendar.

**Relationship**

Enter the relationship of the employee with the family member with the health condition, or select the  button to select from the Code Selection window.


**Child's Date of Birth**

Enter the date of birth of the child if the employee is on leave for the birth or adoption of a child in the family.

**Age**


Displays the child's age in years based on the date of birth you enter and the current system date.

**Frequency**

Enter the employee's frequency of leave requests or select the  button to select from the list.

**Leave Description**

Select the  button to open the RISKMASTER Editor and enter leave description.

7. From the toolbar, select the  button.
8. To view the leave history for the employee associated with the claim, select the Leave History button. The Leave History for (Employee) window opens and displays all summary of availed leave.

Detailed Leave History								
Claim No	Plan Code	Start Date	End Date	Reason	Type	Hours	Authorization	Status
<b>Leave Plan Summary for Past 12 Months (04/28/2008 - 04/28/2009)</b>								
Plan Code	Leave Type	Hours						

9. To print the leave history, select the Print button.
10. To view the claim, select the View Claim button.
11. To close the Leave History for (Employee) window, select the Close button.



# Time Expense

## Time and Expense Overview

Use the Time and Expense (T&E) module to enter time and expense billing details. You can also track and send bills to customers, and make payments to vendors.

Note: T&E is an add-on RISKMASTER module you have to purchase separately. Before you can use the T&E module, you have to activate the T&E module in the Utilities module. Contact your system administrator to set up your T&E module.

To set up the T&E module, in the Utilities module you have to select the correct organizational hierarchy level to apply the rate tables to. CSC recommends that you ensure that all the customers, for whom you want to track time and expenses, exist in the RISKMASTER database and are part of the same organizational hierarchy level as you selected.

For example, in Utilities, on the System Setup parameters window, if you select Department as the Rate Org Level, then you have to enter all customers as departments in the RISKMASTER organization hierarchy, before you can use the T&E module, to bill these customers.

## Dialog

### Time and Expense Window

Use the Time and Expense window to review and enter detailed billing information and to send payments and invoices to your customers and vendors.

Note: You can only access this window if you activate the Time and Expense module in RISKMASTER Utilities .

- To open**
- Search for the claim for which you want to enter or edit time and expenses.
  - From the left navigation tree, select Financials under the required claim node.
  - The Reserves window opens.
  - On the Reserves window, select Time and Expenses button.

Note: On the [Funds Management window](#), select the Times and Expense button to open the Times and Expenses window.

### Field definitions

- |                             |   |
|-----------------------------|---|
| <b>Bill it?</b>             | Select the button if you want to bill the customer for the invoice (line item). |
| <b>Vendor /Work Done By</b> | Displays the vendor who provided the service.                                   |
| <b>Invoice Number</b>       | Displays the invoice number.  |
| <b>Invoice Date</b>         | Displays the invoice date.  |
| <b>Invoice Amount</b>       | Displays the invoice amount.  |
| <b>Billed Amount</b>        | Displays the amount to bill the customer.                                       |




Note: This amount is based on the selected rate table.

- Status** Displays the status of the payment check.
- Displays **P** if the check status is printed.
  - Displays **R** if the check status is released.



Select to open the Invoice Details window and review the invoice details.

**Claim Rate Table**

Enter the rate table to use for the claim or select the  button to select from the Code Selection window.

**Billed Expenses** Select to open the [Time and Expense Billed Expenses window](#) to view the invoices previously billed to the customer.

**Bill It?** Select the Bill It? check box for the invoices you want to print bill payment checks for and then select the Bill It? button.

Note: Only the transactions you marked as Billable on the [Time and Expense Invoice window](#) are included in the payment check amount.

**Void It** Select check box for the bill you want to void, and then select the Void It button to void the check.

**GoTo Funds** Select to open the [Funds Management window](#) associated with the transaction.

**New** Select to open the [Time and Expense Invoice window](#).

**Back to Claim** Select to return to the Claim window.

**Automatic T&E Report on Bill It** Select the check box if you want RISKMASTER to automatically print a Time and Expense report, when you bill an invoice.

Note: If you do not select the check box, you have to open the Time and Expense (Billed Expenses) window to print the Time and Expense report.

## Time and Expense (Billed Expenses) Window


Use the Time and Expense window to review detailed billing information for invoices already billed to the customer.

Note: You can only access this window if you activated the Time and Expense module in RISKMASTER Utilities

**To open** From the [Time and Expense window](#), select the Billed Expenses button.

### Field definitions

**Vendor /Work Done By** Displays the vendor who provided the service being billed for.



<b>Invoice Number</b>	Displays the invoice number.
<b>Invoice Date</b>	Displays the invoice date.
<b>Invoice Amount</b>	Displays the invoice amount.
<b>Billed Amount</b>	Displays the amount to bill the customer. Note: This amount is based on the selected rate table.
<b>Check Status</b>	Displays the payment check status. <ul style="list-style-type: none"> <li>▪ Displays <b>P</b> if the check status is Printed.</li> <li>▪ Displays <b>R</b> if the check status is Released.</li> </ul>
<b>Check Number</b>	Displays the payment check number.
<b>Check Date</b>	Displays the payment check date.
	Select to open the Invoice Details window and review the invoice details.
<b>Total</b>	Displays the total dollar amount.
<b>Non Postable Amount</b>	Displays the total invoice amount that was billed to the customer but was not posted against the customer's reserves.
<b>Non Billable Non Postable Amount</b>	Displays the invoice amount that was not billed to the customer and was not posted against the customer's reserves.
<b>Available for Billing</b>	Select to open the <a href="#">Time and Expense window</a> .
<b>Void It</b>	Select the check box for a bill line item and then select the Void button to void the payment check for that bill.
<b>Print History</b>	Select to open the Time and Expense History window. The Print window also opens and you can select the printer and print the report.
<b>T&amp;E Report</b>	Select the check box for an invoice and then select this button to open a printable Time and Expense report. The Print window also opens and you can select the printer and print the report.


## Time Expense Details Window

Use the Time Expense Details window to enter a detailed transactions for an invoice .

**To open** From the [Time and Expense Invoice window](#), select Add Detail link.

## Field definitions

<b>Trans Type</b>	Select the button to open the Rates list with the available transaction types and their corresponding rates, and select a transaction type code for this transaction. <div style="background-color: #e0e0e0; padding: 5px; margin-top: 5px;">Note: Based on the transaction type you select, RISKMASTER automatically populates other related fields on the window.</div>
<b>Claim Number</b>	Displays the claim number.
<b>Reserve Type</b>	Displays the customer's reserve against which this payment will be posted, if you select the Postable check box.
<b>Invoice Number</b>	Displays the invoice number you entered on the <a href="#">Time and Expense Invoice window</a> .
<b>From/To Date</b>	Enter the beginning and end dates for the period of service or select the  button to select from a calendar.
<b>Invoice Total</b>	Displays the total invoice amount.
<b>Item Amount</b>	Enter the total amount for this transaction.
<b>Billable</b>	Select the option if you want to charge the client for this transaction.
<b>Non-Billable</b>	Select the option if you do not want to charge the customer for this transaction.
<b>Non Bill Reason</b>	Select the code that best describes the reason for not billing the customer, or select the  button to select from the Code Selection window. <div style="background-color: #e0e0e0; padding: 5px; margin-top: 5px;">Note: This field gets enabled only when you select the Non Billable option.</div>
<b>Postable</b>	Select the option if you want to post this payment against the customer's reserves.
<b>Non-Postable</b>	Select the option if you do not want to post this payment against the customer's reserves.
<b>Reason</b>	Enter a reason for selecting your options.
<b>Item Calculator frame</b>	
<b>Override</b>	Select the check box if you do not want to use the rates specified in the rate table.
<b>Quantity</b>	Enter the number of units you are billing for.

<b>Unit</b>	Enter the unit you are billing for.  Note: RISKMASTER automatically updates this information from the rate table if you do not select the override check box.
<b>Rate</b>	Enter the billing rate per unit.  Note: RISKMASTER automatically updates this information from the rate table if you do not select the override check box.
<b>Total</b>	Displays the total calculated billing amount.
<b>Comments</b>	Enter comments about the transaction or select the  button to open the RISKMASTER Editor and enter a short description of the transaction.  Note: RISKMASTER adds these comments to the claim comments.
<b>Previous Comment</b>	Displays the existing comments.
<b>Amount of Invoice Total Not Applied</b>	Displays the remaining invoice amount that has not been billed.
<b>Save and Close</b>	Select to save your changes and return to the <a href="#">Time and Expense Invoice window</a> .
<b>Cancel</b>	Select to close the window without saving your changes.


## Time and Expense Invoice Window

Use the Time and Expense window to enter a detailed invoice .

- To open**
- From the left navigation tree, select the Financials link under the required claim node.
  - From the [Reserves window](#), select the Time and Expense button.
  - From the [Time and Expense window](#), select the New button.

### Field definitions

<b>Claim Number</b>	Displays the claim number for the claim you opened this invoice from.
<b>Allocated</b>	Select the check box if this bill is for services an external vendor provides.  Note: If the vendor is internal or part of your organization, do not select the check box.
<b>Vendor</b>	Select the button to open the Search Entity Search window and then search for the vendor providing the service.
<b>Invoice Number</b>	Enter an invoice number.
<b>Invoice Amount</b>	Enter the invoice amount the vendor charged for this service.

<b>Invoice Date</b>	Enter the invoice date or select the  button to select from a calendar.
<b>Invoiced</b>	Displays the total invoiced amount for all the transactions.
<b>Billed</b>	Displays the total billed amount for all the transactions based on the rate table.
<b>Available</b>	Displays the available reserve balance.
<b>Invoice Details</b>	Displays summaries of all the transactions included in this invoice.
<b>Add Detail</b>	Select to open the <a href="#">Time Expense Details window</a> .
<b>Save and Close</b>	Select to save your changes and return to the <a href="#">Time and Expense window</a> .
<b>Cancel</b>	Select to return to the <a href="#">Time and Expense window</a> without saving your changes.


## New Rate Table Window

Use the Time and Expense Rate Table Add New/Modify window to add new rate tables to the RISKMASTER database or to modify existing rate tables. You use these rate tables for billing rates in T&E module.

Note: You can only access this window if you activated the Time and Expense module in RISKMASTER Utilities

**To open** From the [Rate Tables window](#), select the Add New button.

### Field definitions


<b>Rate Table Name</b>	Enter a rate table name.
<b>Customer</b>	Select the  button to open the Org. Hierarchy window and select the customer for which you want to use the rate table.
<b>Effective Date</b>	Enter the date from which this rate table will come into effect for the selected customer.
<b>Expiration Date</b>	Enter the date on which this rate table is no longer in effect for the selected customer.
<b>Rate Details</b>	Displays the unit and the rate for each transaction type.
<b>Add Detail</b>	Select to open the <a href="#">Rate Detail window</a> and enter transaction rate details.
<b>Save</b>	Select to save your changes.


**Back** Select to return to the [Rate Tables window](#).

## Rate Detail Window

**To open** On the [New Rate Table window](#), select the Add Detail link.

### Field definitions

**Trans Type** Enter the code that best describes the transaction type, to which you want to add the rate table, or select  button to select from the Code Selection window.

**Unit** Enter the code that best describes the unit for the rate, or select the  button to select from the Code Selection window.

**Rate** Enter the billing rate for the selected transaction type.

**Save & Close** Select the button to save your changes.

**Cancel** Select the button to close the window without saving your changes.

## Rate Tables Window

Use the Rate Tables window to add rate tables to the RISKMASTER database. Use rate tables to enter billing rates in T&E module.

- To open**
- From the main menu, select Utilities.
  - From the Utilities menu, choose Managers.
  - From the Managers menu, choose T & E Rate Tables.

### Field definitions

**Client** Displays the customer the rate table applies to.

**Rate Table** Displays the rate table name. Select a name to open the [details](#) for the selected rate table.

**Eff. Date** Displays the date from which the rate table becomes effective for this customer.

**Ex. Date** Displays the date on which the rate table is no longer effective.



Select the button to delete a rate table.


**Add New** Select the button to open the [New Rate Table window](#).

## How To



### To Send an Invoice to Customers

1. From the main menu, select Search.
2. From the Search menu, select Claims.  
The Standard Claim Search window opens.
3. Search for the claim you want to send an invoice to a vendor for.  
The claim opens and a Claim node displays in the left navigation tree.
4. From the left navigation tree, select the Financials under the required claim node.  
The [Reserves window](#) opens.
5. Select the Time and Expense button.  
The [Time and Expense window](#) opens.

6. From the Claim Rate Table field, select the  button.  
A Code Selection window opens with the available rate tables.


**Note:** You must set up rate tables before you can create and invoice.

7. Select a rate table.  
The rate table is added to the Claim Rate Table field.
8. Select the New button.  
The [Time and Expense Invoice window](#) opens.
9. Complete the fields in the Time and Expense Invoice window.
10. Select the Add Detail link.  
A [Time Expense Details window](#) opens.
11. On the [Time Expense Details window](#), enter transaction details.
12. Select Save and Close.
13. Similarly enter more transaction details if you want to.

**Note:** The total of all the transaction amounts must match the invoice amount you entered on the Time and Expense Invoice window.

14. On the Time and Expense Invoice window, select Save.  
RISKMASTER adds the invoice to the Time and Expense window and also creates a payment to the vendor with a Released status.
15. Next to the Invoice name, select the Bill It? check box for the invoice you created.
16. Select the Bill It button.  
RISKMASTER adds the bill to the [Time and Expense \(Billed Expenses\) window](#).
17. Select the Billed Expenses button.  
The [Time and Expense \(Billed Expenses\) window](#) opens.
18. Select the check boxes for the invoices you want to print.
19. Select the T&E Report button.  
The invoice opens along with the print window.
20. Use the Print window to print the invoice.

## To Create an Invoice

1. Search for the claim you want to create a reserve for.  
The required claim opens and a Claim node appears in the left navigation tree.
2. From the left navigation tree, select Financials under the required claim node.  
The [Reserves window](#) opens.
3. Select the Time and Expense button.  
The [Time and Expense window](#) opens.
4. From the Claim Rate Table field, select the  button.  
A Code Selection window opens and displays the available rate tables.


Note: You have [to set up rate tables](#) in Utilities before you can create an invoice.

5. Select a rate table.  
The Claim Rate Table field displays the rate table that you selected.
6. Select the New button.  
The Time and Expense Invoice window opens.
7. Complete the fields on the [Time and Expense Invoice window](#), as shown below.

**Claim Number** Displays the claim number for the claim you opened this invoice from.


**Allocated** Select the check box if this bill is for services an external vendor provides.

If the vendor is internal or part of your organization, you do not select the check box.

**Vendor** Select the  button to open the Search Entity Search window and then search for the vendor providing the service.

**Invoice Number** Enter an invoice number.

**Invoice Amount** Enter the invoice amount the vendor charged for this service.

**Invoice Date** Enter the invoice date or select the  button to select from a calendar.

**Invoiced** Displays the total invoiced amount for all the transactions.

**Billed** Displays the total billed amount for all the transactions based on the rate table.

**Available** Displays the available reserve balance.

**Invoice Details** Displays summaries of all the transactions included in this invoice.

**Add Detail** Select to open the [Time Expense Details window](#).



**Save and Close** Select to save your changes and return to the [Time and Expense window](#) .

**Cancel** Select to return to the [Time and Expense window](#) without saving your changes.

8. To add an invoice detail, select the Add Detail link.  
The Time Expense Details window opens.

9. Complete the fields on [Time and Expense Details window](#) , as shown below.


**Trans Type** Select the button to open the Rates list with the available transaction types and their corresponding rates, and select a transaction type code for this transaction.

Based on the transaction type you select, RISKMASTER automatically populates other related fields on the window.

**Claim Number** Displays the claim number.

**Reserve Type** Displays the customer's reserve against which this payment will be posted, if you select the Postable check box.

**Invoice Number** Displays the invoice number you entered on the [Time and Expense Invoice window](#) .


**From/To Date** Enter the beginning and end dates for the period of service or select the  button to select from a calendar.

**Invoice Total** Displays the total invoice amount.

**Item Amount** Enter the total amount for this transaction.

**Billable** Select the option if you want to charge the client for this transaction.

**Non-Billable** Select the option if you do not want to charge the customer for this transaction.

**Non Bill Reason** Select the code that best describes the reason for not billing the customer, or select the  button to select from the Code Selection window.

This field gets enabled only when you select the Non Billable option.

**Postable** Select the option if you want to post this payment against the customer's reserves.

**Non-Postable** Select the option if you do not want to post this payment against the customer's reserves.

**Reason** Enter a reason for selecting your options.

**Item Calculator frame**

**Override** Select the check box if you do not want to use the rates specified in the rate table.

**Quantity** Enter the number of units you are billing for.


**Unit** Enter the unit you are billing for.

RISKMASTER automatically updates this information from the rate table if you do not select the override check box.

**Rate** Enter the billing rate per unit.

RISKMASTER automatically updates this information from the rate table if you do not select the override check box.

**Total** Displays the total calculated billing amount.

**Comments** Enter comments about the transaction or select the  button to open the RISKMASTER Editor and enter a short description of the transaction.

RISKMASTER adds these comments to the claim comments.

**Previous Comment** Displays the existing comments.

**Amount of Invoice Total Not Applied** Displays the remaining invoice amount that has not been billed.


10. Select Save and Close.

The [Time and Expense Invoice window](#) opens and the Invoice Details frame displays the invoice that you entered.


Note: You can enter more than one transaction. The total amount of all the transaction amounts must match the invoice amount you enter on the Time and Expense Invoice window.

11. On the Time and Expense Invoice window, select Save.  
RISKMASTER adds the invoice to the [Time and Expense window](#) and creates a payment to the vendor with a Released status.

## To Set Up T & E Rate Tables

1. From the main menu, select Utilities.
2. From the Utilities menu, choose Managers.  
The Managers menu opens.
3. From the Managers menu, select T & E Rate Tables.  
The [Rate Tables window](#) opens.
4. Select the Add New button.  
The [New Rate Table window](#) opens.
5. In the Rate Table Name, enter a descriptive name.
6. From the Customer field, select the  button.  
The Org. Hierarchy window opens.
7. Select the customer you are setting up the rate table for.

Note: You can only select the organizational level that you selected in the Rate Org. Level field in Utilities.

8. Enter the effective and expiration dates.
9. Select the Add Details link.  
The [Rate Detail window](#) opens.
10. From the Trans Type field, select the  button.  
A Code Selection window opens.
11. Select the Transaction Type to add to the rate table.
12. From the Unit field, select the button.  
A Code Selection window opens.
13. Select the unit for the rate .
14. In the Rate field, enter the billing rate for the selected transaction type.
15. Select the Save & Close button.  
RISKMASTER enters the rate detail in the Rate Details filed on the New Rate Table window.
16. On the New Rate Table window, select Save button.  
RISKMASTER adds the rate table to the Rate Tables window.

## To Work with Invoices

After you create an invoice , you can bill it and print a Times and Expense ( T&E ) report. You can also void an invoice that you have not billed.

### *To print Time and Expense report*

1. On the [Time and Expense window](#), select the Bill It? check box for the invoice that you want to bill.
2. Select the Bill It button.  
RISKMASTER adds the bill to the [Time and Expense \(Billed Expenses\) window](#).
3. Select the Billed Expenses button.  
The [Time and Expense \(Billed Expenses\) window](#) opens.
4. Select the check box for the invoices you want to print.


Note: You can print only one invoice at a time.

5. Select the T&E Report button.  
A Print Report opens and displays the Time and Expense report.
6. Select Print.

### *To void an invoice*

1. On the [Time and Expense window](#), select the Bill It? check box for the invoice that you want to void.
2. Select the Void It button.  
A window opens and displays a warning message.
3. Select OK.  
RISKMASTER voids the payment check for the invoice.

### *To review the invoice details*

1. On the [Time and Expense window](#), from the invoice list, select the  button.  
The Invoice Details window opens and displays the invoice details.

2. Select the Close button.

*To edit invoice details*

1. From the [Time and Expense window](#), select the link of the invoice for which you want to edit the invoice details. The [Time Expense Details window](#) opens.
2. From the Invoice Details frame, select the link for the invoice, that you want to edit. The [Time and Expense Details window](#) opens.
3. Edit the information in the fields.
4. Select the Save & Close button.



# Orghier

## Organization Hierarchy Overview

The Organization Hierarchy is a master list that contains information about your organizational structure. RISKMASTER's organizational hierarchy provides eight levels. The most typical RISKMASTER customer uses only four to five of these available levels. All the levels must have an entry; however, several levels will likely contain "placeholders" because they are not being used.

All events (accidents/incidents) and claims in RISKMASTER are attached to the organizational hierarchy at the lowest level of the structure. This lowest level, called "Department" in RISKMASTER, might represent physical sites (departments) in the organization. It might also represent cost centers. This lowest level should reflect the area of your company that owns or absorbs costs for accidents and claims.

The list displays the relationship of the sites with each other. The Organization Hierarchy shows the horizontal sub-divisions of sites in your organization, and enables you to track information such as coverages and the location of an event. Each entry on the hierarchy list is an entity. The Organization Hierarchy for your organization is automatically set up when RISKMASTER is installed for your organization.

The Organization Hierarchy lists the name of each site where your organization manages risk. RISKMASTER refers to a site as a "department." The Organization Hierarchy defines where each department fits within your organizational structure, by structuring your organization into a hierarchy with eight different levels. This structure helps you to identify patterns of risk. You can generate reports for any level in the hierarchy and also use the structure to manage policies. To manage policies, you have to create the Organization Hierarchy and then add exposure information to the departments. The eight levels of a hierarchy, from highest to lowest, are as follows:

- Client
- Company
- Operation
- Region
- Division
- Location
- Facility
- Department

The remaining levels of the organizational hierarchy shows the various sub-divisions of sites in your organization. Each operation is a subdivision of a company, and so forth. These allow you to roll up event and claim information and report by any of the levels you create in your organizational hierarchy. These levels are also used when tracking insurance coverages, as you select the pieces of the organizational hierarchy that any given insurance policy covers.

A hierarchy always has only one client, but it can have multiple entries at each lower level. The structure of your organization and how you want to track your risk experience determines whether you need to create single or multiple hierarchies.

CSC recommends the following tips to work with Organization Hierarchy:

- You can move an entity up or down the hierarchy.
- You cannot merge two entities.
- You must have information in all eight levels of the hierarchy, even if you do not use them.
- If you previously entered records in an Organization Hierarchy level, RISKMASTER updates all historical and future records when you change an entity in the Organization Hierarchy.
- To delete a hierarchical level, start at the lowest level of the Organization Hierarchy and then, work up the hierarchy tree.

- You can use same code abbreviations at different hierarchy levels, but not at the same hierarchy level.

Since most of the data in RISKMASTER is attached to the Department level, which is the lowest level you must first create each level down to the Department Level and enter demographic information at each level. CSC recommends pushing your structure to the bottom and using placeholders at higher levels when all eight levels will not be used.

In many cases this information is repeated across different levels of Org Hierarchy. Instead of entering all the information each time, RISKMASTER lets you clone levels by copying the information from a higher organizational level to lower levels of the Organizational Hierarchy.

## Exposures and Organization Hierarchies Overview

After you create the organization hierarchy, RISKMASTER enables you to add exposure information to the organization hierarchy. You can easily modify the information at any time. Adding exposure information is optional, but doing so greatly enhances the benefits of RISKMASTER.

Exposure information helps determine the insurance policy coverage that you need for each entity.

You can use exposure information to calculate loss ratios throughout your organization based on many types of information. You can use only a few or all information types depending on what you record for each department. Examples of information types include the following:

- Number of employees
- Building floor space
- Revenues
- Payroll

Technically, each information type that you record is the “denominator”. Claim data is the “numerator.” For example, suppose that Department A has 100 employees and experiences five claims in one year and Department B has 50 employees and experiences five claims in the same period. Though the departments experienced the same number of claims, Department B's loss per employee ratio is twice as high because it has half as many employees.

RISKMASTER integrates the data with higher levels in the hierarchy.

For the greatest precision, enter exposure information for each department.


After adding exposure information to all departments, you can add the sum of all department information to the higher levels of the Organization Hierarchy by rolling up exposure information.

For example, each department in an organization has two employees. Departments A and B are subdivisions of facility 1 in the organization hierarchy. Departments C and D are subdivisions of Facility 2. Both facilities are subdivisions of Location 1. When you roll up the exposure information, each facility records four employees, and the location reports eight employees. In other words, the department information is rolled up to the higher levels. If you manually add exposure information to any higher levels of the hierarchy, RISKMASTER adds the values to the totals created by the roll up.

## Dialog

### Org. Hierarchy Window

You can either access the Org. Hierarchy window from another RISKMASTER window or from the Maintenance navigation tree.

If you access the organization hierarchy using the  button, then you can use the organization hierarchy window to select predefined organization levels to populate fields on the window.

If you access the organization hierarchy from the Maintenance navigation tree, you can modify and clone levels in the organization hierarchy. More options are available when you access the Organization Hierarchy window using the Maintenance navigation tree.

**To open**

From the appropriate field, select the  button.

Or,

From the Maintenance menu, choose Org. Hierarchy.

**Field definitions**

Select to open the [Organization Hierarchy window](#) and add a new organization level.

Note: This button is only visible if you used the Maintenance navigation tree to open the Organization Hierarchy window.



Select to open and print the Organization Hierarchy in PDF.



Select an organization level and then select this button to open the [Organization Hierarchy window](#) and edit the organization level you selected.

Note: This button is only visible if you used the Maintenance navigation tree to open the Organizational Hierarchy window.

**Organization hierarchy levels**

From the tree structure, double click an organization level to display the sub-levels. In RISKMASTER there are 8 levels of hierarchy for each site or department. RISKMASTER names these levels as Client, Company, Operation, Region, Division, Location, Facility, and Department.

**Filter by Effective Date** Select the check box to display only the organization levels with effective dates within the effective date range.

**Search For Address** Select the check box if you want to search for a specific address.

**Search Within Selected Branch** Select the check box if you want to use a site from within the branch that you have highlighted.

**Default Expansion Level For List** From the drop down list, select the level in the organization hierarchy from which you want to select a site.

**Hierarchy Cloning -- From Selected Level**


**Clone to Next Level** Select the option to clone only the immediate level below the level you selected.

**Clone Through Level** Select the option to clone from the level you selected.

**Search Specific Level** From the drop down list, select the level to search in the organization hierarchy from the selected level.

**String to Search** Enter a string that you want to use to search the required site.



- City** Enter the city name to search the required site.
- State** Enter the state or select the  button to open Code Selection window and select the state to search the required site.
- Zip Code** Enter the zip code you want to use to search the required site.
- Advanced Search** Select the button to choose advanced search options.
- Tree View** Select the button to display in a branch view the sites that best meet your search criteria.  
Double click the site that you want to use in the field.
- List View** Select the button to list the sites that best meet your search criteria.  
Double click the site that you want to use in the field.
- Reset** Select to clear the search fields.

## Exposure Information Window

Use Exposure Information window to add exposure information to your Organization Hierarchy or OSHA Establishment. You can use exposure information to calculate loss ratios throughout your organization based on information types such as number of employees, revenues, and so on.

- To open** From the [Organization Hierarchy window](#), select the Exposure Information button.  
Or  
From the Entity Maintenance window for an OSHA Establishment, select the Exposure Information button.

### Field definitions

- Exposure Dates** Enter the from and to dates for the date range during which you want to calculate exposure information.
- Exposure Type** Displays the type of exposure.
- No of Employees** Enter the number of employees that work at this site.
- No of Work Hours** Enter the total number of hours all the employees at this site worked during the date range you specified.
- Payroll Amount** Enter the total payroll amount for all the employees at this site during the date range you specified.
- Asset Value** Enter the total value of the site's tangible assets.





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<b>Square Footage</b>	Enter the total office floor space used by this site.
<b>Vehicle Count</b>	Enter the number of vehicles allocated to this site.
<b>Total Revenue</b>	Enter the site's total revenue.
<b>Other Base</b>	Enter a base amount in dollars.
<b>RM Overhead</b>	Enter the cost of using RISKMASTER during the date range.

## Organization Level: Department/Facility/Location, and so on Window: Client Tab

To open From the [Org. Hierarchy window](#), select the  button.


### Field definitions

<b>Name</b>	Enter the site's name.
<b>DBA</b>	Enter the name by which the site is doing business (Doing Business As).
<b>Abbreviation</b>	Enter an abbreviation for the site.
<b>Address</b>	Enter the street address for the site.
<b>City</b>	Enter the city where the site is located.
<b>State/Zip</b>	Enter the state where the site is located or select the  button to select from the States window.
<b>Country</b>	Enter the country where the site is located or select the  button to select from the Code Selection window.
<b>County</b>	Enter the county where the site is located.
<b>SIC Code</b>	Enter the Standard Industrial Classification (SIC) code or select the  button to select from the Code Selection window.
<b>NAICS Code</b>	Enter the North American Industry Classification System (NAICS) code that has replaced the SIC code, or select the  button to select from the Code Selection window.

**Freeze Payments** Select the check box if you want to freeze the payments for the site.

**Nature of Business** Enter a description of the business the site conducts.

**Parent** From the drop down list, select the parent site of under which this site is grouped in the organizational hierarchy.


**Business Type** Enter the site's business type or select  button to select from the Code Selection window.

**Effective Date Trigger** From the drop down list, select the date on which you want to display the site in the organization hierarchy .


**Effective Date Range** Enter the From and To dates during which the site name will display in the organization hierarchy.

**Enable Time Zone** Select the check box to enable time zone for the organizational hierarchy.


Note: This check box displays only when on the General System Setup Parameter window: System Settings tab, from the 'Org. Level for Time Zone validation' drop down list, the corresponding organizational hierarchy level is selected.

**Time Zone** Enter the site's time zone or select  button to select from the Code Selection window.

Note: This field becomes active only when the Enable Time Zone check box is selected.

**Entity Payment Approval Status** Enter the site's status for payment approval or select the  button to select from the Code Selection window.

Note: This field is visible only when the Use Entity Payment Approval check box is selected on the General System Setup Parameter window: System Settings tab.

**Payment Approval/Rejected Reason** Select the  button to open RISKMASTER Editor window and enter a reason for the payment approval or rejection.

Note: The field displays only when the Use Entity Payment Approval check box is selected on the General System Setup Parameter window: System Settings tab.


**Back** Select the button to return to the [Organization Hierarchy window](#).

**Exposure Information** Select the button to open the [Exposure Information window](#).

**Self Insured** Select the button to open the [Self Insured Details window](#).

## Self Insured Details Window

Use the Self Insured Details window to add self insured organizations to the organizational hierarchy or edit existing self-insured organization . Data you can enter depends on the jurisdiction you select.

- To open**
- From the [Organization Hierarchy window](#), select the Self Insured button.
  - From the Self Insured Info List window, select the  button.


### Field definitions

**Jurisdiction** Select the search button to open the Code Selection window and select the jurisdiction.


**Certificate Name** Enter the name of the certification or select the  button to search for the certificate name.

**Certificate Number** Enter the state- issued alphanumeric ID.

Note: The certificate number is called different names in different states. For example, in PA it is called the Bureau Code; in NY it is called the W-code, and so on.)

**Authorization Type** Select the search , to open the Code Selection window and select the code that describes your state's authorization type.

- Select **S- Statutory Self Insured**, if your state mandates that employers be self-insured.
- Select **L- Licensed Self Insured**, if you need to meet licensing requirements to be self-insured in your state.

**Organization Type** Select the search , to open the Code Selection window and select the code that describes whether your organization is an individual organization or part of a corporate group.

**Effective Date** Enter the date from which the certificate number became effective.

**Expiration Date** Enter the date after which the certificate number expires. If the certificate number is permanent, leave this field blank.

**Line Of Business** From the drop down list, select the line of business that you want to self insured.

**Is certificate name diff. from Org-Hierarchy Name?** Select the check box if the certificate name is different from the Org. Hierarchy name.

**Certificate Name** Enter the name of self insured certificate.



Note: The Certificate Name field is visible, only when the 'Is certificate name diff. from Org-Hierarchy Name?' check box is checked.

- OK** Select to save the record.
- Cancel** Select to close the Self Insured Details window.

## Addresses Window

To open From the [Addresses tab](#), select the  button.

### Field definitions

- Address1** Enter the site's address details.
- Address2** Enter the site's address details.
- City** Enter the site's city.
- State** Enter the site's state or select the  button to select from the code selection window.
- Country** Enter the site's country or select the  button to select from the code selection window.
- County** Enter the site's county.
- Zip/Postal Code** Enter the site's zip/postal code.
- Email Address** Enter the site's email address.
- Fax** Enter the site's fax number.
- Primary Address(Mail To)** Select this check box to mark this address as the primary address.
- OK** Select to save information on the Addresses window.
- Cancel** Select to close the window without saving the record.

## Organizational Level (Department/Facility/Location, and so on) Window: Department Info Tab

Use this tab to enter contact information for the site and to add claim instructions for this site.

Note: You can only access this window if you have the appropriate permissions.

**To open**

From the Organizational Hierarchy



or

**Field definitions****WC Filing Number** Enter the Workers Compensation filing number assigned to the site by the state.**Contact** Enter the name of the contact person for this site.**Tax ID** Enter the site's tax identification number.

Note: With your cursor in this field, press the F2 key to switch between tax ID format and social security number format.

**Office Phone** Enter the site's office phone number.**Alt. Phone** Enter any additional phone number for this site.**Fax** Enter the site's fax number.**EMail Type** Enter the type of email system the site uses.**EMail Address** Enter the site's email address.**Unemployment Insurance Number** Enter the employer's Unemployment Insurance Number.**Insured Type** Enter the code that describes the site's insurance coverage type or select the search button to select from the codes list.**Insured Location Number** Enter the location number of the insured site.**1099 Reportable** Select the check box if you need to issue a 1099 report to the site.

Note: Select the check box only if you have consistently checked all 1099 reportable data in RISKMASTER, this year. Otherwise, 1099 data you export at the end of the year will be inaccurate.

**1099 Parent** Enter the parent site or select the search button to search for the site.

Note: When you enter a parent, if you marked the parent as 1099 reportable, all children are also marked as 1099 reportable.

**Claim Instruction** Select to open a claim instructions Text Entry window, and enter special instructions that RISKMASTER will display when someone selects this site from any Claim window.**Email Password (FROI/ACORD/Letters)** Enter the password for FROI, ACORD, Letters email.**MMSEA Section 111** Select the button to open MMSEA Data window.

**Exposure Information** Select to open the [Exposure Information window](#).

## Organizational Level (Department/Facility/Location, and so on) Window: Department Tab

Use this tab to enter general information about the site.

Note: You can only access this window if you have the appropriate permissions.

From the  
Organizational  
Hierarchy  
window



### Field definitions

<b>Name</b>	Enter the site's name.
<b>DBA</b>	Enter the site's database administrator's name.
<b>Abbreviation</b>	Enter an abbreviation for the site's name.  Displays the abbreviation for the site's name. This is automatically generated, you cannot enter or edit it.
<b>Address</b>	Enter the site's address. Enter the city, state, zip, county, and country in the appropriate fields.
<b>SIC Code</b>	Enter the Standard Industrial Classification code for the site.
<b>NAICS Code</b>	Enter the North American Industry Classification System code for the site.
<b>Freeze Payments</b>	Select the check box if you want to stop payments from being made to this organizational level.
<b>Location Code</b>	Enter the Location code or the min ID for Level 8.  This field is only available on Level 8 windows.
<b>Business Type</b>	Select the search button to open a codes list and select the code that best describes the type of business the site conducts.
<b>Nature of Business</b>	Enter a description of the business the site conducts.
<b>Parent Organizational level (Division/Facility, and so on)</b>	Select the search button and then select the site under which this site is grouped in the organizational hierarchy.
<b>Employer Type</b>	Select the search button to open a codes list and select the code that best describes the type of employer.

<b>Effective Date Trigger</b>	<p>From the drop down list, select the type of date that will be used to filter organizations that are included in the organizational hierarchy when you specify an effective date range.</p> <p>For example, if you select Event Date as the trigger, when you enter a claim, this site will only be displayed in the organizational hierarchy if the event date for the claim is within the effective date range.</p>
<b>Effective Date Range</b>	Enter a starting date and an ending date to define a date range that RISKMASTER will use to include organizations in the organizational hierarchy.
<b>Exposure Information</b>	Select to open the <a href="#">Exposure Information window</a> .
<b>MMSEA Section 111</b>	Select to open the MMSEA Data window.
<b>Self Insured</b>	Select to open the <a href="#">Self Insured Jurisdictions window</a> .
<b>Currency Type</b>	<p>Enter the currency type or select the search button to select from the Code Selection window.</p> <p>Note: The currency type entered here will define the default claim currency type for a claim entered under this Org Hierarchy.</p>

## Organization Level: Department/Facility/Location, and so on Window: Contact Info Tab

Use this tab to enter details about all the contacts for this entity.

Note: You can only access this window if you have the appropriate permissions.

**To open** From the [Org. Hierarchy window](#), select the Contact Info tab.

### Field definitions

<b>Name</b>	Displays the contact's first and last name.
<b>Title</b>	Displays the contact's title.
<b>Initials</b>	Displays the contact's initials.
<b>Address</b>	Displays the contact's address.
<b>Phone</b>	Displays the contact's phone number.
<b>Fax No.</b>	Displays the contact's fax number.
<b>E-Mail</b>	Displays the contact's e-mail address.





Select the button to open the Add Client Limits window and enter a new client limit.



Select a client limit and select the button to open the Edit Client Limits window and edit the client limits.



Select a client limit and select the button to delete the client limit

**Back**

Select the button to return to the [Organization Hierarchy window](#).

**Exposure Information**

Select the button to open the [Exposure Information window](#).

**Self Insured**

Select the button to open the [Self Insured Details window](#).

## Organization Level: (Department/Facility/Location, and so on) Window: Addresses Tab

Use the tab to enter the site's address details.

**To open**

From the [Org. Hierarchy window](#), select the Addresses tab.

### Field definitions

*Table*

Displays the site's address details.



Select to open the Addresses window and enter the site's address details.




From the table, select the option for the address record you want to edit and select the button to open the [Addresses window](#) for the selected record.



From the table, select the option for the address record you want to delete and select the button.

## Contact Info Window: Contact Information Tab

**To open**

- From the Organization Hierarchy window: Contact Info tab, select the  button
- On the Contact Info window, select the Contact Information tab.

### Field definitions

**Name**

Enter the contact's first and last name.

**Title**

Enter the contact's title.

<b>Initial</b>	Enter the contact's initials.
<b>Address</b>	Enter the contact's address, city,state, zip code.
<b>Phone</b>	Enter the contact's phone number.
<b>Fax</b>	Enter the contact's fax number.
<b>E-Mail</b>	Enter the contact's email address.

## Organization Level: Department/Facility/Location, and so on Window: Client Limits Tab

Use this tab to enter reserve and payment limits per line of business for the site.

Note: You can only access this window if you have the appropriate permissions.

**To open** From the [Org. Hierarchy window](#), select the Client Limits tab.

### Field definitions

<b>LOB</b>	Displays the line of business to set limits for.
<b>Reserve Type</b>	Displays the type of reserve.
<b>Type Of Limit</b>	Displays the type of limit, such as payment or reserve limit.
<b>Max Amount</b>	Displays the maximum reserve amount for the line of business and reserve type you selected.



Select the button to open the Add Client Limits window and enter a new client limit.



Select a client limit and select the button to open the Edit Client Limits window and edit the client limits.



Select a client limit and select the button to delete the client limit

**Exposure Information** Select the button to open the [Exposure Information window](#).

**Back** Select the button to return to the [Organization Hierarchy window](#).

**Self Insured** Select the button to open the [Self Insured Details window](#).

## Self Insured Jurisdictions Window

Use the Self Insured Jurisdictions window to review, add or edit self insured organizations to the organizational hierarchy. Data you can enter depends on the Jurisdiction you select.

Enter self insured jurisdiction information at the highest possible level in the organizational hierarchy.

**From the Organizational Hierarchy level window** Select the Self Insured button.

### Field definitions

**Jurisdiction** Displays the jurisdiction.

**Effective Date** Displays the date from which the certificate number became effective.

**Expiration Date** Displays the date after which the certificate number expires. If the certificate number is permanent, the field is blank.

**Authorization Type** Displays the code that describes your state's authorization type:

- **S- Statutory Self Insured**, if your state mandates that employers be self-insured.
- **L- Licensed Self Insured**, if you need to meet licensing requirements to be self-insured in your state.

**Organization Type** Displays the code that describes whether your organization is an individual organization or part of a corporate group.

**Certificate Number** Displays the state- issued alphanumeric ID.

Note: The certificate number is called different names in different states. For example, in PA it is called the Bureau Code; in NY it is called the W-code, and so on)

**Line Of Business** Displays the line of business that you want to self insured.

**Different Certificate?** Displays 'Yes' if the certificate name is different from the Org. Hierarchy name otherwise displays 'No'.

**Self Insured Certificate Name** Displays the name of the self insured certificate.

Note: The field displays the name of the certificate only when the certificate name is different from the Org. Hierarchy name.

**State Number** Displays the state number.



Select to open the [Self Insured Details window](#) and enter a new self insured jurisdiction.



Select an existing self insured jurisdiction and then select this button to open the [Self Insured Details window](#) and edit the selected jurisdiction.



Select an existing self insured jurisdiction and then select this button to delete the selected jurisdiction.



Select the button to go back to the Organization Hierarchy window.



## Organization Level: Department/Facility/Location, and so on Window: Client Info Tab

Use this tab to enter general information about the site.


Note: You can only access this window if you have the appropriate permissions.

**To open** From the [Org. Hierarchy window](#), select the Client tab.

### Field definitions

<b>WC Filing Number</b>	Enter the workers' compensation filing number for the client.
<b>Contact</b>	Enter contact person's name.
<b>Tax ID</b>	Enter the tax ID for the client.
<b>Office</b>	From the drop down list, select the primary contact number type and then enter the corresponding contact number.
<b>Home</b>	From the drop down list, select the secondary contact number type and then enter the corresponding contact number.
<b>Fax</b>	Enter the fax number of the client.
<b>E-Mail Type</b>	Enter the client's email type or select the  button to select from the Code Selection window.
<b>E-Mail</b>	Enter the email address for the client.
<b>1099 Reportable</b>	Select the check box if you need to issue a 1099 report to the site.  <p>Note: Select the check box only if you have consistently checked all 1099 reportable data in RISKMASTER , this year. Otherwise, 1099 data you export at the end of the year will be inaccurate.</p>
<b>1099 Parent</b>	Select the  button to open the Standard Entity Search window and search for the 1099 reportable parent site.  <p>Note: When you enter a parent, if you marked the parent as 1099 reportable, all children are also marked as 1099 reportable.</p>
<b>Email Password (FROI/ACORD/Letters)</b>	Enter the email password for the FROI/ ACORD/ Letters.

**Claim Instruction**

Select the  button to open the RISKMASTER Editor and enter special instructions that RISKMASTER will display when someone selects this site from any claim window.

**Back**

Select the button to return to the [Organization Hierarchy window](#).

**Exposure Information**


Select the button to open the [Exposure Information window](#).

**Self Insured**

Select the button to open the [Self Insured Details window](#).


## Contact Info Window: FROI/ACORD/Letters Tab

**To open**

- From the Organization Hierarchy window: Contact Info tab, select the  button
- On the Contact Info window, select the FROI/ACORD/Letters tab

### Field definitions

**Line of Business**

Select the  button to open Code Selection window and select the required line of business.

**Email Ack**

Select the check box if you want an e-mail acknowledgement to be sent to the contact.

**Email FROI**

Select the check box if you want to send First Report Of Injury (FROI) as an e-mail to the contact.

**Email ACORD**

Select the check box if you want to send ACORD as an e-mail to the contact.

**OK**

Select the button to save the record.

**Cancel**

Select the button to close the window without saving changes.

## Organization Level: Department/Facility/Location, and so on Window: Operating As Tab




Use this tab to enter all the various names this site might be known by.

Note: You can only access this window if you have the appropriate permissions.

**To open**

From the [Org. Hierarchy window](#), select the Operating As.

## Field definitions


<b>Initial</b>	Displays the abbreviation for the site.
<b>Name</b>	Displays the operating names for the site.
	Select the button to open the Operating As Information window and enter the operational name of the site.
	Select a record and select the button to open the Operating As Information window and edit the operational name of the site.
	Select a record and select the button to delete the operational name of the site.
<b>Back</b>	Select the button to return to the <a href="#">Organization Hierarchy window</a> .
<b>Exposure Information</b>	Select the button to open the <a href="#">Exposure Information window</a> .
<b>Self Insured</b>	Select the button to open the <a href="#">Self Insured Details window</a> .

## How to

### To Add a Self Insured Jurisdiction

You can enter self-insured information for each organization level. CSC recommends that you enter self insured jurisdiction information at the highest possible level in the organization hierarchy.




1. From the main menu, select Maintenance.  
The Maintenance menu opens.
2. From the Maintenance menu, choose Org Hierarchy.  
The [Org. Hierarchy window](#) opens and an Org Hierarchy link displays under Maintenance node in the navigation tree.

3. From the Org. Hierarchy window, select the  button.  
The Organization Hierarchy Maintenance window opens.


4. Select the Self Insured button.  
The Self Insured Info List window opens.

5. Select the  button.  
The [Self Insured Details window](#) opens.

6. Complete the fields on the [Self Insured Details window](#) , as shown below.
- 5.

- Jurisdiction** Select the search button to open the Code Selection window and select the jurisdiction.
- Certificate Name** Enter the name of the certification or select the  button to search for the certificate name.
- Certificate Number** Enter the state- issued alphanumeric ID.
- The certificate number is called different names in different states. For example, in PA it is called the Bureau Code; in NY it is called the W-code, and so on.)
- Authorization Type** Select the search , to open the Code Selection window and select the code that describes your state's authorization type.
- Select **S- Statutory Self Insured**, if your state mandates that employers be self-insured.
  - Select **L- Licensed Self Insured**, if you need to meet licensing requirements to be self-insured in your state.
- Organization Type** Select the search , to open the Code Selection window and select the code that describes whether your organization is an individual organization or part of a corporate group.
- Effective Date** Enter the date from which the certificate number became effective.
- Expiration Date** Enter the date after which the certificate number expires. If the certificate number is permanent, leave this field blank.
- OK** Select to save the record.
- Cancel** Select to close the Self Insured Details window.

6.

7. From the toolbar, select the Save button .


## To Add Exposures to Organization Hierarchies

You can enter exposure information for each organization level.

1. From a Organization Level window, select the Exposure Information button. The Exposure Information window opens.
2. Complete the fields on the [Exposure Information window](#) , as shown below .

**Exposure Start Dates/End Date** Enter the from and to dates for the date range during which you want to calculate exposure information.

<b>Exposure Type</b>	Displays the type of exposure.
<b>No of Employees</b>	Enter the number of employees that work at this site.
<b>No of Work Hours</b>	Enter the total number of hours all the employees at this site worked during the date range you specified.
<b>Payroll Amount</b>	Enter the total payroll amount for all the employees at this site during the date range you specified.
<b>Asset Value</b>	Enter the total value of the site's tangible assets.
<b>Square Footage</b>	Enter the total office floor space used by this site.
<b>Vehicle Count</b>	Enter the number of vehicles allocated to this site.
<b>Total Revenue</b>	Enter the site's total revenue.
<b>Other Base</b>	Enter whatever dollar measure you want.
<b>RM Overhead</b>	Enter the cost of using RISKMASTER during the date range.

3. From the toolbar, select the Save button .

## To Clone an Organization Level

RISKMASTER provides eight levels in the organization hierarchy . Usually, most of the data in RISKMASTER is attached to the Department level which is the lowest level. However, before you can enter data for a Department, you must first create each of the seven upper levels and enter data at each level.

In many cases, this data is repeated across different levels of the organization hierarchy. Instead of entering data for each level, RISKMASTER lets you copy data from a given level to lower levels of the organization hierarchy.

When you clone an upper level to create lower levels, you get lower levels with the same name and abbreviation (code) as the upper level and the demographic information (data) is also copied to the lower levels.

### *To Clone an Upper Organization Hierarchy Level*

1. From the main menu, select Maintenance.

The Maintenance menu opens.

2. From the Maintenance menu, choose Org. Hierarchy.

The [Org. Hierarchy window](#) opens and an Org. Hierarchy link displays under Maintenance node in the navigation tree.

3. Navigate to the organization level you want to clone.

**Note:** you must first create a Client organizational level, before you can add lower levels.

4. With the organizational level to be cloned selected, in the Hierarchy Cloning -- From selected Level tab, do one of the following:
  - Select the Clone to Next Level option to copy the selected entry to the level immediately you selected.




- Select the Clone Through option and then from the drop down list, select a lower level to copy the selected entry and associated subsequent levels entries below it through the level you selected from the drop down list.
5. Select the Clone button.
- The new entries are created below your selected entry and the Name, Abbreviation and associated demographic information is copied to the new entries.

Note: Since abbreviations must be unique in the RISKMASTER organizational hierarchy, no two entries in any given level can have the same. RISKMASTER inserts an Entity ID into Abbreviation field for the new entries cloned.

## To Work with Organization Hierarchy

You can search for and use sites in the organization hierarchy.

*To Select an Organization from the Organization Hierarchy*

1. On any record window, from the appropriate field, select the  button. The Org. Hierarchy window opens.
2. Complete the fields on the [Org. Hierarchy window](#) , as shown below.

**Organization hierarchy levels** From the tree structure, double click an organization level to display the sub-levels. In RISKMASTER there are 8 levels of hierarchy for each site or department. RISKMASTER names these levels as Client, Company, Operation, Region, Division, Location, Facility, and Department.

**Filter by Effective Date** Select the check box to display only the organization levels with effective dates within the effective date range.

**Search For Address** Select the check box if you want to search for a specific address.

**Search Within Selected Branch** Select the check box if you want to use a site from within the branch that you have highlighted.

**Default Expansion Level For List** From the drop down list, select the level in the organization hierarchy from which you want to select a site.

### Hierarchy Cloning -- From Selected Level

**Clone to Next Level** Select the option to clone only the immediate level below the level you selected.

**Clone Through Level** Select the option to clone from the level you selected.

**Search Specific Level** From the drop down list, select the level to search in the organization hierarchy from the selected level.

**String to Search** Enter a string that you want to use to search the required site.

**Tree View** Select the button to display in a branch view the sites that best meet your search criteria.

Double click the site that you want to use in the field.

**List View** Select the button to list the sites that best meet your search criteria.

Double click the site that you want to use in the field.

**Reset** Select to clear the search fields.

**City** Enter the city to search the required site.

**State** Enter the state or select the  button to open Code Selection window and select the state to search the required site.

**Zip Code** Enter the Zip code you want to use to search the required site.

3. Highlight the organization and select the Use button.  
The field displays the organization hierarchy.

#### *To Add a New Organization to the Organization Hierarchy*


1. From the main menu, select Maintenance.

The Maintenance menu opens.

2. From the Maintenance menu, choose Org Hierarchy.


The [Org. Hierarchy window](#) opens and an Org Hierarchy link displays under Maintenance node in the navigation tree.

3. Navigate to the folder, such as Client, Company, Operation, Region, Division, Location, Facility, or a Department, to which you want to add a site.
4. To open, double click the folder.
5. Select the site to which you want to add the new sub-site.

6. From the toolbar, select the  button.  
The appropriate window opens.

**Note:** For example, if you want to add a client to the organization hierarchy, the Client window opens. The fields on the windows for all departments are almost the same.

7. Complete the fields on the appropriate window.
8. Select the tab on the window and complete the required fields.

9. From the toolbar, select the Save button .  
The new site displays in the Organization Hierarchy from the effective trigger date.



# Persons Involved

## Persons Involved Window

Use the Persons Involved window to include people, other than the [claimant](#) , involved in the event .

- To open**
- Search for the claim to which you want to add Person Involved Information.
  - From the navigation tree, under the required claim node select the Persons Involved link.

## Field definitions

**Name** Displays names of involved persons. You can select a name to open and review or edit the person's record in the database.

**Person Involved Type** Displays the code and description for the person involved type.

Note: If you select Patient as the person involved type and then select the Edit button an entry will be made into the HIPAA activity log along with your user ID. You can access the HIPAA activity log in RISKMASTER Utilities .

**New** Select the button to open the Add New Person Involved window. From the Add New Person Involved window, select a type of new person to add. You can add a new person to the database or use an existing person from the database.

**Delete** Select the check box for an existing person and select the button to delete the selected person.


**Close** Select to close this window and return to the Event window or Claim window.

## How To

### To Add Adjuster Information

1. [Search](#) for the claim to which you want to add adjuster information.
2. From the left navigation tree, select Adjuster link under the required claim node. The Adjuster window opens.
3. Complete the fields on the [Adjuster window: Claim Adjuster Information tab](#) , as shown below .

**Adjusters Last Name**

Enter the adjuster's last name or select the  button to open the Standard Entity Search window and search for a adjuster.


When you search for an adjuster, RISKMASTER automatically updates the other fields on the tab.

Before you enter new data, search for the adjuster in existing records. This prevents duplicate entries in the database.

**First Name** Enter adjuster's first name.

**Middle Name** Enter adjuster's middle name.

**Address** Enter the adjuster's address. Enter the City, State, Zip, and Country in the appropriate fields.

**RISKMASTER Login** Enter the user name or select the  button to select from the System Users window.

**Current Adjuster** Select the check box if you want this adjuster to work on this claim.

**Title** Enter the adjuster's title.

**Office Phone** Enter the adjuster's office phone number.

**Alt. Phone** Enter the adjuster's home phone number.

**Fax** Enter the adjuster's fax number.

**Dated Text** Select the button to open the [Adjuster Dated Text window](#) .

**Back to Claim** Select to open the Claim window.


4. To add adjuster dated text, from the left navigation tree, under the required adjuster right click the Dated Text link and from pop up select Add New.  
The Adjuster Dated Text window opens.
5. Complete the fields on the [Adjuster Dated Text window](#) , as shown below .


**Entered by User** Enter your name, if you are entering comments.


**Date Entered** Enter the date on which you are entering the comments.

**Time Entered** Enter the time when you are entering the comments.

You must enter time in the format xx:xx, with a colon : between the hours and minutes.  
The time you enter defaults to AM.

**Dated Text Type** Enter the code that best categorizes your comments or select the  button to select from the Code Selection window.


**Dated Text** Enter your comments related to the adjuster record or select the  button to open the [RISKMASTER Editor](#) . In the RISKMASTER Editor, enter the description and then select OK.

**Email Type** Select the  button to open code selection window and select the type of email account the adjuster is using.

**Email** Enter the email address of the adjuster.

**Back To Adjuster** Select to open the Adjuster window.

6. From the toolbar, select the Save button.

7. From the toolbar, select the Enhanced Notes  button to open the Enhanced Notes for the associated parent claim record.


## To Add Defendant Information

1. Search for the claim to which you want to add defendants Information.
2. From the navigation tree, under the required claim node select the Defendants link.

A Lookup results window opens and displays the list of defendants .

3. From the Lookup Results window, select the required Defendants .
4. To add a claimant, right-click the Defendants link in the left navigation tree and select Add New.
5. Select and complete the fields on the [Defendant Info tab](#) , as shown below.

**Defendant Last Name** Enter the defendant's last name.

You can select the  button to open the Standard Entity Search window and search for a Defendant.

When you search for a defendant, RISKMASTER automatically updates the other fields on the tab.

Before you enter new data, search for the Defendant in existing records. This prevents duplicate entries in the database.


**First Name** Enter defendant's first name.


**Address** Enter the defendant's address. Enter the City, State, Zip, and Country in the appropriate fields.



**Office Phone** Enter the defendant's office phone number.

**Home Phone** Enter the defendant's home phone number.


**Fax** Enter the defendant's fax number.

**Defendant Type** Enter the code that best describes the defendant type or select the  button to select from the Code Selection window.


**Insurer** Enter the claimant's insurance provider or select the  button to open the Standard Entity Search window and search for the insurer.

- Policy Number** Enter the insurance policy provider's number.
- Policy Type** Enter the code that best describes the policy type or select the  button to select from the Code Selection window.
- Policy Limit** Enter the dollar amount limit on policy coverage .
- Expiration Date** Enter the date on which the coverage expires or select the  button to select from the calendar.
- Claim History** Select the button to open the Claim Involvement History window.


- 6.
7. Select and complete the fields on the [Defendant Attorney tab](#) , as shown below.

- Attorney Last Name** Enter the attorney's last name.
- You can select the  button to open the Standard Entity Search window and search for an attorney
- You can select the search button to open a list of attorneys associated with the claim .
- When you search for an attorney, RISKMASTER automatically updates the other fields on the tab.


Note: Before you enter new data, search for the [claimant](#) in existing records. This prevents duplicate entries in the database.

- First Name** Enter the attorney's first name.
- Middle Name** Enter the attorney's middle name.
- Firm Name** Enter the name of the firm with which the attorney is associated or select the  button to open the Standard Entity Search window and search for the firm.
- Title** Enter the attorney's title, if any.
- Address** Enter the attorney's address. Enter the City, State, Zip, and Country in the appropriate fields.
- EMail Type** Enter the email type of the defendant attorney.
- EMail** Enter the email address of the defendant attorney.
- Office Phone** Enter the attorney's office phone number.
- Home Phone** Enter the attorney's home phone number.

- Fax** Enter the attorney's fax number.
- Claim History** Select the button to open the Claim Involvement History window.
- Back to Claim** Select the button to open the Claim window.

8. From the toolbar, select the Save button .
9. From the toolbar, select the Enhanced Notes  button to open the Enhanced Notes for the associated parent claim record.


## To Add Persons Involved

1. Search for the claim or event to which you want to add Persons Involved Information.
2. From the navigation tree, under the required claim node select the Persons Involved link. A Lookup results window opens and displays the list of Persons Involved .
3. From the Lookup Results window, select the required Persons Involved .
4. To add a Persons Involved , right-click the claimant link in the left navigation tree and select Add New. The Persons Involved t window opens.
5. To associate an existing entity, select the Add Existing button, next to the Persons Involved type that you want. The Standard Entity Search window opens.
6. Complete the fields on the Standard Entity Search to search for the required entity. The Search Results window opens and displays all entities that match your search criteria.
7. To add a new Persons Involved, next to the appropriate Persons Involved, select the Add New button. The appropriate window opens based on the Persons Involved type that you selected.
8. Complete the fields on the window.
9. From the toolbar, select the Save button .

## To Add Claimant Information

1. Search for the claim to which you want to add claimants Information.
2. From the navigation tree, under the required claim node select the Claimants link. A Lookup results window opens and displays the list of claimants.
3. From the Lookup Results window, select the required claimant.
4. To add a claimant, right-click the claimant link in the left navigationtree and select Add New. The Claimant window opens.
5. Select and complete the fields on the Claimant window: Claimant Info tab, as shown below.

**Claimant Last Name** Enter the claimant's last name.




You can select the  button to open the Standard Entity Search window and search for a claimant.


You can select the search button to open a list of claimants associated with the claim.

When you search for a claimant, RISKMASTER automatically updates the other fields on the tab.



Before you enter new data, search for the claimant in existing records. This prevents duplicate entries in the database .

<b>First Name</b>	Enter claimant's first name.
<b>Address</b>	Enter the claimant's address. Enter the City, State, Zip, and Country in the appropriate fields.
<b>Office Phone</b>	Enter the claimant's office phone number.
<b>Home Phone</b>	Enter the claimant's home phone number.
<b>Fax</b>	Enter the claimant's fax number.
<b>Primary Claimant</b>	If there are multiple claimants for this claim, select the check box if you want this claimant to be the primary claimant.
<b>Claimant Type</b>	Enter the code that best describes the claimant type or select the search button to select from the Code Selection window.
<b>Sex</b>	Enter the code that best describes the claimant's gender or select the search button to select from the Codes Selection window.
<b>Date of Birth</b>	Enter the claimant's date of birth.
<b>SOL Date</b>	Enter the Statute of Limitations date.  The Statute of Limitations states the time limit set by law during which a person must bring legal action on a case.
<b>Insurer</b>	Enter the claimant's insurance provider or select the  button to open the Standard Entity Search window and search for the insurer.
<b>Injury Desc</b>	Enter a description of the claimant's injuries or select the  button to open the <a href="#">RISKMASTER Editor</a> . In the RISKMASTER Editor, enter the description and then select OK.
<b>Damage Desc</b>	Enter a description of the damages the claimant suffered or select the  button to open the <a href="#">RISKMASTER Editor</a> . In the RISKMASTER Editor, enter the description and then select OK.

**Email Type** Select the  button to open code selection window and select the type of email account the claimant is using.


**Email** Enter the email address of the claimant

**Claim History** Select the button to open the Claim Involvement History window.

**Back to Claimant List** Select the button to open the Claimants for Claim window.

6. Select and complete the fields on the Claimant window: Claimant Attorney tab, as shown below.

**Attorney Last Name** Enter the attorney's last name.


You can select the  button to open the Standard Entity Search window and search for an attorney.

You can select the search button to open a list of attorneys associated with the claim.

When you search for an attorney, RISKMASTER automatically updates the other fields on the tab.

Before you enter new data, search for the claimant in existing records. This prevents duplicate entries in the database.

**First Name** Enter the attorney's first name.

**Firm Name** Enter the name of the firm with which the attorney is associated or select the  button to open the Standard Entity Search window and search for the firm.

**Title** Enter the attorney's title, if any.

**Address** Enter the attorney's address. Enter the City, State, Zip, and Country in the appropriate fields.


**Office Phone** Enter the attorney's office phone number.


**Home Phone** Enter the attorney's home phone number.

**Fax** Enter the attorney's fax number.

**Claim History** Select the button to open the Claim Involvement History window.

**Back to Claimant List** Select the button to open the Claimants for Claim window.


7. From the toolbar, select the Save button .







8. From the toolbar, select the Enhanced Notes  button to open the Enhanced Notes for the associated parent claim record.









## To Add Injury Details

**Note:** You can enter additional information for an Injury record, using supplemental fields. You can enter injury information for Person Involved of all types. To setup Injury Supplemental fields, use the Supplemental Data Window in Utilities.

For all the Person Involved types the Injury Loss window has 3 tabs – Injury details, Employment Info and supplemental except for Employee which has 2 tabs – Injury details and supplemental as in case of Employee the Employment info tab is present in the Employee Involved window

1. Search for the claim or event to which you want to add Persons Involved Information.
2. From the navigation tree, under the required claim node select the Persons Involved link. A Lookup results window opens and displays the list of Persons Involved .
3. From the Lookup Results window, select the required Persons Involved .
4. To add a Persons Involved , right-click the person involved link in the left navigation tree and select Add New. The Persons Involved window opens.
5. To associate an existing entity, select the Add Existing , next to the Persons Involved type that you want. The Standard Entity Search window opens.
6. Complete the fields on the Standard Entity Search to search for the required entity. The Search Results window opens and displays all entities that match your search criteria.
7. To add a new Persons Involved, next to the appropriate Persons Involved, select Add New . The appropriate window opens based on the Persons Involved type that you selected.
8. Complete the fields on the window.
9. From the toolbar, select the Save button .
10. . The person involved link “injury” displays the Person involved record.
11. To add injury loss details, under the Person Involved type, select the Injury link. The Injury Loss window opens.
12. Select and complete the fields on the Injury Loss window: [Injury Detail tab](#) , as shown below .







- |                                 |   |
|---------------------------------|---|
| <b>Nature of Injury/Illness</b> | Enter the code that best describes the nature of impairment or harm inflicted on the injured party or select the  button to select from the Code Selection window.                             |
| <b>PreExisting Condition</b>    | Enter the code that best describes that any medical condition(s) the injured party may have had prior to the accident or select the  button to select from the Code Selection window.          |
| <b>Activity When Injured</b>    | Select  button to open the RISKMASTER Editor and enter a description of what the injured person was doing at the time of the accident and the consequent injury and then select the OK button. |
| <b>Body Parts</b>               | Enter the code that best describes the body part s or select the  button to select from the Code Selection window.   |
| <b>Cause Of Injury</b>          | Enter the code that best describes the correct cause of injury or select the  button to select from the Code Selection window.   |
| <b>Diagnosis</b>                | Enter the code that best describes the diagnosis or select the  button to select from the Code Selection window.   |

- Where Injured Taken** Select the  button to open the RISKMASTER Editor and enter a description of location where the injured was taken and then select the OK button.
- Symtoms Description** Select the  button to open the RISKMASTER Editor and enter the symptoms of the injury or the medical condition and then select the OK button.
- Medications** Select the  button to open the RISKMASTER Editor and enter the list of medications prescribed to the injured party by the physician, and any prescribed medications taken before the date of injury and then select the OK button.
- Note: You can enter multiple prescriptions. When the number of entries exceeds the viewable area, a vertical scroll bar enables you to scroll up and down through the entries.
- Prognosis** Select the  button to open the RISKMASTER Editor and enter a brief prognosis of the injury resulting from the incident and then select the OK button.
- Injury Inconsistent w/ Police Rept** Deselect the check box to indicate the described injuries are consistent with the police report.
- ER or Hospital Visit** Select the check box to indicate whether the injured party received treatment in a hospital's emergency room.
- Catastrophic Injury** Select the check box to indicate whether the loss is catastrophic or not.
- Impairment** Select the check box to indicate whether there is impairment to the body parts.
- File Closing Date** Enter or select the  button to select the date on which all the designated treatments and/or tests for the injured party are completed.
- Enter or select the  button to select the date of death of the injured party resulting from injuries sustained in the accident.
- Note: The Date of Death cannot be less than the date of loss or greater than today's date.
- Date of Death**
- Entry of a date of death automatically updates the date of death field of the entity on its Entity Maintenance window, in kind, entry of a date of death on the Entity's Entity Maintenance window updates the Injury Loss date of death.
- Disability From Date** Enter or select the  button to select the date on which the injured party is first declared disabled as a result from injuries sustained during the accident.
- Note: The Disability From Date cannot be less than the date of loss nor greater than today's date.
- Disability To Date** Enter or select the  button to select the date on which the physician indicates that the injured party is no longer considered disabled.
- Note: The Disability To Date must be greater than the claim date and the Disability From Date.



13.

14. Select and complete the fields on the Injury Loss window: [Employment Info tab](#) , as shown below .

Note: The Employment Info tab displays on the Injury Loss window for all the person involved types except the employee. When Employee record is added as a PI for an injury, the Employment Information displays on the Employee window itself.


<b>Department</b>	Enter the code that best describes the department within a company, where the injury occurred or select the  button to select from the Organization Hierarchy window.
<b>Hourly Rate</b>	Enter the amount paid to the employee on an hourly basis. Note: If Hourly rate specified, you must enter either the Hours per Day or Hours per Week, to compute the Weekly rate.
<b>Daily Hours</b>	Enter the number of hours the employee works per day. Note: If you enter the Hours per day, you must specify either the Hours per week or Number of Day/Week in conjunction with the Hourly Rate to compute the Weekly Rate.
<b>Date Hired</b>	Enter or select the  button to select the date on which the injured person began working for the employer. Note: Date hired must be less than or equal to the date of loss.
<b>Hours Per Week</b>	Enter the number of hours the injured employee typically works in a week. Note: If you enter Hours per week, you must specify Hours per day or Number of days per week in conjunction with an Hourly rate to compute the Weekly Rate.
<b>Termination Date</b>	Enter or select the  button to select the date on which the injured person's employment ended with the named Employer. Note: The Date terminated must be great than or equal to the Date Hired and must also be greater than or equal to the date of loss.
<b>Daily Rate</b>	Enter the daily rate or allow system to compute the daily wage loss benefit payable to the injured party.
<b>Gross Annual Earnings</b>	Enter the injured person's annual salary prior to deductions.
<b>Weekly Rate</b>	Enter the weekly rate or allow system to compute the weekly wage loss benefit payable to the injured party. Note: To let the system calculate the weekly rate by default, do not enter the weekly rate. You must however enter a Monthly Rate or Hourly Rate to compute the Weekly Rate.
<b>Pay Type</b>	Enter the code that best describes the basis of wage payment, for example, monthly compensation or hourly wage rate or select the  button to select from the Code Selection window.
<b>Monthly Rate</b>	Enter the amount an employee is compensated monthly if not known weekly. Note: To calculate the weekly rate as a product of the monthly rate times 12, divided by 52.
<b>Collateral Sources</b>	Enter the code that best describes the organization providing disability benefits, such as, Workers' Compensation Law, State Temporary Disability Benefit, or Private Disability plan or select the  button to select from the Code Selection window.
<b>Job Classification</b>	Enter the code that best describes a general job classification of the injured party or select the  button to select from the Code Selection window.


- Collateral Offset** Enter the weekly compensation received from a collateral source.
- Enter the number of days an employee works per week.
- Work Week** Note: If you enter the Number of days per week, you must enter either the number of Hours per day or Number of Hours per week in conjunction with the hourly rate to compute the Weekly rate.


15. Select the  button to add any additional comments.
16. Select the  button to save the settings you selected.


## To Add Arbitration Information


1. [Search](#) for the claim to which you want to add arbitration information.
2. From the left navigation tree, select Arbitration link under the required claim node. The Arbitration window opens.
3. Complete the fields on the [Arbitration window: Arbitration Info tab](#), as shown below.


**Type** Enter the code that best describes the coverage or matter in dispute or select the  button to select from the Code Selection window.


**Status** Enter the code that best describes the current status of the arbitration process or select the  button to select from the Code Selection window.


**Adverse Party** Select the  button to open the Standard Entity Search window and search for the person selected as the responsible third party.

**Arbitration Party** Enter the code that best describes whether the Adverse Party is the applicant filing allegations or is a respondent to the allegations or select the  button to select from the Code Selection window.

**Company** Select the  button to open the Standard Entity Search window and search for the third party insurer.



**Date Field** Enter the date the arbitration was filed with an arbitration authority or select the  button to select the date from the calendar.

**Adjuster** Select the  button to open the Standard Entity Search window and search for the representative in the arbitration proceedings for the third party.

**Hearing Date** Enter the date the arbitration hearing is scheduled or select the  button to select the date from the calendar.

**Claim Number** Enter the number assigned by the third party insurer to the incident relating to the subject claim.

**Award Amount** Enter the dollar amount of the award from the arbitrator or arbitration board.

4. From the toolbar, select the Save  button.
5. From the toolbar, select the Enhanced Notes  button to open the Enhanced Notes for the associated parent claim record.

## Dialog

### Defendant Window: Defendant Info Tab

Use the Defendant window to enter defendant details for a litigated claim .

- To open**
- Search for the claim to which you want to add Defendant Information.
  - From the left navigation tree, under the required claim node, select Defendant link.
  - A Lookup results window opens.
  - From the Lookup results window, select the required Defendant.

### Field definitions

**Defendant Last Name** Enter the defendant's last name.

You can select the  button to open the Standard Entity Search window and search for a Defendant.

When you search for a defendant, RISKMASTER automatically updates the other fields on the tab.

**Note:** Before you enter new data, search for the Defendant in existing records. This prevents duplicate entries in the database.

**First Name** Enter defendant's first name.


**Address** Enter the defendant's address. Enter the City, State, Zip, and Country in the appropriate fields.

**Office Phone** Enter the defendant's office phone number.


**Home Phone** Enter the defendant's home phone number.

**Fax** Enter the defendant's fax number.

**Defendant Type**

Enter the code that best describes the defendant type or select the  button to select from the Code Selection window.


**Insurer**

Enter the claimant's insurance provider or select the  button to open the Standard Entity Search window and search for the insurer.

**Policy Number**

Enter the insurance policy provider's number.


**Policy Type**

Enter the code that best describes the policy type or select the  button to select from the Code Selection window.

**Policy Limit**

Enter the dollar amount limit on policy coverage.

**Expiration Date**

Enter the date on which the coverage expires or select the  button to select from the calendar.

**Claim History**

Select the button to open the Claim Involvement History window.

**Back to Claim**

Select the button to open the Claims window.

## Claimants for Claim Window

Use the Claimant window to enter [claimant](#) and claimant's attorney details.

**To open**

- From the main menu, select Document.
- From the Document menu, choose any claim type.
- From the left navigation tree under the required claim node, select Claimants link.

### Field definitions

*Table*

Displays the list of claimants already associated with the claim.

**Add Claimant**

Select to open the Claimant window.

**Delete**

Select the check box next to the claimant that you want to delete and select the Delete button.

**Back to Claim**

Select to open the Claim window.



Select the button to open the Enhanced Notes for the associated parent claim record.

## Claimant Window: Claimant Attorney Tab

Use the Claimant Attorney tab to enter information about the claimant's attorney .




**To open** On the Claimant window: Claim Info tab, select the Claimant Attorney tab.

## Field definitions

**Attorney Last Name** Enter the attorney's last name.

You can select the  button to open the Standard Entity Search window and search for an attorney.

You can select the search  button to open a list of attorneys associated with the claim.


When you search for an attorney, RISKMASTER automatically updates the other fields on the tab.

Note: Before you enter new data, search for the claimant in existing records. This prevents duplicate entries in the database.

**First Name** Enter the attorney's first name.

**Middle Name** Enter the attorney's middle name.

**Address** Enter the attorney's address. Enter the City, State, Zip, and Country in the appropriate fields.

**Firm Name** Enter the name of the firm with which the attorney is associated or select the  button to open the Standard Entity Search window and search for the firm.

**Title** Enter the attorney's title, if any.

**EMail Type** Enter the email type of the claimant attorney.

**EMail** Enter the email address of the claimant attorney.

**Office Phone** Enter the attorney's office phone number.

**Home Phone** Enter the attorney's home phone number.

**Fax** Enter the attorney's fax number.



**Claim History** Select the button to open the Claim Involvement History window.

## Defendant Window: Defendant Attorney Tab

Use the Defendant Attorney tab to enter details about the defendant's attorney .

**To open** On the [Defendant window: Defendant Info tab](#), select the Defendant Attorney tab.

## Field definitions

<b>Attorney Last Name</b>	Enter the attorney's last name.  You can select the  button to open the Standard Entity Search window and search for an attorney.  You can select the search button to open a list of attorneys associated with the claim .  When you search for an attorney, RISKMASTER automatically updates the other fields on the tab.
	Note: Before you enter new data, search for the <a href="#">claimant</a> in existing records. This prevents duplicate entries in the database.
<b>First Name</b>	Enter the attorney's first name.
<b>Middle Name</b>	Enter the attorney's middle name.
<b>Firm Name</b>	Enter the name of the firm with which the attorney is associated or select the  button to open the Standard Entity Search window and search for the firm.
<b>Title</b>	Enter the attorney's title, if any.
<b>Address</b>	Enter the attorney's address. Enter the City, State, Zip, and Country in the appropriate fields.
<b>E-Mail Type</b>	Enter the email type of the defendant attorney.
<b>E-Mail</b>	Enter the email address of the defendant attorney.
<b>Office Phone</b>	Enter the attorney's office phone number.
<b>Home Phone</b>	Enter the attorney's home phone number.
<b>Fax</b>	Enter the attorney's fax number.
<b>Claim History</b>	Select the button to open the Claim Involvement History window.
<b>Back to Claim</b>	Select the button to open the Claim window.


## Claimant Window: Claimant Info Tab


Use the Claimant Info tab to enter [claimant](#) details.

<b>To open</b>	<ul style="list-style-type: none"> <li>▪ Search for the claim to which you want to add Claimant Information.</li> <li>▪ From the left navigation tree, under the required claim node, select Claimants link.</li> <li>▪ A Lookup results window opens.</li> <li>▪ From the Lookup results window, select the required claimant.</li> </ul>
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## Field definitions

**Claimant Last Name** Enter the claimant's last name.

You can select the  button to open the Standard Entity Search window and search for a claimant.

You can select the  button to open a list of claimants associated with the claim.

When you search for a claimant, RISKMASTER automatically updates the other fields on the tab.

Note: Before you enter new data, search for the claimant in existing records. This prevents duplicate entries in the database.

**First Name** Enter claimant's first name.


**Address** Enter the claimant's address. Enter the City, State, Zip, and Country in the appropriate fields.


**Office Phone** Enter the claimant's office phone number.

**Home Phone** Enter the claimant's home phone number.

**Fax** Enter the claimant's fax number.

**Primary Claimant** If there are multiple claimants for this claim, select the check box if you want this claimant to be the primary claimant.


**Claimant Type** Enter the code that best describes the claimant type or select the  button to select from the Code Selection window.

**Sex** Enter the code that best describes the claimant's gender or select the  button to select from the Code Selection window.


**Date of Birth** Enter the claimant's date of birth.

**SOL Date** Enter the Statute of Limitations date.

Note: The Statute of Limitations states the time limit set by law during which a person must bring legal action on a case.

**Insurer** Enter the claimant's insurance provider or select the  button to open the Standard Entity Search window and search for the insurer.











**Injury Desc** Enter a description of the claimant's injuries or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.

- Damage Desc** Enter a description of the damages the claimant suffered or select the  button to open the [RISKMASTER Editor](#). In the RISKMASTER Editor, enter the description and then select OK.
- Claim History** Select the button to open the Claim Involvement History window.
- Back to Claimant List** Select the button to open the Claimants for Claim window.

## Injury Loss: Injury Detail Tab

- To open** From the Injury Loss window, select the Injury Detail tab.

### Field definitions


- Nature of Injury/Illness** Enter the code that best describes the nature of impairment or harm inflicted on the injured party or select the  button to select from the Code Selection window.
- PreExisting Condition** Enter the code that best describes that any medical condition(s) the injured party may have had prior to the accident or select the  button to select from the Code Selection window.
- Activity When Injured** Select  button to open the RISKMASTER Editor and enter a description of what the injured person was doing at the time of the accident and the consequent injury and then select the OK button.
- Body Parts** Enter the code that best describes the body part s or select the  button to select from the Code Selection window.
- Cause Of Injury** Enter the code that best describes the correct cause of injury or select the  button to select from the Code Selection window.
- Diagnosis** Enter the code that best describes the diagnosis or select the  button to select from the Code Selection window.
- Where Injured Taken** Select the  button to open the RISKMASTER Editor and enter a description of location where the injured was taken and then select the OK button.
- Symptoms Description** Select the  button to open the RISKMASTER Editor and enter the symptoms of the injury or the medical condition and then select the OK button.
- Medications** Select the  button to open the RISKMASTER Editor and enter the list of medications prescribed to the injured party by the physician, and any prescribed medications taken before the date of injury and then select the OK button.
- Note: You can enter multiple prescriptions. When the number of entries exceeds the viewable area, a vertical scroll bar enables you to scroll up and down through the entries.
- Prognosis** Select the  button to open the RISKMASTER Editor and enter a brief prognosis of the injury resulting from the incident and then select the OK button.


**Injury Inconsistent w/ Police Rept** Deselect the check box to indicate the described injuries are consistent with the police report.

**ER or Hospital Visit** Select the check box to indicate whether the injured party received treatment in a hospital's emergency room.

**Catastrophic Injury** Select the check box to indicate whether the loss is catastrophic or not.

**Impairment** Select the check box to indicate whether there is impairment to the body parts.


**File Closing Date** Enter or select the  button to select the date on which all the designated treatments and/or tests for the injured party are completed.

Enter or select the  button to select the date of death of the injured party resulting from injuries sustained in the accident.

**Date of Death**


Note: The Date of Death cannot be less than the date of loss or greater than today's date. Entry of a date of death automatically updates the date of death field of the entity on its Entity Maintenance window, in kind, entry of a date of death on the Entity's Entity Maintenance window updates the Injury Loss date of death.

**Disability From Date**

Enter or select the  button to select the date on which the injured party is first declared disabled as a result from injuries sustained during the accident.

Note: The Disability From Date cannot be less than the date of loss nor greater than today's date.

**Disability To Date**


Enter or select the  button to select the date on which the physician indicates that the injured party is no longer considered disabled.

Note: The Disability To Date must be greater than the claim date and the Disability From Date.

## Injury Loss: Employment Info Tab

**To open**      ■ From the Injury Loss window, select the Employment Info tab.

### Field definitions






**Department** Enter the code that best describes the department within a company, where the injury occurred or select the  button to select from the Organization Hierarchy window.

**Hourly Rate** Enter the amount paid to the employee on an hourly basis.

Note: If Hourly rate specified, you must enter either the Hours per Day or Hours per Week, to compute the Weekly rate.

**Daily Hours** Enter the number of hours the employee works per day.

Note: If you enter the Hours per day, you must specify either the Hours per week or Number of Day/Week in conjunction with the Hourly Rate to compute the Weekly Rate.

<b>Date Hired</b>	<p>Enter or select the  button to select the date on which the injured person began working for the employer.</p> <p>Note: Date hired must be less than or equal to the date of loss.</p>
<b>Hours Per Week</b>	<p>Enter the number of hours the injured employee typically works in a week.</p> <p>Note: If you enter Hours per week, you must specify Hours per day or Number of days per week in conjunction with an Hourly rate to compute the Weekly Rate.</p>
<b>Termination Date</b>	<p>Enter or select the  button to select the date on which the injured person's employment ended with the named Employer.</p> <p>Note: The Date terminated must be great than or equal to the Date Hired and must also be greater than or equal to the date of loss.</p>
<b>Daily Rate</b>	<p>Enter the daily rate or allow system to compute the daily wage loss benefit payable to the injured party.</p>
<b>Gross Annual Earnings</b>	<p>Enter the injured person's annual salary prior to deductions.</p>
<b>Weekly Rate</b>	<p>Enter the weekly rate or allow system to compute the weekly wage loss benefit payable to the injured party.</p> <p>Note: To let the system calculate the weekly rate by default, do not enter the weekly rate. You must however enter a Monthly Rate or Hourly Rate to compute the Weekly Rate.</p>
<b>Pay Type</b>	<p>Enter the code that best describes the basis of wage payment, for example, monthly compensation or hourly wage rate or select the  button to select from the Code Selection window.</p>
<b>Monthly Rate</b>	<p>Enter the amount an employee is compensated monthly if not known weekly.</p> <p>Note: To calculate the weekly rate as a product of the monthly rate times 12, divided by 52.</p>
<b>Collateral Sources</b>	<p>Enter the code that best describes the organization providing disability benefits, such as, Workers' Compensation Law, State Temporary Disability Benefit, or Private Disability plan or select the  button to select from the Code Selection window.</p>
<b>Job Classification</b>	<p>Enter the code that best describes a general job classification of the injured party or select the  button to select from the Code Selection window.</p>
<b>Collateral Offset</b>	<p>Enter the weekly compensation received from a collateral source.</p>
<b>Work Week</b>	<p>Enter the number of days an employee works per week.</p> <p>Note: If you enter the Number of days per week, you must enter either the number of Hours per day or Number of Hours per week in conjunction with the hourly rate to compute the Weekly rate.</p>



# Summaries

## Executive Summaries Overview

You can generate executive summaries in RISKMASTER that contain details about claim information, financial data, diaries, and notes. You can customize the executive summary to contain only the information you choose. An executive summary is useful when you want to create a snapshot of printable information, for example, you can configure an executive summary report to display specific information for claim analysis.

## Executive Summary Scheduler

The Executive Summary Scheduler for Executive Summary and Enhanced Notes helps handle large amounts of data in Executive Summary and Enhanced Notes reports. You can specify a threshold value in the `WCFSservice\appSettings.config` file deployed on the server.

```
<add key="ExecSummaryOfflineThreshold" value="10"/> <!--Number of Pages
```

```
<add key="ExecSummaryOfflineHours" value="20:00"/> <!--24 hr format time. If blank value it gets executed immediately.
```

### For Executive Summary:

When you select the Executive Summary button on the toolbar for events, claims, etc., uses the threshold value you specified in the `WCFSservice\appSettings.config` file to generate a PDF file. While building the PDF file, RISKMASTER checks if the threshold value is crossed at every page. In case the threshold value is crossed the PDF generation process is aborted and an entry is created in the task manager database. RISKMASTER then displays a message telling you that the threshold criteria has been crossed and that the Executive Summary PDF will be generated offline and will be available for viewing from the Attachments button on the toolbar.

Once the PDF file is built, it is sent to the RISKMASTER X Document Management system. A diary entry is also created to let you know that the executive summary is available for viewing with a link to the original event or claim for which the executive summary was created.

<http://20.198.58.90/RiskmasterUI/UI/Executivesummary/ExecSummary.aspx?recid=55&type=CLAIM&admta=V>

Executive Summary threshold limit was exceeded.ExecSummary creation has been scheduled.  
Once generated, it will be accessible from the Attachments list.

OK

### For Enhanced Notes:

When you select the Print button for enhanced notes, the number of characters to be printed in the Enhanced Notes column in the database is checked. If the number of characters exceeds (2500 \* Threshold Value), the PDF generation is skipped and scheduled into the Task Manager.

checks for duplicates and makes sure duplicate Task Manager task entries are not created each time the Executive Summary button or the Enhanced Notes Print PDF button is selected. It also checks the Task Manager database for existing entries and does not creating new duplicate entries.

To limit CPU utilization on the server during office hours, gives you the option to run the task entry during off hours by using the "Off Hours" entry in the `WCFSservice\appSettings.config` file. If you use the Off Hours option, the new Task Manager entry is scheduled to run at the off hour time specified in the config file. If the Off Hour value is left blank, the executive summary and the enhanced notes PDF task entries are created for immediate execution.

If the Media Content Management (MCM) interface is enabled, the PDF report is sent to the MCM web service.

Note: For an executive summary with admin tracking tables the Pdf report is uploaded to the RISKMASTER X base Document Attachment module even if MCM is enabled, since the MCM interface does not support Admin Tracking.



If the Email switch is enabled, the PDF report is sent as an Email attachment. The SMTP server and the ADMIN email sender details are obtained from the Security database.

## How To

### To View an Executive Summary

You can generate quick summaries and executive summaries in RISKMASTER. An executive summary can contain details about claim information, financial data, diaries, and notes. You can set up your executive summary to contain only the information you choose.


#### *To Generate an Executive Summary*

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Exec Summary.  
The Executive Summary menu opens.
3. Do one of the following:
  - From the Executive Summary menu, select Claim to open the Claim Search window.
  - From the Executive Summary menu, select Events to open the Event Search window.
4. On the Claim or Event Search window, enter search criteria in the fields to search for the claim or event you want to generate the executive summary for.
5. Select Submit Query.  
The executive summary opens in Adobe Acrobat

### To Get a Quick Summary

You can generate quick summaries and executive summaries In RISKMASTER. Use a quick summary to review details about events and claims on a single window. You can configure an executive summary to contain details about claims, financials, diaries, and notes. However, you cannot change the configuration of a quick summary.

#### *To Get a Quick Summary*

1. [Search](#) for the claim or event for which you want to generate a quick summary.
2. From the RISKMASTER toolbar, select the Quick Summary button .  
The Quick Summary window opens.
3. From the left tab, select the item for which you want to view details.  
For example, under Event select Diaries to display the diaries associated with that event. The right frame displays the details.

### To Configure an Executive Summary

You can generate an executive summary that contains claim information, financial data, diaries, and notes. You can set up your executive summary to contain only the information you choose.

#### *To configure an executive summary*

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Exec. Summaries.  
The Exec. Summaries menu opens.
3. From the Exec. Summaries menu, choose Configurations.


The [Executive Summary Configuration window](#) opens and a Configurations link displays under the Reports node in the left navigation tree.

4. On each tab, select the check boxes for the information that you want to include in your executive summary.

**Note:** The more information you include, the longer the summary will take to run.

5. Select the Save Configuration button.

*To configure an executive summary for users*

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, choose UI Admin.  
The UI Admin menu opens.
3. From the UI Admin menu, choose Admin Exec Summaries Config.  
The Executive Summary Configuration window opens.
4. From the Available Users field, select the user that you want to configure to view the executive summary.
5. Select Add.  
The user(s) that you select displays in the Users to be Configured field.
6. To remove the user from the Users to be Configured field, select the  button.

## Dialog

### Executive Summary Configuration Window

- To open**
- From the main menu, select Reports.
  - From the Reports menu, choose Exec Summaries.
  - From the Executive Summaries menu, choose Configurations.

#### Field definitions

- Tabs** Select each of the tabs (Events, Claims (All), Claims (GC), Claims (VA), Claims (WC), Claims (DI), Policy) to select the information that you want to include in the Executive Summary.
- Check boxes** On each tab, select the check boxes for each of the fields that you want to include information from in the Executive Summary.
- Save Configuration** Select the button to generate an Executive Summary report.
- Select All** Select the button to select all the check boxes on a tab.
- Unselect All** Select the button to de-select all the check boxes on a tab.



# FDH

## Financial Detail History

### For Carrier Claims



1. From the Claim window, select the  button.

### For Corporate Claims

2. From the reserves/ financials window, select the Financial Detail History button. The Financial Detail History window opens.
3. Select the Level field select the level for which you want to see the financials detail.

<b>Date/Time</b>	Displays the date and time of the transaction
<b>Trans Type</b>	Displays the transaction type
<b>Policy Name</b>	Displays the policy name of the policy associated with transaction
<b>Unit</b>	Displays the unit associated with the policy for the transaction
<b>Coverage type</b>	Displays the coverage type of the policy
<b>Cause/ type of Loss</b>	Displays the cause/type of loss on the policy associated with transaction
<b>Financial type</b>	Displays the financial type of the policy associated
<b>Claimant</b>	Displays the claimant associated with the transaction
<b>Amount (USD)</b>	Displays the amount of the transaction
<b>Amount in Claim currency</b>	Displays the amount in the selected claim currency

4. Select the Back button.



# TPA

## Overview

Using this feature you can restrict the Third Party Administrators (TPA) users from viewing, creating and searching claims and claims related information. The users can access information associated claims and can search/download a policy as per the policy data mapping set for them.

- This functionality only works when carrier claims with BES ON for all BES Groups.
- Claim restriction for TPA users is already implemented in RMA.
- Diary restriction for TPA users is already implemented in RMA.
- A user can be assigned only to one organization security group at a time.

### Claim access from Recent Claims when TPA access is on

When TPA access is on, a user belonging to one department will be able to see only the claims he has access to; other claims will not be visible to that user.

### Diaries view when TPA access is on

The logged in user will not be able to view the diaries for the claims to which the user does not have access. Also, the authorized user will be able to assign the diary to another user who belongs to the same security group as the logged-in user. This can be achieved by displaying the users of same group in the 'Assign Diary to' window.

### Policy search when TPA access is enabled


The logged-in user will be able to search and download the policies for which the search information is mapped through the mapping window.

The mapping data will be a set of different row values created through the policy mapping window.

## How To

### To Setup Policy Search data Parameters

Use the window to enter the mapping data (the combination of policy data which will be used to search a policy when TPA access is enabled through BES You cannot save more than ten search mapping having similar combination of fields in the Policy System and Security Group.

1. From the main menu, select Utilities.  
The Utilities menu opens.
2. From the Utilities menu, select Managers.
3. From the Managers menu, select Policy Search data Mapping.
4. The Policy Search Data Mapping window opens.
5. On the Policy Search Data Mapping window select the  button.  
The Policy Search Data Setup window opens.
6. Complete the fields on the window as shown in the table below.

<b>Policy System</b>	Select the name of the external policy system for which you want to set up the policy search data.
<b>Agent Code:</b>	Select the agent code for which for you want to set up the policy search data.
<b>MCO:</b>	Enter the master company code for the policy for which you want to set up policy search data.
<b>PCO:</b>	Enter the policy company code for the policy for which you want to set up policy search data.
<b>Business Unit</b>	Select the business unit.
<b>Business Segment:</b>	Select the business segment of the TPA.
<b>Org. Security Group:</b>	Enter the name of the security group created and setup in BES setup
<b>OK</b>	Select the button to save parameters.
<b>Cancel</b>	Select the button to discard changes.

# Deductible and Retention

## To Activate Deductible and Retention Erosion Detection Tracking feature

From the main menu, select Utilities.

The Utilities menu opens.

From the Utilities menu, select System Parameters.

The System Parameters menu opens.

From the System Parameters menu, select the General System Parameter Setup.

The General System Parameter Setup window opens.

On the General System Parameters Setup window:





# Pop- ups



Select to add a new record



Select to save existing record



Select to open the code list in the Code Selection window



Select to open the RISKMASTER Editor

## Required fields are Bold and Underlined.

Select to save record.

Select to open the Utilities tree. From the Utilities tree, you can select the appropriate link to open a window and enter set up options for RISKMASTER . You must have Administrative privileges to access the Utilities windows.

Select to display the Reports tree. From the Reports tree, you can access RISKMASTER Business Intelligence, SORTMASTER and the Executive Summary window.

Select to open the view all existing records for the current type of record open.

Select to log out of RISKMASTER .

Select to disable the navigation frame hide/show button if it is enabled, or to enable the navigation frame hide/show button if it is disabled.

Select to optimize the window display and close a window or windows.

Select to go to the next record.

Select to go to the previous record.

Select to add data handling notes for open records.

Select to display the Events and Claims tree. From the tree you can select the Event link or any of the claims links to open the appropriate window and enter event and claim data into the RISKMASTER database.

Select to hide the navigation frame if it is displayed, or to display the navigation frame if it is hidden.

## Claim Executive Summary window

The Claim Comment Summary window displays the summary of the comment put by the user on a particular claim.

### To open

From the Claim's tool bar, select Claim Comment Summary  Button.

## Field definitions



Print

Select this button to print the comment on the claim.



Cancel

Select this button to cancel the comment for a particular claim.


**Comment Box** This section displays the comment with time put by the user on a particular claim.

Select to open the online help.

## Claim Comment window

The Claim Comment Window allows user to leave the relevant comment on a claim.

**To open**

From the Claim's tool bar, select Claim Comment  Button.

## Field definitions



Save

Select this button to save the comment on the claim.



Cancel

Select this button to cancel the comment for a particular claim.

**Comment Box** This section displays the comment with time put by the user on a particular claim.

Select to open the [Supplemental window](#) for a record. The Supplemental window contains supplemental fields defined by your organization.

[GC- General Claims](#)

[VA- Vehicle Accident Claims](#)

[WC- Workers' Compensation Claims](#)

Select to use Microsoft Word Mail Merge .

Select to delete the current record.

Select to add a new record.

E- Employee

MED- Medical Staff

O-Other Person

P- Patient

PHYS- Physician

W- Witness

Select to display a quick summary of the record. You can print the displayed record summary.

Select to view all the diaries associated with the current record.

Select to go to the last record.

Select to go to the first record.

Select to delete the open diary.

Select to open the Document Management tree and access your user documents and the Word Mail Merge window.

Select to display the Documents menu.

Select to open the Diaries window. The Diaries window displays all the diaries for the current user. You can choose to display only active diaries for particular dates, or display all diaries. You can also create, edit and manage diaries.

Select to display the Maintenance tree. From the tree you can select the Org. Hierarchy, Table Maintenance, Policy, Plan Maintenance links or one of the database entity maintenance links to open the appropriate window.

Select to open the Security Management tree. From the Security Management tree, select the appropriate link to open a window and set up data sources and users and assign users to data sources. You must have Administrative privileges to access the Security windows.

Select to collapse the tree that is currently open in the navigation tab.

Select to display a quick summary.

Select to send an email message regarding the open record. You can also attach the executive summary for the open record.

Select to create a diary for the current record.

Select to display the Funds Management tree and enter payments and collections .

Select to open the Search window and search for a record.

Select to attach files to the current record.

Select to open the Online Help.

Select to expand the top down menu in the navigation frame .



# Common Functions

## Supplementals Window

**To open** From any record window, select the Supplementals tab.

**Note:** You can see this tab only on windows that you have supplemental fields set up for.

The Supplementals window contain fields specific to your organization.

Your system administrator is responsible for setting up the fields in the Supplementals window.


Enter information into the fields just like you would on any other window.

For help with this window, see your system administrator.

**Note:** CSC recommends you complete all other fields before completing the supplementals window. This ensures that RISKMASTER displays only the supplemental fields you need.

## RISKMASTER Editor

Use the RISKMASTER Editor to add memo texts, additional information, descriptions, or comments to records.

**To open** On any record window, from the text entry field, select  button.

### Field definitions

**Date Stamp** Enter the date you want saved with your text. By default, RISKMASTER puts in today's date.

**Note:** You cannot change the date stamp if you selected the Don't Allow Edit of Time Stamp in Free Text Areas option on the System Setup Parameters window in RISKMASTER Utilities .

**Text area** Enter any text you want to save with the record.

**Note:** If a memo text already exists, the field displays the existing comment.

**Toolbar**

Select to save the text and close the window.



Select to open the RISKMASTER Editor and enter new text.



Select to preview how the text will print. You can select text and then select the Preview button to preview how the selected text will print.



Select to open the Find window and search for a word or phrase in the text area.



Select to open the Spelling Check window and run a spell check on the text you entered.

## Search Window

Use the Search window to search for events, claims, and any other records. You can search specifically for a record by record number, or you can search by attributes like last names, status (open/closed), and so on.

You can only search for records in the database from the data source you selected when you logged in.

**Note:** If you do not know the complete information for a field, enter as much as you know plus an asterisk (\*). For example, in a Last Name field, you could type: p\* to find all records with last names beginning with the letter P.

- To open**
- From the main menu, select Search
  - The Search menu opens and a search node display in the navigation frame.
  - From the Search menu, select the type of record that you want to search for, for example to search for claims, select Claim .

## Field definitions

**Search menu** Displays a list of possible record types you can search for.

Select the record type you want to search for.

**Note:** The types of records available for searching depends upon how you opened the Search window. For example, if you opened the Search window from a field on the Employee window, then RISKMASTER automatically opens a search window for Employees.

**HIPAA:** When you open the Search window and select Patient as the type of search, then one entry is made in the activity log for each search result row on the Results window.

**Search Name** From the drop down list, select a saved search. The list changes based on the record type you selected.

*Search Criteria* Search fields change based on the record type you selected.

Each search field is divided into two fields,

- In the first field, from the drop down list, select the relationship with the search field.
- In the second field, enter the criteria you want to search for.

**Sort By** The Sort By field is divided into three fields,

- In the first field, from the drop down list, select the first search field to sort the search results by.
- In the other two fields, enter other search fields to sort the search results by.

**Note:** RISKMASTER uses the search field you selected in the first field for sorting first and then the second field and then the third.


**Note:** If you use only the first field then RISKMASTER will only sort by the first field.

**Use Sound-Alike Match on Last Names** Select the check box, if you are uncertain of how the last name is spelled but know approximately how it sounds.


- Default Search view** Select the check box, if you want to set the active Search as the default search for the selected record type.
- Submit Query** Select to search the database and display the results.

## To Enter Memo Text


You can enter memo text in several RISKMASTER fields using the [RISKMASTER Text Editor](#). To enter memo text,

1. [Search](#) for the record in which you want to add the memo text.
2. From the field, in which you can add a memo text, select the  button .  
The [RISKMASTER Text Editor](#) opens.

Note: If you have previously added memo text, the Existing Comment text displays.

3. To add a new memo text, select the New button .
4. Enter your text in the blank field.

Note: Use the toolbar that follows Microsoft Word conventions to edit and format the text that you enter.

5. From the toolbar, select the Save button .
- The text that you enter displays in the field on the record window.





# Backup Withholding

## Backup Withholding Overview

You can set up backup withholding on Entities in and split out payments to the withholding recipient. Backup withholding is set individually for each entity through the Entity Maintenance. When a payment is printed which has a backup withholding setup, the system displays a warning message stating that the amount of the payment is going to be reduced due to a withholding.

The rights to set up, modify, or delete a withholding setup is assigned in the Security Management System.

Backup withholding is created when a payment status changes to Printed. RISKMASTER does not apply withholdings for existing payments, with the exception of autochecks and non-occupational claim payments because these have not yet been printed. When printing checks for one of the payments in a withholding group the associated withholding payments must also be printed .

The parent payment and the backup withholding payment are treated as groups. If one is voided or cleared the whole group is voided or cleared. Child payments are voided if the parent payment is voided and parent payment is voided if a child payment is voided. A payment that is part of a withholding payment (parent or child) cannot be reissued. To reissue a check that is part of a backup withholding payment you must void and then enter the payment again.


If a payment is created which uses EFT then none of the payments in the withholding group can be voided.

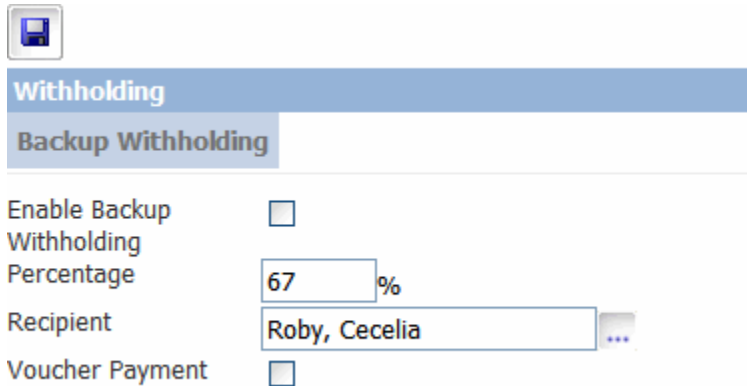
Backup withholdings are limited to payments where the payee is either Other Payees (People & Entities) or Other Payees (Org. Hierarchy).

## how to

### To Setup Backup Withholding

1. Search and open the entity record you want to setup backup withholding for.

2. From the toolbar select the  button.  
The Backup Withholding window opens.



**Withholding**  
**Backup Withholding**

Enable Backup Withholding

Percentage  %

Recipient  ...

Voucher Payment

3. Select the Enable Backup Withholding check box to activate backup withholding feature for the selected entity record.
4. In the Percentage field, enter the amount of payment to be reserved for selected entity or payee.
5. In the Recipient field, select the Ellipses button to open the Standard Entity Search window to select the entity that receives the withholding payment.
6. Select the Voucher Payment check box to set payment as check or voucher.

**Note:** The payment will be processed as a check however will not print a physical check from RMX.

7. Select the Save button to save changes.



# Reports

## Reports Overview

The reports module gives you access to tools that let you analyze and report on your RISKMASTER data.

You can quickly configure and generate executive summaries, or you can use Business Analytics or SORTMASTER to create more complex reports.

## Dialog

### Add New/Edit Template Window

Use the Add New/Edit Template window to create new templates for DCC reports .

Note: When you edit a template, all existing and new reports that are based on the template also change.

To open            On the [DCC Template window](#) select the Add button or  button.

### Field definitions

<b>Name</b>	Enter a name for the template.
<b>Show Percent</b>	Select the check box if you want to include a percentage column in the report.
<b>Show Graph</b>	Select the check box if you want to display the report data in graph form when you select the DCC display button for the report.
<b>Filters</b>	Displays the filters you defined for this template.
<b>Outputs</b>	Displays the outputs you defined for this template.
<b>Delete Selected</b>	Select the check box for an existing filter or output and select this button to delete the selected filter or output.
<b>Add Filter</b>	Select to open the Add New Filter window and enter the SQL scripts for the template.
	Note: CSC recommends that you enter filters only if you are well-versed in SQL and if you know your database well.
<b>Add Output</b>	Select to open the Add New Output window and define your output.
<b>Save</b>	Select to save your changes.
<b>Close</b>	Select to close the window without saving your changes.

### Post Draft Reports Window

Use the Post Draft Reports window to post existing SORTMASTER reports created in to the Available Reports list. You can run reports from the Available Reports list.

- To open**
- From the main menu, select Reports.
  - From the Reports menu, choose Std Reports Designers.
  - From the Std Reports Designers menu, select Post SM Drafts Reports.

### Field definitions

**Report Name** Displays the report name. This name is used on the Available Reports window.

**Report Description** Displays a report description.

**Users** Select users from the user list to allow the users you selected to access this report.

Note: After you allow or disallow users to access this report, only your system administrator can change these permissions.

**Post** Select to add the report to the [Available Reports window](#).

Note: You will know that your report has been saved only when the message "Report Posted Successfully" displays.

### Job Queue Window

Use the Job Queue window to review current reporting activity and to manage report output.

- To open**
- From the main menu, select Reports.
  - From the Reports menu, choose Std Reports Queue.
  - From the Std Reports Queue menu, select Job Queue.

### Field definitions

**Select All** Select to select all the reports in the job queue.

**Archive** Select a job and then select this button to open the Archive Report Jobs window and move the selected report to the folder you select from the User Documents list. Select the Archive button.

Note: After you archive a report it no longer displays on the Job Queue window.

**Email** Select to open the Email Report Jobs window and email the selected report.

**Delete** Select to delete the selected report from the job queue.

**Refresh** Select to refresh the window and view the most current status of your reports.

Note: The list on this window refreshes automatically every 15 seconds.

<b>Job Name</b>	This column displays all reports currently being run, or scheduled to run in the future. After the report status changes to Complete, you can select a report to view report results.
<b>Job Description</b>	Displays a description of the job.
<b>Start Date/Time</b>	Displays the date and time when the report is scheduled to run.
<b>Status</b>	Displays the current status of the report. Select the Refresh button to see the most current status.

## DCC Window

Use the DCC window to add, delete or review desktop command center reports. You can only view reports if you have the appropriate permissions. For questions about your permissions, contact your system administrator.

- To open**
- From the main menu, select Reports.
  - From the Reports menu, choose Other Reports.
  - From the Reports menu, choose DCC Reports

## Field definitions

**Report Name** This column displays all existing DCC reports. RISKMASTER ships with some canned reports. Select a report link to run the selected report. When you add a report it gets added to this list.



Select to open the [Edit Report window](#) and edit the report.

**Add** Select to open the [Add New Report window](#) and add a new report.

**Delete** Select the check box for an existing report and then select the delete button to delete the selected report.

**Restore** Select to open the Restore a Deleted Item window and select the deleted reports you want to restore.

**DCC Display** Select the check box for an existing report to display the report data either in graph format or in table format based on the option selected in the template for this report. You can select multiple reports to display the reports together and compare data.

**Templates** Select to open the [DCC Template window](#).

## Edit DCC Report Window

Use the Edit DCC Report window to edit existing reports. You can only edit reports if you have the appropriate permissions. For questions about your permissions, contact your system administrator.

**To open** On the [DCC window](#), select the  button.

### Field definitions

**Template Name** Displays the template this report is based on.

Note: If this template changes the report will also change.

**Report Title** Enter the report title.

**Filters** Displays the filters you defined for this template. Select the check box for a filter to apply that filter to the report.

**Outputs** From the drop down list select the outputs to include in the report and then select the Add button. The outputs you select are displayed in the Outputs field. Use the up and down arrows to move a field up or down. Use the delete button to remove an output from the list.

**Show As Graph** Select the check box if you want to display the report data in graph form when you select the DCC display button for the report.

**Graph Group** Select a graph group.

**Graph Data** Select the graph data.

**Graph Type** From the drop down list select the graph type.

**Save** Select to save your changes.

**Close** Select to close the window without saving your changes.

## DCC Template Window

Use the DCC Template window to review and open all existing DCC report templates. You can only view and edit templates if you have the appropriate permissions. For questions about your permissions, contact your system administrator.

**To open** On the [DCC window](#), select the Templates button.

### Field definitions

**Template Name** This column displays all existing DCC report templates. RISKMASTER ships with the basic DCC report templates. You can edit the existing templates or add new templates. When you add a template it gets added to this list.



Select to open the [Edit Template window](#) and edit the template.

**Add** Select to open the [Add New Template window](#) and add a new template.

- Delete**            Select the check box for an existing template and then select the delete button to delete the selected report.
- Restore**            Select to open the Restore a Deleted Item window and select the deleted templates you want to restore.
- Reports**            Select to open the [DCC window](#).

## Post New Reports Window

Use the Post New Report window to add existing SORTMASTER reports created in the Windows version of SORTMASTER to the Available Reports list.

- To open**
  - From the main menu, select Reports.
  - From the Reports menu, choose Std Reports Designers.
  - From the Std Reports Designers menu, choose Post SM Drafts Reports.

### Field definitions

**Report Name**            Enter a recognizable report name. This name will be used on the Available Reports window.

**Report Description**    Enter a description for the report.

**Report File Name**      Select the Browse button and select the report file from the file browser.

**Users**                    Select users from the user list to allow the users you selected to access this report.

Note: After you allow or disallow users to access this report, only your system administrator can change these permissions.

**Save**                     Select to add the report to the [Available Reports window](#).

Note: You will know that your report has been saved only when a new Post New Report window opens with the message "Report Posted Successfully" at the top.

## Available Reports Window

Use the Available Reports window to review and open all existing reports. You can only view reports if you have the appropriate permissions. For questions about your permissions, contact your system administrator.

- To open**
  - From the main menu, select Reports.
  - From the Reports menu, choose Std Reports Queue.
  - From the Std Reports Queue menu, choose Available Reports.

### Field definitions



**Report Name** Displays the report name. Select a report to open the [Run Reports window](#) and run the report.

**Report Description** Displays a description of the report.

## Delete Available Report window

Use the Delete Available Reports window to delete reports. You can only delete reports if you have the appropriate permissions. For questions about your permissions, contact your system administrator .

- To open**
- From the main menu, select Reports.
  - From the Reports menu, choose Std Reports Queue.
  - From the Std Reports Queue navigation tree, select the Delete Report.

### Field definitions

**Report Name** Displays all available reports. Select the check box for a report.

**Report Description** Displays a description of the report.

**Delete Selected Report** Select to delete the selected report.

## E-Mail Report Jobs Window

**To open** From the Job Queue window, select a job, and select the Email button.

### Field definitions

**Please select the Users to E-Mail to** Select the user to whom you want to email the report.

Note: To select multiple recipients, Press the Ctrl key and then from the field select the recipients.

**Also E-Mail to** Enter the E-mail address of any other users to whom you want to e-mail the report.

Note: Separate multiple E-Mail addresses with a semicolon.

**Message for the Recipients** Enter an E-mail message or subject that you want to send with the report.

**Email** Select to send the E-mail to the selected recipients.

**Cancel** Select to close the E-Mail Report Jobs window.

## Post OSHA Reports Window

Use the Post OSHA Reports window to post existing SORTMASTER reports created in to the Available Reports list. You can run reports from the Available Reports list.

- To open**
- From the main menu, select Reports.
  - From the Reports menu, choose Other Reports.
  - From the Other Reports menu, select any OSHA Report.

### Field definitions

**Report Name** Displays the report name. This name is used on the Available Reports window.

**Report Description** Displays a report description.

**Users** Select users from the user list to allow the users you selected to access this report.

Note: After you allow or disallow users to access this report, only your system administrator can change these permissions.

**Privacy Case** Select this check box to print OSHA reports as masked or unmasked.

Note: When the check box is selected then the specified fields are printed as masked. By default the check box is

**Save** Select to add the report to the [Available Reports window](#).

Note: You will know that your report has been saved only when the message "Report Posted Successfully" displays.

## Schedule Reports Window

Use the Schedule Reports windows to set up when and how to run reports in the future. You can set reports up to run at Monthly or Daily intervals.

RISKMASTER presents you with a series of windows asking you to fill in information on each window. When you are done setting up the scheduled report, a window opens showing you all scheduled reporting activity.

- To open**
- From the main menu , select Reports.
  - From the Reports menu, choose Schedule Reports.

### Field definitions

**Schedule Type** From the drop down list select whether you want the scheduled report to run **Daily** or **Monthly**.

**Select Report Name** From the drop down list select the report to run.

**Enter Start Date and Time**

**Start Date** Enter the date on which you want to start running reports.

**Start Time** Enter the time when you want to start running reports.

Note: You must enter time in the format xx:xx, with a colon : between the hours and minutes. The time you enter defaults to AM.

**Select the days you would like to Run Report(s) on** Select the days you would like to run reports on.

#### Report Info

**Report Title** Displays the report title. You can enter a new title.

**Report Subtitle** Displays the report subtitle. You can enter a new subtitle.

**Optional Output Name** Enter text you want to include in the report filename for the generated reports.

Note: RISKMASTER uses this text along with a unique ID and an extension to name the report file.

**Output Type** From the drop down list, select a format for the generated reports.

**Notification Type** From the drop down list, select what to include in the notification e-mail that RISKMASTER will automatically generate each time a report is run.

**Email to** Enter the email addresses of people you want to send e-mail notification to each time a report is run.

Note: Separate multiple E-Mail addresses with a semicolon.

**Optional Email Message** Enter the message you want to include in the notification email.

**Report Criteria** Displays the report criteria that were defined when RISKMASTER created the report. You can change the report criteria.

Note: You cannot add additional report criteria.

**Save** Select to schedule the reporting activity.

## Run Reports Window

Use the Run Reports window to run reports on the Available Reports window.

- To open**
- From the main menu, select Reports
  - From the Reports menu, choose Std Reports Queue.

- From the Std Reports Queue menu, choose Available Reports.
- On the Available Reports window, select the link for the report you want to run.

### Field definitions

**Run Report** Select to run the report.

#### Report Info

**Report Title** Displays the report title. You can enter a new title.

**Report Subtitle** Displays the report subtitle. You can enter a new subtitle.

**Optional Output Name** Enter text you want to include in the report filename for the generated reports.

Note: RISKMASTER uses this text along with a unique ID and an extension to name the report file.

**Output Type** From the drop down list select a format for the report output.

**Run Report** From the drop down list:

- Select **Immediately** to run the report as soon as you select the Run Report button on this window.
- Select **At Specific Date/Time** and then enter a Start Date and Start Time, to run the report at the time you specified.

**Notification Type** From the drop down list, select what to include in the notification email that RISKMASTER will automatically generate each time a report is run.

**Email to** Enter the email addresses of people you want to send e-mail notification to each time a report is run.

Note: Separate multiple E-Mail addresses with a semicolon.

**Optional Email Message** Enter the message you want to include in the notification email.

**Report Criteria** Displays the report criteria that were defined when RISKMASTER created the report. You can change the report criteria.

Note: You cannot add additional report criteria.

## Add New Report Window

Use the Add New Report window to add a new DCC report. You can only add reports if you have the appropriate permissions. For questions about your permissions, contact your system administrator.

**To open** On the [DCC window](#), select the Add button.

### Field definitions

**Template Name** From the drop down list select the template you want to base this report on.

Note: If this template changes the report will also change.

**Report Name** Enter a report name.

**Report Title** Enter a report title.

**Save** Select to save the report.

**Cancel** Select to close the window without saving the report.

## How To

### To Post SORTMASTER Draft Reports


1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std Reports Designers.  
The Std Reports Designers menu opens.
3. From the Std Reports Designers menu, choose Post SM Draft Reports.  
The [Post Draft Reports window](#) opens and a Post Draft Reports link displays under the Reports node in the left navigation tree.
4. Select the check boxes for the draft reports you want to post to the Available Reports window.
5. From the Users list, select the users you want to give access to the report to.

Note: To select multiple users, press the Ctrl key and then from the field select the users. After you allow or disallow users to access this report, only a system administrator can change these permissions.

6. Select Post.  
'Report Posted Successfully' displays on the window.

Note: If this message does not display, your report was not posted.

### To Edit a DCC Report

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Other Reports.  
The Other Reports menu opens.
3. From the Other Reports menu, choose DCC Reports.  
The [DCC window](#) opens and a DCC reports link displays under the Reports node in the left navigation tree.
4. Select the  button next to the report you want to edit.  
The [Edit DCC Report window](#) opens.
5. Change information on the [Edit DCC Report window](#) , as shown below .

<b>Template Name</b>	Displays the template this report is based on. If this template changes the report will also change.
<b>Report Title</b>	Enter the report title.
<b>Filters</b>	Displays the filters you defined for this template. Select the check box for a filter to apply that filter to the report.
<b>Outputs</b>	From the drop down list select the outputs to include in the report and then select the Add button. The outputs you select are displayed in the Outputs field. Use the up and down arrows to move a field up or down. Use the Delete button to remove an output from the list.
<b>Show As Graph</b>	Select the check box if you want to display the report data in graph form when you select the DCC display button for the report.
<b>Graph Group</b>	Select a graph group.
<b>Graph Data</b>	Select the graph data.
<b>Graph Type</b>	From the drop down list select the graph type.

6. Select Save.

## To Create a DCC Report Template

You must have the proper permissions to add or edit templates . To add templates you must know how to write SQL scripts and you must have a good knowledge of your database. When you change a template all reports based on that template also change.

### *To add a DCC report template*

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Others.  
The Others menu opens.
3. From the Others menu, choose DCC Reports.  
The [DCC window](#) opens and a DCC reports link displays under the Reports node in the left navigation tree.
4. Select the Templates button.  
The [DCC Template window](#) opens.
5. Select the Add button.  
The [Add New Template window](#) opens.
6. In the Name field, enter a name for the new template.
7. Select the Show Percent check box to display percentages in the report.
8. Select the Show Graph check box to display a graph view when you select the DCC Display button for the report.
9. To add a new filter, select the Add Filter button.  
The Add New Filter window opens.

10. Enter information in the Add New Filter window.

Note: CSC recommends that you do not enter new filters unless you know how to write SQL scripts and unless you know your database well.

11. On the Add New Filter window, select Save.
12. To add new outputs, select the Add Output button.  
The Add New Output window opens.
13. Enter information in the Add New Output window.
14. On the Add New Output window, select Save.
15. On the Add New Template window, select Save.  
RISKMASTER adds the template to the DCC Template window.

## To Post SORTMASTER World Draft Reports

You can post reports created in SORTMASTER Windows version and then run the reports in .

To post SORTMASTER World draft reports:

1. From the main menu, select Reports.  
The Reports menu opens.
  2. From the Reports menu, choose Std Reports Designers.  
The Std Reports Designers menu opens.
  3. From the Std Reports Designers menu, choose Post SM/World Reports.  
The [Post New Report window](#) opens and a Post SM/World Reports link displays under the Reports node in the left navigation tree.
  4. In the Report Name field, enter a name for the report.
  5. In the Report Description field, enter a description for the report.
  6. From the Report File Name field, select the Browse button.  
A file browser opens.
  7. Select the report file for the report you want to post.  
RISKMASTER enters the file path for the report file into the Report File Name field.
  8. From the Users list, select the users you want to give access to the report to.
- Note: To select multiple users, press the Ctrl key and then from the field select the users. Once you allow or disallow users to access this report, only a system administrator can change these permissions.
9. Select Save.  
'Report Posted Successfully' displays on the window.

Note: If this message does not display, your report was not posted.

## To Archive Reports

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std Reports Queue.
3. From the Std Reports Queue menu, choose Job Queue.  
The [Job Queue window](#) opens and a Job Queue link displays under the Reports node in the left navigation tree.
4. From the list of report jobs, select the check boxes for all the jobs you want to archive.

5. Select Archive.  
The Archive Report Jobs window opens.
6. From the Please select the folder to archive job(s) to field, select the folder from your User Documents list to archive the selected jobs to.
7. Select Archive.  
RISKMASTER saves the selected job to the folder you selected and removes the job from the Job Queue window.

## To Run a DCC Report

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Other Reports.  
The Other Reports menu opens.
3. From the Other Reports menu, choose DCC Reports.  
  
The [DCC window](#) opens.
4. From the list of reports, select the link for the report you want to run.  
The report opens.

## To Create a DCC Report

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Others.  
The Other menu opens.
3. From the Other menu, choose DCC Reports.  
The [DCC window](#) opens and a DCC reports link displays under the Reports node in the left navigation tree.
4. Select the Add button.  
The [Add New Report window](#) opens.
5. From the Template Name drop down list, select a template to use for this report.
6. In the Report Name field, enter a name for the new report.
7. In the Report Title field, enter the report title you want to display at the top of the report.
8. Select Save.  
RISKMASTER adds the report to the DCC window.

## To Post OSHA Reports

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Other Reports.  
The Other Reports menu opens.
3. From the Other Reports menu, choose any OSHA Reports.



The [Post OSHA Reports window](#) opens and a Post OSHA Reports link displays under the Reports node in the left navigation tree.

4. In the Report Name field, enter a name for the report.
  5. In the Report Description field, enter a description for the report.
  6. From the Users list, select the users you want to give access to the report to.
- Note: To select multiple users, press the Ctrl key and then from the field select the users. After you allow or disallow users to access this report, only a system administrator can change these permissions.

7. Select the Privacy Case check box to print OSHA reports as masked.

Note: When the check box is selected then the specified fields are printed as masked. By default the check box is not selected.

8. Select Save.  
'Report Posted Successfully' displays on the window.

Note: If this message does not display, your report was not posted.

## To E-mail a Report

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std Reports Queue.
3. From the Std Reports Queue menu, choose Job Queue.  
The [Job Queue window](#) opens and a Job Queue window displays in the left navigation tree.
4. Select the check box for the report that you want to email.
5. Select the E-Mail button.  
The [E-mail Report Jobs window](#) opens.
6. From the Please select the Users to E-Mail to, select the users to whom you want to e-mail the report.

Note: To select multiple recipients, press the Ctrl key and then from the field select the recipients.

7. In the Also E-mail to field, enter the E-mail id of any other user to whom you want to e-mail the report.

Note: Separate multiple E-Mail addresses with a semicolon.

8. In the Message for the Recipients field, enter a subject or message that you want to e-mail with the report.
9. Select E-mail.  
RISKMASTER sends an email to the selected recipients.

## To Schedule Reports

You can set up when and how to run reports in the future. You can set reports up to run at Monthly or Daily intervals.

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std Reports Queue.
3. From the Std Reports Queue menu, choose Schedule Reports.  
The [Schedule Reports window](#) opens and a Schedule Reports window displays under the Utilities node in the left navigation tree.
4. Complete the fields in the [Schedule Reports window](#) , as shown below .

**Please select schedule type you would like to create** From the drop down list select whether you want the scheduled report to run **Daily** or **Monthly** .

**Select Report that you would like to Schedule** From the drop down list select the report to run.

**Start Date** Enter the date on which you want to start running reports.

**Start Time** Enter the time when you want to start running reports.  
You must enter time in the format xx:xx, with a colon : between the hours and minutes. Time you entered defaults to AM.

**Days** Select the days you would like to run reports on.

**Report Info**

**Report Title** By default, RISKMASTER enters the Report Name for the report you selected. You can rename the report if you want to.

**Report Subtitle** Enter an additional subtitle for the report.

**Optional Output Name** Enter text you want to include in the report filename for the generated reports. RISKMASTER uses this text along with a unique ID and an extension to name the report file.

**Output Type** From the drop down list, select a format for the generated reports.

**Notification Type** From the drop down list, select what to include in the notification email that RISKMASTER will automatically generate each time a report is run.

**Email to** Enter the email addresses of people you want to send email notification to each time a report is run. To enter multiple email addresses, separate email addresses with semicolons.

**Optional Email Message** Enter the message you want to include in the notification email.

5. Select Save.  
A window opens and displays all scheduled reporting activity.

## To Run an Available Report

After you post a report and RISKMASTER displays the report on the Available Reports window, you can run the report.

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std Reports Queue.
3. From the Std Reports Queue menu, choose Available Reports.

The [Available Reports window](#) opens and an Available Reports link displays under Reports node in the left navigation tree.

4. Select the link for the report that you want to run.

A [Run Report window](#) opens and a

5. Complete the fields on the [Run Report window](#) , as shown below .

4.

<b>Run Report</b>	Select to run the report.
<b>Report Info</b>	
<b>Report Title</b>	Displays the report title. You can enter a new title.
<b>Report Subtitle</b>	Displays the report subtitle. You can enter a new subtitle.
<b>Optional Output Name</b>	Enter text you want to include in the report filename for the generated reports. RISKMASTER uses this text along with a unique ID and an extension to name the report file.
<b>Output Type</b>	From the drop down list select a format for the report output.
<b>Run Report</b>	From the drop down list: <ul style="list-style-type: none"><li>• Select <b>Immediately</b> to run the report as soon as you select the RunReport button on this window.</li><li>• Select <b>At Specific Date/Time</b> and then enter a Start Date and Start Time, to run the report at the time you specified.</li></ul>
<b>Notification Type</b>	From the drop down list, select what to include in the notification email that RISKMASTER will automatically generate each time a report is run.
<b>Email to</b>	Enter the email addresses of people you want to send e-mail notification to each time a report is run.  Note: Separate multiple e-Mail addresses with a semicolon.
<b>Optional Email Message</b>	Enter the message you want to include in the notification email.
<b>Report Criteria</b>	Displays the report criteria that were defined when RISKMASTER created the report. You can change the report criteria.  You cannot add additional report criteria.

5.


6. Select Run Report.  
RISKMASTER runs the report and adds it to the [Job Queue window](#).
7. After the Status column for the report displays Complete, select the Job Name link.

Your report opens.

## To Edit a DCC Report Template

You must have the proper permissions to add or edit templates . To edit templates you must know how to write SQL scripts and you must have a good knowledge of your database. When you change a template all reports based on that template also change.

*To edit a DCC report template*


1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Other Reports.
3. The Other Reports menu opens.
4. From the Other Reports menu, choose DCC Reports.  
The [DCC Reports window](#) opens and a DCC reports link displays under the Reports node in the left navigation tree.
5. Select the Templates button.  
The [DCC Template window](#) opens.
6. Select the  button next to the report you want to edit.  
The [Edit Template window](#) opens.
7. Change information on the [Edit Template window](#) , as shown below .

Note: When you change a template all the reports based on the template will also change.


<b>Name</b>	Enter a name for the template.
<b>Show Percent</b>	Select the check box if you want to include a percentage column in the report.
<b>Show Graph</b>	Select the check box if you want to display the report data in graph form when you select the DCC display button for the report.
<b>Filters</b>	Displays the filters you defined for this template.
<b>Outputs</b>	Displays the outputs you defined for this template.
<b>Delete Selected</b>	Select the check box for an existing filter or output and select this button to delete the selected filter or output.
<b>Add Filter</b>	Select to open the Add New Filter window and enter the SQL scripts for the template.  CSC recommends that you enter filters only if you are well-versed in SQL and if you know your Database well.
<b>Add Output</b>	Select to open the Add New Output window and define your output.

8. Select Save.

## To Delete Reports

1. From the Main menu select .  
The Reports navigation tree opens in the navigation frame.
2. From the Reports navigation tree, select the Delete Reports link.  
The [Delete Available Report window](#) opens.
3. Select the check box for the report you want to delete.
4. Select the Delete Selected Reports button.  
RISKMASTER deletes the file from your Available Reports list.

## To View Scheduled Reports

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std Reports Queue.
3. From the Std Reports Queue menu, choose View Scheduled Reports.  
A window opens and displays a list of reports that are scheduled to run on a recurring basis.
4. Select a column name to sort the list.
5. To edit the schedule for a report, select the report name link.
6. To delete one or more scheduled reports, select the check box for the report and select  button.

# UX Dashboard

## Introduction

RISKMASTER UX is developed with the prime objective to display rMA system information in an informative & precise chart format. Dashboard screen consists of multiple charts & graphs that provide system/environment wide information for any claim or financial.

**Note:** User can modify dashboard according to the requirement.

## User interface

The UX Dashboard user interface can be better understood when explained in to different frames. The left hand side frame consists of a menu bar, which can be expand or contract on click, displays the name of the functions covered in UX Dashboard. When the menu bar consists of 'Selected DSN name', 'Type of View (Default view)', 'User Name', 'Dashboard section', 'Claims Section', 'Supervisory Approval Section', 'SMS section'. The right hand side frame consists of a tool bar and an Enable Edit Mode button for performing various operations on dashboard page.

You can access many functions of the UX Dashboard from the tool bar. Along with the navigation elements described here, you can use your browser's navigation buttons to go to the previous window, go to the next window, and so on.

### The UX Dashboard Screen & Tool bar



Select to expand or contract the function menu.



Select to search Claims by claimant last name.



Select to go back to the previous menu after claim search.



Select to get the notifications of Due Diaries.



Select to see the UX screen in different themes. (Available Themes: Cosmo, Paper, Spacelab, Flatly, Simplex and Lumen)



Select to log-out the UX Dashboard.



Select to see the list of 10 recent claims & events updated by current user.



Select to make essential changes on UX Dashboard.



Select to add new widget.



Select to display widget in the format you want.



Select to save changes.



Select to undo changes and reload.

## User Setting & Configuration

Users can set his/her own profile and configure other users as per the requirement from the dashboard screen only. Additionally, they can switch to the other DSN for accessing different functions.

### Settings Definitions

<b>Profile</b>	Select to set & edit personal information including E-mail, Name, City, Zip, Phone Number etc.
<b>Configure User</b>	Select to configure user(s) / Groups(s) to your profile.
<b>Change Database</b>	Select to change the database.
<b>Logout</b>	Select to logout the dashboard.

## Widgets

Following is the list of widgets available on UX Dashboard. You can add a widget from the list by navigating to:

From the UX Dashboard Screen, Select '**Enable Edit Mode**' .

Select '**Add New Widget**' from the tool bars opens-up.

Select the **Widget** from the list you want to add & see on the dashboard.

### Widget List

<b>Approve Matrix</b>	Shows the count of approvals left for user to approve.
<b>Claim Department</b>	Shows claim stats based on claim departments.
<b>Claim Lob</b>	Shows claim stats based on claim line of business.
<b>Claim Payments</b>	Shows reserve stats for total incurred.
<b>Claim Payments Paid</b>	Shows reserve stats for total paid.
<b>Claim Policy LOB</b>	Shows claim stats based on claim policy Line of Business.
<b>Claim Stats</b>	Shows claim stats based on claim stats.
<b>Claim Status</b>	Shows claim stats based on claim status.
<b>Claim Type</b>	Shows claim stats based on claim types.
<b>Diary Calender</b>	Shows diary calender of the user.

<b>New Claims</b>	Shows new claim count of user.
<b>Overdue Diaries</b>	Shows overdue diary count of user.
<b>Pending Claims</b>	Shows pending claim count of user.
<b>To do List</b>	Shows Todo list of user.

## How To

### Login to UX Dashboard

A Login box appears on the computer screen with specified slots for filling your login credentials. This box can be pin & unpin as per the requirement. In the background of the login box, rmA page will appear and the user can access to that page by unpinning the box. The Login Box consists of following tools and boxes:

#### *Login Box*



Select to pin and unpin the Login Box on the system.



Select to fill your user name.



Select to fill your password.

**Forgot your password?**

Select when you forget your password and require to set a new password.

**Sign In**

Select to sign in to the UX Dashboard after filling the correct login-in credentials.

**Select Datasource**

Select after signing-in, to choose a Data Source you want to work on.

**Continue**

Select to continue on the UX Dashboard.





# Sortmaster

## **SORTMASTER Overview**

SORTMASTER is a report writer that enables you to create and maintain completely customized reports of your risk data. Using SORTMASTER, you can customize a sample report template or create your own reports to analyze your risk management data.

With the Graph Options features, you can produce a wide variety of graphic presentations. Additionally, SORTMASTER translates the report criteria into an optimized SQL statement which can be used to export data into other report-writing or spreadsheet applications such as Excel.

## **Report Designer Overview**

Tips for creating reports

- Plan your report before starting.
- Create a list of the fields you want to include in the report.
- Select the tables that contain the fields.
- Start with 3 key fields and run the report to check if you are getting the expected results.
- Add additional fields one or two at a time and run the report before adding more.
- Put fields in a logical order.
- Exit

## Multi Query

### Multi-Query Report Overview

In SORTMASTER you can generate multi-query reports. When you create multi-query reports, an SQL statement is generated for each field you include in the report.

Using multi-query reports, you can extract data from the RISKMASTER database and sort this data, apply properties to the data, and generate graphs to display the data.

You can format the appearance of reports, distribute reports via the web, and export reports to other applications such as Microsoft Excel.

In multi-query reports the first field you select is key, and you summarize all remaining fields against the first field.

You can apply criteria to any field in the database even if you do not include the field in your report.

You can add a field multiple times if you need to use the field as multiple report columns with each column defined by another database field. For example, you can use two Reserve Amount columns, one for Indemnity and one for Expense.

You can apply a criteria on the aggregate value of a column. For example, you can define a criteria of total payments greater than \$100 instead of a criteria specifying a payment greater than \$100.

### As Of reports Overview

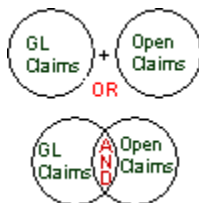
As Of reports display data "as of" a particular date you specify. When you create As Of reports SORTMASTER ignores data you entered into the database after the date you selected. For example, when you create an As Of report of a claim's value and status, SORTMASTER ignores reserves and payments made since the As Of date you specified.

Tips for setting up As Of reports:

- Set up As Of reports as Summary reports.
- Always enter the As Of date.
- Use the Financial History table for all financial reports (reserves, paid, collection, and incurred values).
- Use the Claim Status History table to report the Claim Status as of the date you specified.
- Use the roll up option when using both open and closed statuses from the Claim Status History table.
- Use to create loss runs as of a particular date.

## How To

### To Set Report Criteria



Once you add fields to your report, you can filter the data on the report so that it contains only specific values, ranges, or codes. You can set criteria on any field in the tables from which you selected your fields, even if you did not include the field in your report. For example, if you selected Claim Date and Current Reserves as fields in the report, you can specify that you want Current Reserves and Claim Dates only for claims with a Claim Status of Open, even though you did not include the Claim Status field in the report.

**Note:** You must know how to use Visual Basic to set criteria.

You can set three types of report criteria:

- [Value criteria](#)
- [Code criteria](#)
- [Range criteria](#)

### To set value criteria

1. Open or [Create a report](#).
2. From the Report window, select the [Report Criteria tab](#).
3. From the Column drop down list, select a field.
4. Select Add Criteria.  
The Select Criteria Field window opens.
5. From the Field drop down list, select the field you want to set value criteria on.
6. Select the Value option.
7. Select OK.  
The [Criteria window](#) for value criteria opens.
8. From the drop down list select the criteria operator you want to use , as shown below :

	<b>Function</b>	<b>Example</b>
*	Wild card.	Use "WC*95" to see all of the claims with claim numbers that begin with WC and end with 95.
?	Variable in the placement.	Use "?C" to see all of the claims with claim numbers that begin with any character in the first position, followed by C in the next position.
=	Data must correspond exactly to the value you specify.	Use this qualifier to select explicit data.
<=	Data must meet or fall below the value you specify.	When you stipulate a particular date, the query searches for that date and any dates occurring before that date.
>=	Data must meet or exceed the value you specify.	When you stipulate a particular date, the query searches for that date and any dates occurring after that date.
<>	Data must not match the value you enter.	Use this qualifier when you want to eliminate explicit data.  if you want to review all of your departments, except one, it would be easier to eliminate that department from the search than to add all the others.
>	Data must exceed the value you specify.	When you stipulate a particular date, the query searches for any dates occurring after that date.
<	Data must fall below the value you specify.	When you stipulate a particular date, the query searches for any dates occurring before that date.

9. In the Value field, enter the value you want to define a relationship with.
10. Select AND or OR to define additional relationship criteria.
11. Select OK.  
SORTMASTER enters the SQL statement for the parameter you created in the Report Criteria window.

### To set code criteria

1. Open or [Create a report](#).
2. From the Report window, select the [Report Criteria tab](#).
3. From the Column drop down list, select a field.
4. Select Add Criteria.  
The Select Criteria Field window opens.
5. From the Field drop down list, select the field you want to set code criteria on.
6. Select OK.  
The [Criteria window](#) for code criteria opens.
7. Select the codes you want to include in your report.


Note: Hold down the Ctrl key to select more than one code.

8. Select OK.  
SORTMASTER enters the SQL statement for the parameter you created in the Report Criteria window.

To set range criteria

1. Open or [Create a report](#).
2. From the Report window, select the [Report Criteria tab](#).
3. From the Column drop down list, select a field.
4. Select Add Criteria.  
The Select Criteria Field window opens.
5. From the Field drop down list, select the field you want to set range criteria on.
6. Select the Range option.
7. Select OK.  
The [Criteria window](#) for range criteria opens.
8. From the drop down lists select the From and To values you want to use to define the range.
9. Select OR to define additional relationship criteria.
10. Select OK.  
SORTMASTER enters the SQL statement for the parameter you created in the Report Criteria window.

### To Create a Multi-Query Report

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std. Reports Designers.  
The Std Reports Designers menu opens.
3. From the Std Reports Designers menu, choose SM Designer.  
The [Report Designer](#) opens.
4. Select the  button.
5. Select and complete the fields in the [Report Fields tab](#), as shown below.

4.

**Starting Table** From the drop down list select the table to use as the primary table for your report.

CSC recommends that you select either the Claims table, or the Events table for all reports.

**As of** Select the check box to specify a date as the cut-off point for collecting data for the report.

Enter a date in the Date field. SORTMASTER includes data entered before and on the date you enter in your report.

#### Report Type (this option is not available for Summary Financial reports)

**Detail** Select to display a line-by-line detail of the event or claim data in your report. A detailed report is most useful when you want to see each transaction or record. Use this option primarily with non-financial data.

**Summary** Select to display a summary of the data you included in the report.

You must set a property for every field or use a break between every field you select.

**Both** Select to create a detailed report and also display summary information at the end of the report.

For example, select this option when you sort information by department and want to see the data recapped in summary for each of the subtotals.

**Current Level** Displays the currently selected table.

**Fields** Select a field you want to include in your report and then select the Add button.

You must select at least one field from the starting table before you can open a related table and select a field.

**Related Tables** Select a table and then select the Down level button to display the fields in the Fields field.

You must select at least one field from the starting table before you can open a related table and select a field.

**Down Level** Select a table (folder) and then select this button to display the fields in the selected table.

**Up Level** Select to close the table you have opened and display the fields in the parent table.

**Add** Select a field and then select this button to include the field in the report.

**Del** Select a field from the list of fields included in the report and then select this button to remove the field from the report.

To delete the first field from the Starting Table, you must first delete all the fields below it.

**Report Columns**

- Select **Up** to move the selected field up in the list of selected fields.
- Select **Down** to move the selected field down in the list of selected fields.
- Select **Properties** to open the [Report Column Properties window](#) and edit properties for the selected field.

- 5.
6. Select and complete the fields in the [Report Criteria tab](#) , as shown below.
- 6.

**Column** From the drop down list, select the field for which you are setting criteria.

**Parameter** Select the check box, if you are creating a run-only report and you want to enter a prompt for the run-only report.

**Prompt Label for this Parameter** Enter a prompt that will display when you try to run a run-only report.

<b>Criteria</b>	Displays the criteria that you have applied parameters to.
<b>Global Criteria</b>	Displays the parameter statement for the global criteria you set.
<b>Set Global Criteria</b>	Select to open the Global Criteria window, and set criteria at the claim level and not just the field level. For example, if you set global criteria on a reserve field, the criteria applies to all reserve categories for that claim.  This button is only available for financial fields with sum selected on the <a href="#">Report Column Properties window</a> .
<b>Report Criteria</b>	Displays the parameter statement you created.  The parameter statement uses SQL statement nomenclature to describe the range, value, or code criteria you set for the selected field.
<b>Add Criteria</b>	Select to open the Select Criteria Field window. In the Select Criteria Field window: <ul style="list-style-type: none"> <li>• From the Field drop down list, select a field.</li> <li>• Select <b>Value</b> to set a value criteria.</li> <li>• Select <b>Range</b> to assign a range.</li> <li>• Select <b>Code</b> to assign code criteria.</li> <li>• Select <b>OK</b> to open the <a href="#">Criteria window</a> .</li> </ul>
<b>Toggle AND/OR</b>	This option is only available for single-query reports.
<b>DISTINCT Rows</b>	Select the button to display only unique rows in a report.
<b>Edit Criteria</b>	Select a criteria from the Criteria field and then select this button to open the <a href="#">Criteria window</a> and edit the selected criteria.
<b>Delete Criteria</b>	Select a criteria from the Criteria field and then select this button to delete the selected criteria.
<b>Undo Add</b>	Select to delete the last criteria you added.

- 7.
8. Select and complete fields in the [Report Options tab](#) , as shown below.
- 8.

<b>Report Title</b>	Enter a descriptive title for the report.  If you want to enter a second title line or a subtitle, enter it in the next field.
<b>Left/Center/Right</b>	Select either the Left, Center, or Right option to set the title alignment.

<b>Title Font</b>	Select to open the Font window. In the Font window, select the font, font size, color and other attributes for the title, then select OK.
<b>HTML</b>	Select to open the <a href="#">HTML Options window</a> . In the HTML Options window, set options for the report in HTML format, if you export the report in HTML format.
<b>Headers &amp; Footers</b>	Select to open the Headers & Footers window, and enter the header and footer information that you want printed on each window of the report.  Enter header and footer codes on this window to automatically include system information.
<b>Report Font</b>	Select to open the Font window. In the Font window, select the font, style, size, and script for the report text, then select OK.
<b>Print Row Number</b>	Select the check box to number each row in the report.
<b>Column Properties</b>	From the drop down list, select the column for which you want to define the appearance.
<b>Column Heading</b>	If you want to overwrite the existing column heading, enter a new column heading.
<b>Width</b>	From the drop down list select a width for the selected column.
<b>Left/Center/Right</b>	Select either the Left, Center, or Right option to set the alignment for the column text.
<b>Effects</b>	<ul style="list-style-type: none"> <li>• Select <b>Gray Shading</b>, to color the column background grey.</li> <li>• Select <b>Bold Text</b> to bold the column text.</li> <li>• Select <b>Italic Text</b> to italicize the column text.</li> </ul>
<b>Border</b>	Select where you want column borders to display.
<b>Agg. Prefix</b>	Select to open the Prefix for Aggregate Rows window, and rename the prefix that displays on the aggregate line of the report.  This option is only available if you selected Aggregate on the column properties window.
<b>Color</b>	Select to open the Color palette and assign a color to the column text.

9.  
10. Select and complete the fields in the [Graph Options tab](#) , as shown below.  
10.

<b>Graph Type</b>	From the drop down list select the type of graph you want to create.
<b>Graph Style</b>	From the drop down list select the style option you want to use for your graph.



**Perspective** For 3-dimensional graphs (3d Bar Graph), from the drop down list select the amount of 3-dimensional depth you want for your graph.

- Graph Data**
- Select **Summary** to display summary data in your graph.
  - Select **Detail** to display detailed data in your graph.

Certain types of graphs can only display either summary or detailed information, in which case you will not need to choose.

- Colors**
- From the **Foreground** drop down list select a color for the title, label, and grid.
  - From the **Background** drop down list select a color for the graph background.

Color selections in the Graph Options tab affect the appearance of the graph display in the Sample window and Graph View mode only, and do not translate color selections to color printers.

**Grid** Select the Vertical or Horizontal check boxes to display vertical and horizontal grid lines.

**Labels** Select the X-axis or Y-axis check boxes to display labeled X and Y axes.

**Graph Title** Enter a title for your graph.

**Left Title** Enter a title for the Y-axis.

**Bottom Title** Enter a title for the X-axis.

11.



12. Select the Save and Post button .  
The Report saved window opens.

13. In the Users field, select the users who will be able to access this report.

14. Select Post.

RISKMASTER saves the report in the [Available Reports window](#). You can [run](#) the report from the [Available Reports window](#).

## To Set Up Headers and Footers


You can define the information that prints at the top and bottom of each window of the report.


Note: Use code &n in the Header or Footer line to print the report name and the directory where the report is stored.

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std. Reports Designers.  
The Std Reports Designers menu opens.
3. From the Std Reports Designers menu, choose SM Designer.  
The [Report Designer](#) opens.

4. On the [Report Options tab](#), select Headers and Footers.  
The Headers and Footers window opens.
5. In the Header tab, in the Left, Center and Right fields, enter either the header codes or the actual text you want to include in your report header.
6. In the Footer tab, in the Left, Center and Right fields, enter either the footer codes or the actual text you want to include in your report footer.
7. Select OK.
8. Complete the report.

### To Open an Existing Report

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std. Reports Designers.  
The Std Reports Designers menu opens.
3. From the Std Reports Designers menu, choose SM Designer.  
The [Report Designer](#) opens.
4. Select the Open button .  
The Open Local Report window opens.
5. In the Report Name field, enter a name for the report.
6. In the Report Description field, enter a description for the report.
7. In the Report File name field, select the Browse button.  
A File Browser opens.
8. Navigate to the report file you want to open, and select Open.
9. In the Users field, select the users who will be able to access this report.
10. Select the Save button.  
The report opens in the [Report Designer](#).
11. If you want change the fields in the:
  - [Report Fields tab](#)
  - [Report Criteria tab](#)
  - [Report Options tab](#)
  - [Graph Options tab](#)

12. Select the Save and Post button .
13. The Report saved window opens.
14. In the Users field, select the users who will be able to access this report.
15. Select Post.  
RISKMASTER saves the report in the [Available reports window](#). You can [run](#) the report from the [Available Reports window](#).

### To Set Column Properties

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std. Reports Designers.  
The Std Reports Designers menu opens.

3. From the Std Reports Designers menu, choose SM Designer.  
The [Report Designer](#) opens.
4. On the [Report Fields tab](#), from the Starting Table drop down list, select Claims .
5. From the list of fields, double click fields to add to your report.
6. From the list of fields you added to your report, select the field to set properties for.
7. Select the Properties button.  
The [Report Column Properties window](#) opens.
8. Select formatting options on the [Report Column Properties window](#) , as shown below .

7.

<b>Stacked</b>	Select the check box to display the data in this field in the previous column.
<b>Include Field in Report</b>	Select check box if you want to include the field in the report. You can apply criteria to a field even if you do not want to include the field in the report.
<b>Print Sub Total</b>	Select check box to total data within a column when you have set one or more column breaks.
<b>Roll Up</b>	Select to combine multiple lines of data from one record into a single row. You can select this option only for summary reports.
<b>Column Break</b>	<ul style="list-style-type: none"><li>• Select <b>None</b> if you don't want to group data in a column.</li><li>• Select <b>Break</b> to force grouping for a field.</li><li>• Select <b>window</b> to group or sort like data within a column by window.</li></ul> You can use window breaks for breaking by hierarchy level, claim type, and claim status. <ul style="list-style-type: none"><li>• Select <b>Banner</b> to use the selected field as a heading over the next column and stack the columns.</li></ul>
<b>Column Aggregate</b>	<ul style="list-style-type: none"><li>• Select <b>None</b> to not apply column aggregates.</li><li>• Select <b>Count</b> to count each record as it displays in the report, even if it displays multiple times.</li></ul> You can use this option only for financial reports. However, do not use this option in summary reports containing financial fields. <ul style="list-style-type: none"><li>• Select <b>Unique Count</b> to count each record only once.</li></ul> CSC recommends that you select this option for counting. This option works very well when used with claim number or event number. <ul style="list-style-type: none"><li>• Select <b>Sum</b> to get totals for a financial column.</li><li>• Select <b>Min</b> to calculate the minimum value within a column.</li><li>• Select <b>Average</b> to calculate the average for all the data within a column.</li></ul>

- Select **Max** to calculate the maximum value within a column.

**Column Sort**

- Select **None** if you don't want to sort column data.
- Select **Ascending** to sort data from the lowest value to the highest value.
- Select **Descending** to sort data from the highest value to the lowest value.

**Free Text Properties**

- Select **Default lines Per Row** to show all lines of Free Text.
- If you do not want to use the default lines per row, don't select the check box and in the **Max Lines Per Row** field enter the number of lines to include per row.

**Fiscal Year**

Select the check box to print the fiscal year instead of the claim date or the event date and group financial data by fiscal year.

You must first set up fiscal year in Utilities . This option is only available for date fields.

**Organization**

If you selected the Fiscal Year check box, from the drop down list, select an organization level to use the fiscal year for that organizational level.

**Line of Business**

If you selected the Fiscal Year check box, from the drop down list, select a line of business to use the fiscal year for that line of business.

- 8.
9. Select OK.
10. Complete the report.

**To Define Report Text Colors**

1. Open or [create a report](#).
2. Select the Report Options tab.
3. From the Column Properties drop down list, select the column to apply the color to.
4. Select Color.  
The Color window opens.
5. From the Color grid, click the basic color closest to the one you want to create. If you know the RGB numbers, you can enter those into the Color fields.
6. In the Color fields, use the up and down arrows to adjust the red, blue and green amounts.  
The resulting custom color displays in the Effect box.
7. After you select the desired color, select OK.
8. Complete the report.

## To Set Global Criteria for Reports

You can apply global criteria to financial fields with a Sum column aggregate property. When you apply global criteria, SORTMASTER sums all of the reserve types first, then it applies the dollar criteria you specified.

To apply global criteria to a column

1. [Create a report.](#)
2. On the [Report Fields tab](#), from the Starting Table drop down list, select Claims .
3. From the list of fields, select a financial field to set the global criteria on.
4. Select Add.
5. From the list of fields you added to your report, select the financial field to set the global criteria on.
6. Select the Properties button.  
The [Report Column Properties window](#) opens.
7. In the Column Aggregate tab, clear the None check box.
8. In the Column Aggregate tab, select the Sum check box.
9. Select OK.
10. Select the Report Criteria tab.
11. From the column drop down list, select the financial field you set the sum property on.
12. Select the Set Global Criteria button.  
The Global Criteria window opens.
13. From the first drop down list, select an operator and enter a value for the criteria in the adjoining field , as shown below :

**&d** The short day name on which the report is printed.

For example: Mon through Sun.

**&D** The long day name on which the report is printed.

For example: Monday through Sunday.

**&I** The current logical subpage number. Logical subpages occur when the report is too wide to fit on one window, so the columns split across as many subpages as needed.

**&L** The current logical window number. A logical window may contain one or more subpages. Subpages occur when the report is too wide to fit on one window, so the columns split across as many subpages as needed.

**&M** The short month name on which the report is printed.

For example: Jan through Dec.

**&m** The long month name on which the report is printed

For example: January through December.

**&n** The complete path to the filename from which the report was generated. SORTMASTER reports are designated by a file extension of .smr.

**&p** The current physical window number.

**&P** The total number of physical windows in the report.

**&r** The report type title for the type of information that each window contains.

For example, if the window contains summary data, "Summary" will print; if the window contains detail data, "Detail" will print. Reports contain either summary or detail data, never both, even though Both is a report type you can select.

- &t** The date on which the report is printed, using formats currently defined in the International Settings in the windows Control Panel.
- &T** The time at which the report is printed, using formats currently defined in the International Settings in the windows Control Panel.
- &v** The evaluation date for the report, or "N/A" if no date is specified.


14. Select the AND or OR option based on the relationship you want to create.
15. From the second drop down list, select an operator and enter a value for the criteria in the adjoining field.
16. Select OK.
17. Complete the report.

## To Clone a Report

You can select an existing report from the SM Draft Reports window and create a copy of the report and then edit the report.

Note: You can Save As a report when the Report Designer is open. To edit the "Saved As" report, you will have to open the Report Designer for the report. The Report Designer for the report you clone opens automatically.

### To clone a report

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std Reports Designers.  
The Std Reports Designers menu opens.
3. From the Std Reports Designers menu, choose SM Draft Report.  
The SM Draft Reports window opens.
4. Select the check box for the report you want to clone.
5. Select the Clone button.  
The Save Report window opens.
6. On the Save Report window, in the Report Name field, enter the name of the report.
7. On the Save Report window, in the Report Description field, enter the description of the report.
8. Select the OK button.  
The [Report Designer](#) opens.
9. Edit the fields on the following tabs, if required:
  - [Report Fields tab](#)
  - [Report Criteria tab](#)
  - [Report Options tab](#)
  - [Graph Options tab](#)
10. Select the Save button .  
RISKMASTER saves the report in the [Available Reports window](#). You can [run](#) the report from the [Available Reports window](#).

## To Create Relative Dates

You can create a set date range in criteria so that you do not need to edit the date for any subsequent report. This is useful if you create year-to-date, month-to-date, and week-to-date reports. For example, new claims entered within the last 7 days, or new events that occurred 30 days ago through the current date.

To create relative dates

1. Open or [create a report](#).



2. From the Report Designer, select the Relative Date button .  
A Relative Date window opens.
3. In the Select or Enter New Relative Date Description field, enter the description of the criteria.
4. In the Relative Date Formula field, enter the parameters that you want to set.

Note: D signifies days, M signifies months, and Y signifies years.

5. Select OK.

## To Format Column Appearance

You can format columns after you create a report. When you format columns after creating a report, you can instantly view your report with the new formatting.

1. Open or [create a report](#).
  2. Right click on the column you want to format.  
The Column Properties window opens.
  3. Select options on the [Column Properties window](#) , as shown below.
- 2.

*Column name*      Displays the column name for which you are assigning properties.

**Column Width**      From the drop down list, select a column width.

- Text Justification**
- Select **Left** to left align the column content.
  - Select **Center** to center align the column content.
  - Select **Right** to right align the column content.

- Effects**
- Select **Gray Shading** to color the column background gray .
  - Select **Bold Text** to bold the column text.
  - Select **Italic Text** to italicize the column text.

- Border**
- Select **Top** to use a top border for all the cells in the column<sub>n</sub>.
  - Select **Left** to use a left border for the entire column.
  - Select **Right** to use a right border for the entire column.
  - Select **Bottom** to use a bottom border for the column (the last cell).

**Free Text Properties**

- Select the **Default Lines Per Row** check box to use the SORTMASTER default for the number of lines that can be included in a row.
- If you do not select the check box, you can enter the **Max Lines Per Row** . The rest of the text will be truncated.

**Color**

Select to open the Color window and select a color for the column text.

3. The appearance of the column changes as you select options.
4. When you are satisfied with the column appearance, select Close.

**To Change Column Names for Aggregate Values**

You can specify a prefix for the title of an aggregate line of the report. You can only use this option if you selected a Column Aggregate on the column properties window.


When you enter a prefix, the prefix you specify replaces the word "Records:" on the aggregate line in your report.

1. Open or [create a report](#).
2. On the Report Designer, select the [Report Options tab](#).
3. In the Column Properties tab, from the drop down list, select the field you want to rename.
4. Select Agg. Prefix.  
The Prefix for Aggregate Rows window opens.
5. From the list of functions, select the function for which you are changing the title on the report.
6. In the field, enter a prefix.
7. Select Done.
8. On the window that displays, select OK.
9. Complete the report.

**To Create Derived Fields**

Once you open a report, you can create custom columns by combining the values of one or more fields.

Note: To create derived fields you must know how to program macros.

1. Open or [create a report](#).
2. From the Report Designer, select the Derived Fields button  .  
The [Derived Fields window](#) opens.
3. In the Derived Field field, enter a name for the field.

Note: Do not include any spaces in the field name.

4. Select Add.  
The [Add/Edit Derived Fields window](#) opens.
5. From the Datatype drop down list, select the type of field you want to create.
6. In the Width field, enter the column width.


Note: You can only specify the column width if you selected Text as the Datatype. If the width of the column text in the report is greater than the width you specified, SORTMASTER truncates the text to fit in the predefined width.

7. From the Functions/Operators drop down list, select the function or operator you want to use.
8. From the list of Functions/Operators, double click the first field that you want to use.  
SORTMASTER moves the field to the Detail Formula tab.
9. From the Function/Operators drop down list, select other types of operators you want to use.  
SORTMASTER moves the selected field to the Detail Formula tab.
10. In the Detail Formula tab, use the fields to create formulas for the derived field.



11. Complete the Advanced Aggregate tab if you want to create aggregate formulas.
12. Select Done.

### To Create As Of Reports

1. From the main menu, select Reports.  
The Reports menu opens.
2. From the Reports menu, choose Std. Reports Designers.  
The Std Reports Designers menu opens.
3. From the Std Reports Designers menu, choose SM Designer.  
The [Report Designer](#) opens.
4. Select the Add New button .  
The [Report Designer](#) opens.
5. On the [Report Fields tab](#), select the As Of check box.
6. In the As Of field, enter the as of date for the report.
7. In the Report Type tab, select the Summary option.
8. Complete the fields on the [Report Fields tab](#), as shown below.

7.

**Starting Table** From the drop down list select the table to use as the primary table for your report.

CSC recommends that you select either the Claims table, or the Events table for all reports.

#### Report Type (this option is not available for Summary Financial reports)

**Detail** Select to display a line-by-line detail of the event or claim data in your report. A detailed report is most useful when you want to see each transaction or record. Use this option primarily with non-financial data.



**Summary** Select to display a summary of the data you included in the report.

You must set a property for every field or use a break between every field you select.

**Both** Select to create a detailed report and also display summary information at the end of the report.

For example, select this option when you sort information by department and want to see the data recapped in summary for each of the subtotals.

**Current Level** Displays the currently selected table . Fields from this table are displayed below.

**Fields** Select a field (with a window icon ) you want to include in your report and then select the Add button. To open a table (with a folder icon ) , double-click the table.

You must select at least one field from the starting table before you can open a sub-table and select a field.

**Down Level** Select a table (folder) and then select this button to display the fields in the selected table.

**Up Level** Select to close the table you have opened and display the fields in the parent table.

**Add** Select a field and then select this button to include the field in the report.

**Del** Select a field from the list of fields included in the report and then select this button to remove the field from the report.

To delete the first field from the Starting Table, you must first delete all the fields below it.

**Report Columns**

- Select **Up** to move the selected field up in the list of selected fields.
- Select **Down** to move the selected field down in the list of selected fields.
- Select **Properties** to open the [Report Column Properties window](#) and edit properties for the selected field.

8. Select and complete the fields on the [Report Criteria tab](#) , as shown below.
- 9.
- 9.

**Column** From the drop down list, select the field for which you are setting criteria.

**Parameter** Select the check box, if you are creating a run-only report and you want to enter a prompt for the run-only report.

**Prompt Label for this Parameter** Enter a prompt that will display when you try to run a run-only report.

**Criteria** Displays the criteria that you have applied parameters to.

**Global Criteria** Displays the parameter statement for the global criteria you set.

**Set Global Criteria** Select to open the Global Criteria window, and set criteria at the claim level and not just the field level. For example, if you set global criteria on a reserve field, the criteria applies to all reserve categories for that claim.

This button is only available for financial fields with sum selected on the [Report Column Properties window](#).

**Report Criteria** Displays the parameter statement you created.

The parameter statement uses SQL statement nomenclature to describe the range, value, or code criteria you set for the selected field.

**Add Criteria** Select to open the Select Criteria Field window. In the Select Criteria Field window:

- From the Field drop down list, select a field.
- Select **Value** to set a value criteria.
- Select **Range** to assign a range.

- Select **Code** to assign code criteria.
- Select **OK** to open the [Criteria window](#) .

<b>Toggle AND/OR</b>	This option is only available for single-query reports.
<b>DISTINCT Rows</b>	Select the button to display only unique rows in a report.
<b>Edit Criteria</b>	Select a criteria from the Criteria field and then select this button to open the <a href="#">Criteria window</a> and edit the selected criteria.
<b>Delete Criteria</b>	Select a criteria from the Criteria field and then select this button to delete the selected criteria.
<b>Undo Add</b>	Select to delete the last criteria you added.

10.  
11. Select and complete the fields in the [Report Options tab](#) , as shown below.  
11.

<b>Report Title</b>	Enter a descriptive title for the report.  If you want to enter a second title line or a subtitle, enter it in the next field.
<b>Left/Center/Right</b>	Select either the Left, Center, or Right option to set the title alignment.
<b>Title Font</b>	Select to open the Font window. In the Font window, select the font, font size, color and other attributes for the title, then select OK.
<b>HTML</b>	Select to open the <a href="#">HTML Options window</a> . In the HTML Options window, set options for the report in HTML format, if you export the report in HTML format.
<b>Headers &amp; Footers</b>	Select to open the Headers & Footers window, and enter the header and footer information that you want printed on each window of the report.  Enter header and footer codes on this window to automatically include system information.
<b>Report Font</b>	Select to open the Font window. In the Font window, select the font, style, size, and script for the report text, then select OK.
<b>Print Row Number</b>	Select the check box to number each row in the report.
<b>Column Properties</b>	From the drop down list, select the column for which you want to define the appearance.

<b>Column Heading</b>	If you want to overwrite the existing column heading, enter a new column heading.
<b>Width</b>	From the drop down list select a width for the selected column.
<b>Left/Center/Right</b>	Select either the Left, Center, or Right option to set the alignment for the column text.
<b>Effects</b>	<ul style="list-style-type: none"> <li>• Select <b>Gray Shading</b> , to color the column background grey.</li> <li>• Select <b>Bold Text</b> to bold the column text.</li> <li>• Select <b>Italic Text</b> to italicize the column text.</li> </ul>
<b>Border</b>	Select where you want column borders to display.
<b>Agg. Prefix</b>	Select to open the Prefix for Aggregate Rows window, and rename the prefix that displays on the aggregate line of the report.
	This option is only available if you selected Aggregate on the column properties window.
<b>Color</b>	Select to open the Color palette and assign a color to the column text.


- 12.
13. Select a complete the fields in the [Graph Options tab](#) , as shown below.
- 13.

<b>Graph Type</b>	From the drop down list select the type of graph you want to create.
<b>Graph Style</b>	From the drop down list select the style option you want to use for your graph.
<b>Perspective</b>	For 3-dimensional graphs (3d Bar Graph), from the drop down list select the amount of 3-dimensional depth you want for your graph.
<b>Graph Data</b>	Select <b>Summary</b> to display summary data in your graph and <b>Detail</b> to display detailed data in your graph. Certain types of graphs can only display either summary or detailed information, in which case you will not need to choose.
<b>Colors</b>	<ul style="list-style-type: none"> <li>• From the <b>Foreground</b> drop down list select a color for the title, label, and grid.</li> <li>• From the <b>Background</b> drop down list select a color for the graph background.</li> </ul>
	Color selections in the Graph Options tab affect the appearance of the graph display in the Sample window and Graph View mode only, and do not translate color selections to color printers.
<b>Grid</b>	Select the Vertical or Horizontal check boxes to display vertical and horizontal grid lines.

- Labels** Select the X-axis or Y-axis check boxes to display labeled X and Y axes.
- Graph Title** Enter a title for your graph.
- Left Title** Enter a title for the Y-axis.
- Bottom Title** Enter a title for the X-axis.

14.



- 15. Select the Save and Post button .  
The Report saved window opens.

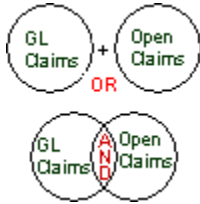
- 16. In the Users field, select the users who will be able to access this report.

- 17. Select Post.

RISKMASTER saves the report in the [Available Reports window](#). You can [run](#) the report from the [Available Reports window](#).

## Dialog

### Report Designer Window: Report Criteria Tab



Use the Report Criteria tab to define what information will display on the report by using parameters to set up ranges or by selecting values to limit data to specific categories. For example, you might want to include only those claims entered between specific dates, or entered for certain departments.

Note: CSC recommends that you set criteria only if you know Visual Basic.

- To open** On the [Report Designer](#), select the Report Criteria tab.

### Field definitions

- Column** From the drop down list, select the field for which you are setting criteria.
- Parameter** Select the check box, if you are creating a run-only report and you want to enter a prompt for the run-only report.
- Prompt Label for this Parameter** Enter a prompt that will display when you try to run a run-only report.
- Criteria** Displays the criteria that you have applied parameters to.
- Global Criteria** Displays the parameter statement for the global criteria you set.
- Set Global Criteria** Select to open the Global Criteria window, and set criteria at the claim level and not just the field level. For example, if you set global criteria on a reserve field, the criteria applies to all reserve categories for that claim.

Note: This button is only available for financial fields with sum selected on the [Report Column Properties window](#).

<b>Report Criteria</b>	Displays the parameter statement you created.  The parameter statement uses SQL statement nomenclature to describe the range, value, or code criteria you set for the selected field.
<b>Add Criteria</b>	Select to open the Select Criteria Field window. In the Select Criteria Field window: <ul style="list-style-type: none"> <li>▪ From the Field drop down list, select a field.</li> <li>▪ Select <b>Value</b> to set a value criteria.</li> <li>▪ Select <b>Range</b> to assign a range.</li> <li>▪ Select <b>Code</b> to assign code criteria.</li> <li>▪ Select <b>OK</b> to open the <a href="#">Criteria window</a>.</li> </ul>
<b>Toggle AND/OR</b>	This option is only available for single-query reports.
<b>DISTINCT Rows</b>	Select the button to display only unique rows in a report.
<b>Edit Criteria</b>	Select a criteria from the Criteria field and then select this button to open the <a href="#">Criteria window</a> and edit the selected criteria.
<b>Delete Criteria</b>	Select a criteria from the Criteria field and then select this button to delete the selected criteria.

## Report Designer Window: Report Fields Tab

Use the Report Fields tab to specify what information you want to include in the report and which fields you will use as report columns. You can rearrange the report columns in any order and generate a report in detail or summary styles, or a combination of both.

**To open** On the [Report Designer](#), select the Report Fields tab.

### Field definitions

**Starting Table** From the drop down list select the table to use as the primary table for your report.

Note: CSC recommends that you select either the Claims table, or the Events table for all reports.

**As of** Select the check box to specify a date as the cut-off point for collecting data for the report.

Enter a date in the Date field. SORTMASTER includes data entered before and on the date you enter in your report.

**Report Type** (this option is not available for Summary Financial reports)

**Detail** Select to display a line-by-line detail of the event or claim data in your report. A detailed report is most useful when you want to see each transaction or record. Use this option primarily with non-financial data.

**Summary**

Select to display a summary of the data you included in the report.

Note: You must set a property for every field or use a break between every field you select.

**Both**

Select to create a detailed report and also display summary information at the end of the report.

For example, select this option when you sort information by department and want to see the data recapped in summary for each of the subtotals.

**Current Level**

Displays the currently selected table. Fields from this table are displayed below.

**Fields**

Select a field you want to include in your report and then select the Add button.

Note: You must select at least one field from the starting table before you can open a related table and select a field.

**Related Tables**

Select a table and then select the Down level button to display the fields in the Fields field.

Note: You must select at least one field from the starting table before you can open a related table and select a field.

**Down Level**

Select a table (folder) and then select this button to display the fields in the selected table.

**Up Level**

Select to close the table you have opened and display the fields in the parent table.

**Add**

Select a field and then select this button to include the field in the report.

**Del**

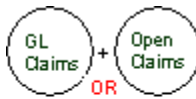
Select a field from the list of fields included in the report and then select this button to remove the field from the report.

Note: To delete the first field from the Starting Table, you must first delete all the fields below it.

**Report Columns**

- Select **Up** to move the selected field up in the list of selected fields.
- Select **Down** to move the selected field down in the list of selected fields.
- Select **Properties** to open the [Report Column Properties window](#) and edit properties for the selected field.

**Criteria (Value) Window**



Use this Criteria window to include data of a certain value in the report. You can specify a value and then assign relationships to that value. For instance, you can assign a dollar amount and choose to include only data that is less than that value. All other data is excluded from the report.



Note: The Criteria window displays different fields based on the field you selected on the Report Criteria tab.

**To open**

- From the [Report Criteria tab](#), select a code column from the drop down list and then select the Add Criteria button.
- From the Select Criteria Field window select Value and then select OK.

## Field definitions

<i>Relationship</i> (<Less Than, and so on)	From the drop down list select the relationship you want the report data to have with the value you enter.
<b>Value</b>	Enter a value to use with the relationship as criteria for filtering data in your report.
<b>Change</b>	If you select an existing criteria statement and change it, select this button to make the change.
<b>Undo</b>	Select to undo the last change you made.
<b>AND</b> (See diagram above)	Select to add the criteria statement if each record must meet the criteria of all values you included.  For example, if you build "Claim Number Contains WC" AND "Claim Number Contains 95," then both WC and 95 must exist somewhere within the claim number for the record to be included.
<b>OR</b> (See diagram above)	Select to add the criteria statement if each record must meet the criteria of either of the values you included.  For example, if you build "Claim Number Contains WC" OR "Claim Number Contains 95," then any record that has either WC or 95 somewhere within the claim number is included.
<b>Delete</b>	Select a criteria statement and then select this button to delete the criteria statement.
<b>OK</b>	Select to save the criteria you entered on this window.
<b>Cancel</b>	Select to close the window without saving the criteria.
<b>Help</b>	Select to open the online help.
<b>Subquery Criteria</b>	Select the Subquery Criteria check box if you want to use a field more than once.

## OLE Criteria

## OLE Params

## Report Column Properties Window

Use the Report Column Properties window to set the properties for columns. You can assign column breaks, calculate column aggregates, sort columns and stack fields on top of each other.

<b>To open</b>	From the <a href="#">Report Fields tab</a> , select a field from the list of selected fields and then select the Properties button.
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## Field definitions

<b>Stacked</b>	Select the check box to display the data in this field in the previous column.
----------------	--



**Include Field in Report**

Select check box if you want to include the field in the report.

Note: You can apply criteria to a field even if you do not want to include the field in the report.

**Print Sub Total**

Select check box to total data within a column when you have set one or more column breaks.

**Roll Up**

Select to combine multiple lines of data from one record into a single row.

Note: You can select this option only for summary reports.

**Column Break**

- Select **None** if you don't want to group data in a column.
- Select **Break** to force grouping for a field.
- Select **window** to group or sort like data within a column by window.
- Note: You can use window breaks for breaking by hierarchy level, claim type, and claim status.
- Select **Banner** to use the selected field as a heading over the next column and stack the columns.

**Column Aggregate**

- Select **None** to not apply column aggregates.
- Select **Count** to count each record as it appears in the report, even if it appears multiple times.
- Note: You can use this option only for financial reports. However, do not use this option in summary reports containing financial fields.
- Select **Unique Count** to count each record only once.
- Note: CSC recommends that you select this option for counting. This option works very well when used with claim number or event number.
- Select **Sum** to get totals for a financial column.
- Select **Min** to calculate the minimum value within a column.
- Select **Average** to calculate the average for all the data within a column.
- Select **Max** to calculate the maximum value within a column.

**Column Sort**

- Select **None** if you don't want to sort column data.
- Select **Ascending** to sort data from the lowest value to the highest value.
- Select **Descending** to sort data from the highest value to the lowest value.

**Free Text Properties**

- Select **Default lines Per Row** to show all lines of Free Text.
- If you do not want to use the default lines per row, don't select the check box and in the **Max Lines Per Row** field enter the number of lines to include per row.

<b>Fiscal Year</b>	Select the check box to print the fiscal year instead of the claim date or the event date and group financial data by fiscal year.  Note: You must first set up fiscal year in Utilities . This option is only available for date fields.
<b>Top Code Only</b>	
<b>Organization</b>	If you selected the Fiscal Year check box, from the drop down list, select an organization level to use the fiscal year for that organizational level.
<b>Line of Business</b>	If you selected the Fiscal Year check box, from the drop down list, select a line of business to use the fiscal year for that line of business.
<b>OK</b>	Select to save your changes.
<b>Cancel</b>	Select to close the window without saving your changes.

## Report Designer Window

Use the Report Designer to create multi-query reports . You can also use this window to edit existing multi-query reports.

The Report Designer is made up of 5 tabs. Select the tab name to open a tab.

<b>To open</b>	<ul style="list-style-type: none"> <li>▪ From the main menu , select Reports.</li> <li>▪ From the Reports menu, choose Std Reports Designers.</li> <li>▪ Select the SM Designer.</li> </ul>
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### Field definitions

[Report Fields tab](#)

[Report Criteria tab](#)

[Report Options tab](#)

[Graph Options tab](#)

## Report Designer Window: Report Options Tab

Use the Report Options tab to determine the appearance of your report by defining the design for titles, headers and footers, borders, and font properties. You can also add special effects to column data such as shading and alignment.

<b>To open</b>	On the <a href="#">Report Designer</a> , select the Report Options tab.
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### Field definitions

<b>Report Title</b>	Enter a descriptive title for the report.  If you want to enter a second title line or a subtitle, enter it in the next field.
<b>Left/Center/Right</b>	Select either the Left, Center, or Right option to set the title alignment.

**Title Font** Select to open the Font window. In the Font window, select the font, font size, color and other attributes for the title, then select OK.

**HTML** Select to open the [HTML Options window](#). In the HTML Options window, set options for the report in HTML format, if you export the report in HTML format.

**Headers & Footers** Select to open the Headers & Footers window, and enter the header and footer information that you want printed on each window of the report.

Note: Enter header and footer codes on this window to automatically include system information.

**Report Font** Select to open the Font window. In the Font window, select the font, style, size, and script for the report text, then select OK.

**Title Font** Select to open the Title Font window. In the Title Font window, select the font, style, size, and script for the report text, then select OK.

**Print Row Number** Select the check box to number each row in the report.

**Column Properties** From the drop down list, select the column for which you want to define the appearance.

**Column Heading** If you want to overwrite the existing column heading, enter a new column heading.

**Width** From the drop down list select a width for the selected column.

**Left/Center/Right** Select either the Left, Center, or Right option to set the alignment for the column text.

- Effects**
- Select **Gray Shading**, to color the column background grey.
  - Select **Bold Text** to bold the column text.
  - Select **Italic Text** to italicize the column text.

**Border** Select where you want column borders to display.

**Agg. Prefix** Select to open the Prefix for Aggregate Rows window, and rename the prefix that displays on the aggregate line of the report.

Note: This option is only available if you selected Aggregate on the column properties window.

**Color** Select to open the Color palette and assign a color to the column text.

## Report Designer Window: Graph Options Tab

Use the Graph Options tab to produce reports as diagrams, such as pie charts or bar charts. You can design reports as charts or graphs and add titles, labels, and style attributes to customize their appearance.

Note: The first column on your report with a break property is the graph's x-axis. The second column on the report with an aggregate property is the graph's y-axis.

**To open** On the [Report Designer](#), select the Graph Options tab.

### Field definitions

**Graph Type** From the drop down list select the type of graph you want to create.

**Graph Style** From the drop down list select the style option you want to use for your graph.

**Perspective** For 3-dimensional graphs (3d Bar Graph), from the drop down list select the amount of 3-dimensional depth you want for your graph.

- Graph Data**
- Select **Summary** to display summary data in your graph.
  - Select **Detail** to display detailed data in your graph.

Note: Certain types of graphs can only display either summary or detailed information, in which case you will not need to choose.

- Colors**
- From the **Foreground** drop down list select a color for the title, label, and grid.
  - From the **Background** drop down list select a color for the graph background.

Note: Color selections in the Graph Options tab affect the appearance of the graph display in the Sample window and Graph View mode only, and do not translate color selections to color printers.

**Grid** Select the Vertical or Horizontal check boxes to display vertical and horizontal grid lines.

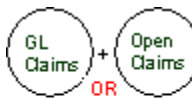
**Labels** Select the X-axis or Y-axis check boxes to display labeled X and Y axes.

**Graph Title** Enter a title for your graph.

**Left Title** Enter a title for the Y-axis.

**Bottom Title** Enter a title for the X-axis.

### Criteria (Range) Window



Use this Criteria window to include data within a range in the report. This is helpful when you only want information that occurs within certain dates or within certain dollar amounts or other numerical boundaries.



Note: The Criteria window displays different fields based on the field you selected on the Report Criteria tab.

- To open**
- From the [Report Criteria tab](#), select a code column from the drop down list and then select the Add Criteria button.
  - From the Select Criteria Field window select Range and then select OK.

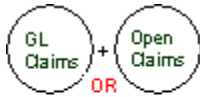
### Field definitions

<b>From/To</b>	Enter the from and to limits for the range of values for the field you selected.
<b>Exclude Range</b>	Select to include all values outside the range you specified.
<b>Change</b>	If you select an existing criteria statement and change it, select this button to make the change.
<b>Undo</b>	Select to undo the last change you made.
<b>OR</b> (See diagram above)	Select if each record must meet the criteria of either value to be included. For example, if you build "Claim Number Contains WC" OR "Claim Number Contains 95," then any record that has either WC or 95 somewhere within the claim number is included.
<b>Delete</b>	Select a criteria statement and then select this button to delete the criteria statement.
<b>OK</b>	Select to save the criteria you entered on this window.
<b>Cancel</b>	Select to close the window without saving the criteria.
<b>Help</b>	Select to open the online help.
<b>Subquery Criteria</b>	Select the Subquery Criteria check box if you want to use a field more than once.

### OLE Criteria

### OLE Patterns

### Criteria (Code) Window



Use this Criteria window to select the data to include in the report based on codes.

Note: The Criteria window displays different fields based on the field you selected on the Report Criteria tab.



#### To open

- From the [Report Criteria tab](#), select a code column from the drop down list and then select the Add Criteria button.
- From the Select Criteria Field window select OK.

### Field definitions

<b>Codes</b>	Displays the codes you can set criteria on. To select multiple codes hold down the CTRL key and then use your mouse to select the codes.
<b>OK</b>	Select to save the criteria you entered on this window.
<b>Cancel</b>	Select to close the window without saving the criteria.

<b>Help</b>	Select to open the online help.
<b>Subquery Criteria</b>	Select the check box if you want to use a field more than once.
<b>Exclude Codes</b>	Select the check box if you want to exclude the codes you selected on this window from the report.

## HTML Options Window

When you save data from a report in HTML format use the HTML Options window to specify how you want the HTML report to display.

<b>To open</b>	From the <a href="#">Report Options tab</a> , select the HTML button.
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### Field definitions

<b>Single window</b>	Select to print the entire report in one HTML file on one HTML window.
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<b>Multiple window</b>	Select to print the report on multiple HTML windows.
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Note: If you select the multiple file format, SORTMASTER uses the first five letters of the file name to create HTML documents. The remaining three letters generate the serial numbers.

<b>Lines per window</b>	Enter the number of lines from the report to include on each HTML window.
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<b>New file on window Break</b>	Select the check box to save every window in the report as a separate HTML file.
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<b>Default File Path</b>	Enter the location of the directory where you want SORTMASTER to save the HTML files.
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<b>Browse</b>	Select to open a browser and navigate to the directory where you want SORTMASTER to save the HTML files.
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<b>Export Graph</b>	Select the check box if you want to include a graph in your HTML report.
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<b>Export to</b>	<ul style="list-style-type: none"> <li>▪ Select <b>Same file</b> to embed the graph in the HTML report file.</li> <li>▪ Select <b>Different file</b> to save the graph as a separate file with a link to it from the HTML report file.</li> </ul>
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<b>Graph Location</b>	Select the location where you want the graph to be displayed on the HTML window.
-----------------------	--

## Criteria Window

Use the Criteria window to select what data to include in the report. You can set criteria on fields by selecting:

- Data within a **range**. This is helpful when you want information that occurs within certain dates or within certain dollar amounts or other numerical boundaries.
- Data of certain **value**. You can specify a value and then assign relationships to that value. For instance, you can assign a dollar amount and choose to include only data that is less than that value. All other data is excluded from the report.

- Data containing certain **codes**. You can select codes from a list.

**To open**

- From the [Report Criteria tab](#), select a code column from the drop down list and then select the Add Criteria button.
- From the select Criteria Field select either Value, Range, or neither and then select OK.

**Field definitions**

[Criteria \(Range\) window](#)

[Criteria \(Value\) window](#)

[Criteria \(Code\) window](#)

<b>Codes</b>	Displays the codes you can set criteria on. To select multiple codes hold down the CTRL key and then use your mouse to select the codes.
<b>OK</b>	Select to save the criteria you entered on this window.
<b>Cancel</b>	Select to close the window without saving the criteria.
<b>Help</b>	Select to open the online help.
<b>Subquery Criteria</b>	Select the check box if you want to use a field more than once.
<b>Exclude Codes</b>	Select the check box if you want to exclude the codes you selected on this window from the report.

**Draft Reports Window**

Use the Draft Reports window to clone and delete the existing reports.

**To open**

- From the main menu, select Reports.
- From the Reports menu, choose Std Reports Designers.
- Select the SM Draft Reports.

**Field definitions**

<b>Report Name</b>	Displays the report names.
<b>Report Description</b>	Displays the report descriptions.
<b>Clone</b>	From the Draft Reports table, select the check box for the report you want to clone, and then select the button.
<b>Delete</b>	From the Draft Reports table, select the check box for the report you want to delete and select the button.

Note: If required, you can delete more than one report.

## Column Properties Window

Use the Column Properties window to set the appearance of your report after the report has been created. You can view the changes in the report as you enter them on this window.

**To open** From a Report, double click a column.

### Field definitions

*Column name* Displays the column name for which you are assigning properties.

**Column Width** From the drop down list, select a column width.

### Text Justification

- Select **Left** to left align the column content.
- Select **Center** to center align the column content.
- Select **Right** to right align the column content.

### Effects

- Select **Gray Shading** to color the column background gray.
- Select **Bold Text** to bold the column text.
- Select **Italic Text** to italicize the column text.

### Border

- Select **Top** to use a top border for all the cells in the column.
- Select **Left** to use a left border for the entire column.
- Select **Right** to use a right border for the entire column.
- Select **Bottom** to use a bottom border for the column (the last cell).

### Free Text Properties

- Select the **Default Lines Per Row** check box to use the SORTMASTER default for the number of lines that can be included in a row.
- If you don't select the check box, you can enter the **Max Lines Per Row**. The rest of the text will be truncated.

**Color** Select to open the Color window and select a color for the column text.

**Close** Select to close the window. The changes you made are saved even if you select close.

**Help** Select to open the online help.

## Graphs

### Graphs Overview

After you set up a report, you can create a graph from the report data. SORTMASTER uses the first column with a break as the X-axis. The first aggregate value field is the Y-axis.

SORTMASTER uses the data in the first report column with a Break or window property to label the graph and uses the numeric data from the first report column with an aggregate property (Count, Unique Count, Sum, Avg, Min, Max) to generate the graph.



If the label column has duplicate entries, the numeric data is appropriately combined so that each pie slice, line, or bar has a distinct label. The labels display in a legend next to the graph.

You can create a graph from any report containing a comparison of numeric data. You can select from several styles of graphs and charts for displaying report data in useful formats.

If SORTMASTER cannot find a label column, sub-label column (for detail reports), or aggregate column, the message, "No Data to Graph" appears in the Graph View window.

### *About Pie Charts*

Pie charts compare the relative size of the parts that make up the whole. For example, you can compare a specific category of claims, such as auto liability claims against all claims. You might also compare the claim activity of one level (department) of your organization to the whole organization.

In SORTMASTER you can create two-dimensional or three-dimensional pie graphs, and you can choose label options like standard labels, colored labels, or percentage labels with or without caption lines.

### *About Bar Graphs and Gantt Charts*

Bar graphs show the relative value or size of several similar items, such as a distinct quantity class as compared to a standard performance value; either a quota or zero. Bar graphs best compare competitive relationships, which emphasize both positive and negative relationships.

You can stack or unstack data in bar graphs. Stacked bar graphs represent the detail data of your report, while unstacked bar graphs represent the summary data. You can also select from either two- or three-dimensional bar graph displays. Two- and three-dimensional graph styles include vertical or horizontal bars in a linear, stacked, or stacked percentage format. Three-dimensional graphs can also be shown as Z-Cluster displays, which organize the data categories parallel to the z-axis.

Gantt charts are a special type of bar chart that displays graph data horizontally, but does not plot the first partition on the bar. Instead, the first partition is used as the offset for the start of the second partition. Gantt charts can be displayed as adjacent or spaced. Adjacent charts display the graph bars adjoining or touching, without spaces between the values. Spaced charts display the graph bars with spaces between the values.

For stacked and Z-Cluster graphs (detail data) SORTMASTER uses the first sorted column after the label column to determine the bar partitions (the sub-label column) and uses the first aggregate column after the sub-label column as the data that is converted to graph. If the sub-label column has duplicate entries, the numeric data is appropriately combined so that each bar partition has a distinct label. The partition labels display in a legend next to the graph.

### *About Line, Log Linear, Area Graphs*

Line graphs illustrate the trends or changes in data over a period of time. In general, line graphs display plots along literal coordinates. Log linear graphs display plots along proportionate coordinates. Area graphs are a special kind of graph where the area under each line is shaded. Line, log linear, and area graphs show either detail or summary data based on the option you select.

For line and log linear graphs, you can select graph styles from either lines, symbols, sticks, or any combination of these to plot report data on the graph. Lines extend from the y-axis and plot the data horizontally against the x-axis. Symbols plot the points of intersection of the y-axis and the x-axis. Markers extend from the x-axis and plot the data vertically against the y-axis.

For area graphs, you can select graph styles from stack, absolute, or percentage. A stack style plots the literal points and shades the area under the lines. An absolute style plots the points using the same baseline producing an overlap affect. A percentage style plots the points and represents the data as a percentage of the entire area.

For detail graphs SORTMASTER uses the first sorted column (the sub-label column) after the label column to determine the individual lines, and uses the first aggregate column after the sub-label column as the data to graph. If the sub-label column has duplicate entries, the numeric data is appropriately combined so that each line has a distinct label. The lines display in a legend next to the graph.

## To Create a Graph

1. Open or [create a report](#).
2. Select the [Graph Options tab](#).
3. From the Graph Type drop down list, select the type of graph you want to use.
4. From the Graph Style drop down list, determine how you want the data to display. This varies with the graph type that you select.

- From the Graph Data tab, select either Detail or Summary, based on the type of data you want to include in your graph.

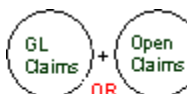
Note: Depending on the graph type you select, these options may be disabled.

- Select the Vertical and Horizontal check boxes, to display vertical and horizontal grid lines respectively.
- Select the X axis and Y axis check boxes, to display the X axis and Y axis labels respectively.
- From the Foreground drop down list, select a color for the graph background.
- From the Background drop down list, select a color for the title, label, and grid.
- In the Graph Title field, enter a title for your graph.
- In the Left Title field, enter a label for the Y axis data.
- In the Bottom Title text box, enter a label for the X axis data.

When you save and post the report, and then run it from the [Available Reports window](#), the graph is included in the report.

## General Info

### Linking Criteria Overview



Using the AND and OR options, you can link conditions for values or ranges to create more specific criteria. These options enable you to join parameters to build criteria statements. You can link criteria for the same field and you can link criteria for different fields.



Link criteria within the same field when you want to link data contained in a single field. For example, when you include only those claim numbers that begin with WC95 OR GC95, you are linking criteria within the claim number field.

Link criteria from different fields when you want to create criteria statements based on different types of data contained in different fields. For example, when you include only those claim numbers that begin with WC95 OR that were entered after January 1, 1995, you are linking data from the claim number field and the claim date field.

Note: Before you can use any of the link options, you must add at least one criteria statement on the [Report Designer: Report Criteria tab](#).

The AND operator is available only when you define Value criteria. When you use AND, each record included in your report must meet both the criteria values you specify. Therefore, your report will contain fewer items when you use the AND operator. For example, if you build "Claim Number Contains WC95 AND Claim Date Greater Than 01/01/95," your report will contain only those records entered after January 1, 1995, that have WC95 somewhere in the claim number.

When you use the OR operator, the records included in your report can meet any one of the criteria you specified. Therefore, your report will contain more items when you select the OR operator. For example, if you build "Claim Number Contains WC95 OR Claim Date Greater Than 01/01/95," your report will contain all records entered after January 1, 1995 as well as all records with WC95 in the claim number.

You can exclude all data from the report if you select too many qualifiers. For example, if you build "Claim Number Equal WC95" AND "Claim Number Equal WC94," you will find that no records are included since a claim number is unique. A single record cannot have two distinct claim numbers.

If you use multiple AND statements, always enter the expression that will return the least amount of data first. If you use multiple OR statements, always enter the expression that will return the most amount of data first.

### Preview and Run SORTMASTER Reports

After you create a new report or open an existing report in SORTMASTER, you can post and run the report in RISKMASTER.

Use the following buttons on the toolbar to post reports from the [Report Designer](#):



When you select the Save and Post button, SORTMASTER adds your report to the [Available Reports window](#). You can [run](#) the report from the Available Reports window.

When you select this button, SORTMASTER also adds your report to the Draft Reports window.



When you select the Preview in Excel button, SORTMASTER immediately runs your report and opens the report in Microsoft Excel format. You can preview the report and close it to return to SORTMASTER.

When you select this button, SORTMASTER also adds your report to the Draft Reports window.



When you select the Preview in PDF button, SORTMASTER immediately runs your report and opens the report in Adobe Acrobat in PDF format. You can preview the report and close it to return to SORTMASTER.

When you select this button, SORTMASTER also adds your report to the Draft Reports window.

## Key Features

SORTMASTER is designed to help you generate reports from your RISKMASTER data. SORTMASTER enables you to:

- Generate multi-query reports .
- Define report appearance by specifying text and graphical format and printing specifications for the reports. You can also specify how you want SORTMASTER to sort and calculate data.
- Add derived fields to your reports.
- Generate graphs to visually display your report data.
- Export report data to Microsoft Excel for further analysis.
- Distribute reports you generate via the web, email and print.

## Tips for Creating Reports

- Plan your report before starting.
- Create a list of the fields you want to include in the report.
- Select the tables that contain the fields.
- Start with 3 key fields and run the report to check if you are getting the expected results.
- Add additional fields one or two at a time and run the report before adding more.
- Put fields in a logical order.

## Tables and Fields

SORTMASTER gives you access to over 150 tables to extract data from for your reports. CSC recommends that you choose either the Claims or the Events table to begin most reports. These tables provide you with the greatest number of linkages to other tables and give you greater flexibility when you build your report.

Tables in SORTMASTER have a one-to-one mapping with windows in RISKMASTER. So the Events table extracts data you entered into the Event window in RISKMASTER.


Each table contains fields. When you create a report you select fields to include in the report. Each field you select becomes a column in your report. While selecting fields for your report, consider this:

- What is the primary function of the report?
- Who is the intended audience?
- What field will be the primary sort ?
- What, if any, sub-sorts will there be?
- Is the number of claims or events important?
- What order should the fields be in to create a logical, easy- to-read report?

## Derived Fields

### Derived Fields Window

Use the Derived Fields window to create or edit derived fields . Use this window to create, edit or delete columns of data that add two or more fields.

- To open**
- From the Reports menu, select the + next to Std Reports Designers.
  - The Std Reports Designers navigation tree opens.
  - Select the SM Designer link.
  - From the Reports menu, select Report Designer.
  - From the Report Designer, select the  button.

### Field definitions

**Derived Field** Enter a name for the derived field you are trying to create.

**Note:** Do not include any spaces in the name.

**Add** Select to open the [Add/Edit Derived Fields window](#).

**Edit** Select an existing derived field from the list of derived fields and then select this button to open the [Add/Edit Derived Fields window](#) to edit the selected derived field.

**Delete** Select an existing derived field from the list of derived fields and then select this button to delete the selected derived field.


**Global** Select to open the Global Script window and enter a script.

**Done** Select to close the window without creating or editing a derived field.

### Add/Edit Derived Fields Window

Use the Add/Edit Derived Fields window to edit multiple query derived fields.

Note: You must know Visual Basic to create derived fields.

- To open**
- From the SM Designer window, select the  button.
  - From the Derived Field window, select the Add button.

## Field definitions

**Fields** From the list, double click the field you want to use to create the derived field. When you double click a field to include the field in the Detail Formula field on this window.

**Functions/Operators** From the drop down list select the query operators to use to create the derived fields. From the list of operators that display double click an operator to include the operator in the Detail Formula field on this window.

**Datatype** From the drop down list select the type of data that you want in the field.

**Width** If you selected Text as the datatype, enter the width for the column.

Note: If the field text does not fit in the column width you specified, SORTMASTER truncates the text data to the width you specified.

Note: This width differs from the one set in the Report Options tab or in the data view.

**Detail Formula** Enter the formula to extract data to include in the derived field. You can double click fields from the Fields list and operators from the Operators list to include them in the formula.

## Advanced: Aggregate tab

- Aggregate**
- Select **Standard** to override the previously defined formula with the aggregate formula you define here.
  - Select **Same Formula** to use the predefined formula for the column and override the aggregate formula. The Detail formula should not contain reference to the Previous data access function.
  - Select **Separate Formula** to create a separate formula that integrates with the detail formula you entered earlier. You can define the aggregate formula in the Aggregate Formula field. Select this option if the detail formula is incompatible with the row's selected aggregate function and has reference to a Previous data access function. Do not use any reference to Previous data functions

**Aggregate Formula** If you selected the separate Formula option, enter the aggregate formula here.

If you selected the Same Formula option, displays the detail formula you entered.

**Done** Select to create the derived field.

**Cancel** Select to close the window without creating the derived field.

**Help** Select to open the online help.

## Derived Fields Overview

- Derived fields are calculated fields you create in SORTMASTER based on one or more columns in a report. Derived fields are used for advanced computation of financial calculations, if/then/else conditional statements, and advanced data manipulation.
- When you create a derived field, it is added to the list of fields on the Report Fields tab, on the Report Designer. You can set criteria and properties on derived fields, just like you would on any other data fields.
- You use Visual Basic scripting language to create derived fields.

## Aggregate Formulas

- Using Aggregate formulas, you can specify the formula to be used when the derived column crosses an aggregate row. Often the aggregate function defined for a particular row will yield an incorrect outcome when it interacts with a derived column. This is because it overrides the derived formula by default. In order to maintain an accurate report, you may change the formula used in the problem area.

Note: This window is enabled only if you select the Separate Formula option. Inserting a formula in this window follows the same procedures used for the Detail Formula window. The only exception is that the formula may not contain a reference to the Previous Value function.

## Glossary

### A

**Auto Diary:** A tool that enables you to choose a pre-designed task option for frequently used claim types, and to automatically assign common tasks.

### C

**Claimant:** someone who makes an official request for money from a government, insurance company etc

### D

**Diaries:** Diary enables users to create reminders, and to assign, track and prioritize tasks.

**Diary Calendar:** Filter the diaries to include in the calendar. Print a calendar with diaries marked on it

**Diary Routing:** A quick and easy method of sending or assigning a diary task to another user.

**Documents List:** Contains the list of the document created by the user. It may be in any format: PDF, DOC, Picture file, etc.

**DSN:** Data Source Number

### E

**Enhanced Notes:** Enhanced notes enable you to govern data handling and manage tasks related to claims and events.

### L

**LOB:** Line of Business for a claim or claim policy.

### P

**Parent Diary Record:** Provides parent claim record for selected diary.

**Payment Tab:** It lists all payments which are on hold for approval.

### Q

**Quick Diary:** It enables easy retrieval of a claim record.

### R

**Referenced Diary:** it is a readily accessible and organized list of diary tasks.

**Reserve Tab:** It lists all reserves which are on hold for approval.

**RISKMASTER UX:** It display rmA system information in an informative & precise chart format.

### S

**Supervisory Approval UX:** It is the integration of two previously existed functions 'Reserve Approval' and 'Approve Transaction'.

# Index

(User's) Diaries window ..... 180

## A

access strataware ..... 443  
Accommodations window ..... 605  
Account Balance Information window ..... 628  
ACORD tab ..... 24  
Activate Policy System Interface in RISKMASTER .. 453  
Activating ISO Claim Submission feature ..... 99  
Activating Outlook ..... 432  
Activity Log Overview ..... 287  
Add New Document window ..... 269  
Add New Report window ..... 749  
Add New Reserve window ..... 326  
Add New Reserve window-Carrier Claim ..... 326  
Add New Template window ..... 739  
Add/Edit Derived Fields window ..... 803  
Addresses window ..... 676  
Adjuster Dated Text window ..... 54  
Adjuster window ..... 48  
Adjustment window ..... 570  
Administrative Tracking overview ..... 404  
Administrative Tracking window ..... 403  
Advanced Search window ..... 279  
Apply Payments to Coverages window ..... 214  
Arbitration window ..... 56  
As Of reports overview ..... 767  
Attach Diary window ..... 187  
Attachments to window ..... 270  
Autochecks ..... 256  
Available Merge Form Letters window ..... 428  
Available Reports window ..... 744

## B

Bank Account Deposit window ..... 626  
Bank Account overview ..... 625  
Bank Account Reconciliation window ..... 630  
Bank Account window ..... 627, 630  
    Account Owner tab ..... 630  
Bank Accounts window  
    General Information tab ..... 627  
Banking Information Setup window ..... 585  
Batches window ..... 574  
Beneficiary/Award/TPOC tab ..... 164  
Benefit Calculator window ..... 47



Bill Review System window..... 355, 357  
     Bill Item Detail tab..... 355  
     Calculate tab ..... 357  
     Selected Dates, Zip and Fee Table tab..... 357  
 Billing Items Reconciliation overview..... 576  
 Billing overview ..... 579  
 Billing Scheduler ..... 573  
 Billing window ..... 568, 570, 575  
     Account History tab ..... 568  
     Pay Plan Info tab ..... 575  
 Bookmark ..... 446  
 Bulk Check Release window ..... 595  
 But\_collapsetree ..... 731  
 But\_expandtree ..... 732  
 But\_help ..... 730  
 But\_pin ..... 729  
 But\_showhide ..... 729  
 BW Overview..... 737

**C**

Carrier Claim ..... 320, 322, 327  
 Carrier Claims..... 326  
 Case Manager History window..... 603  
 Case Mgt/RTW tab ..... 38  
 Check Stocks window ..... 231, 240, 242, 243, 249  
     Advanced Options tab ..... 249  
     Alignment Options tab ..... 243  
     Basic Options tab ..... 242  
     Check Image tab ..... 240  
 Checks overview..... 227  
 Claim Activity Log Setup Details window ..... 288  
 claim balancing overview ..... 437  
 claim balancing scheduling ..... 441  
 claim balancing task ..... 440, 441  
 Claimant MMSEA Data window ..... 161, 163, 164  
     Beneficiary/Award/TPOC tab ..... 164  
     Diagnosis/Parties to Claim tab..... 161  
     Product Liab/MMSEA Returned tab ..... 163  
 Claimant window..... 706, 708  
     Claimaint Info tab ..... 708  
     Claimant Attorney tab..... 706  
 Claimants for Claim window ..... 706  
 Claims overview..... 19  
 Client Information Setup window ..... 165  
     MMSEA Medicare tab..... 165  
 Codes Import File Layout..... 383  
 Codes Import window ..... 386  
 Codes Lists overview ..... 383  
 Collections overview ..... 307  
 Column Properties window ..... 798  
 Combined Payment Setup window ..... 418, 419, 420  
     Combined Payment tab ..... 419  
     Schedule Setup tab ..... 418  
     Stop Payment tab ..... 420  
 Combined Payment tab ..... 419

---

Combined Payments Overview .....	417
Compensation .....	37
Compensation calculations .....	47
Contact Info window .....	681, 685
FROI/ACORD/Letters tab .....	685
Contracts window .....	581
Control Requests Overview .....	501
Coverages window .....	506
Create Check File .....	265
Create Diary window .....	184
Criteria .....	797
Criteria (Code) window .....	795
Criteria (Range) window .....	794
Criteria (Value) window .....	788
Criteria window .....	797
Custom Payment Notification window .....	355
customization .....	50
Customize User List window .....	50

## D

data source .....	439
DCC Template window .....	743
DCC window .....	741
Defendant window .....	55, 704, 707
Defendant Attorney tab .....	707
Defendant Info tab .....	704
Delete Available Report window .....	744
Department window . 673, 677, 678, 680, 681, 682, 684, 686	
Addresses tab .....	681
Client Info tab .....	684
Client Limits tab .....	682
Client tab .....	673
Contact info tab .....	680
Department Info tab .....	677
Department tab .....	678
Operating As tab .....	686
Derived fields overview .....	804
Derived Fields window .....	803
Desktop .....	741
Diagnosis/Parties .....	161
Diagnosis/Parties to Claim tab .....	161
Diaries overview .....	179
Diary Header Configuration window .....	189
Diary History window .....	185
Diary List .....	179, 180
Diary List (Calendar) window .....	179
Diary List window .....	191
Diary Task Completion window .....	190
Disbursement window .....	567
Draft Reports window .....	797

## E

E rate tables .....	660, 661
---------------------	----------

Edit DCC Report window .....	742
Edit Diary window .....	192
Edit Existing Reserve window_Carrier Claim.....	327
Edit Merge Letter wizard .....	428
EFT Overview.....	585
Email Claim Attachments to Outlook .....	433
E-Mail Report Jobs window.....	745
Employee tab.....	135
Enhanced Notes Entry window .....	278
Enhanced Notes Overview.....	275
Enhanced Notes window.....	275
Enter Banking Information for Enitivity .....	587
Enter Code Detail window .....	387
Enter Table Detail window .....	388
Evaluation/Intervention tab.....	133
Event	
Event Info tab .....	137
Event Dated Text window .....	143
Event Detail tab .....	140
Event window .....	131
Event Detail tab.....	140
Follow Up tab .....	135
Quality Management tab.....	141
Reported Info tab.....	140
Events overview.....	125
Excel .....	767
Executive Summary Configuration window.....	719
Executive Summary overview .....	715
Executive Summary Scheduler .....	285, 717
Expert Witness window .....	51
Exposure Information window .....	672
Exposure window.....	513
Exposures and Organizational Hierarchies.....	670

## F

Fall Information window .....	139
FAS permissions.....	477
FAS reporting .....	477
<i>FieldTips</i> .....	729
Filter Merge Letter window.....	427
Flow of event and claim information .....	15
Follow Up tab.....	135
ROI/ACORD/Letters .....	685
Funds Management .....	308, 361
Funds Management (Collections) window	
Transaction tab.....	308
Funds Management (Payments) window	
Transaction tab.....	361
Funds Management overview .....	351
Funds Management window .....	351
Funds Transactions and EFT .....	588
Funds window.....	359

Transaction Details tab .....	359
<b>G</b>	
General Claim.....	26, 28
General Claim home.....	21
General Claims .....	21
Claim Info tab .....	21
Event Detail tab .....	26
Loss Information tab .....	28
General Claims window .....	27
Getting help .....	13
Getting Started.....	13
Graphs overview.....	799
<b>H</b>	
HTML Options window .....	796
<b>I</b>	
Injury Loss .....	710, 711
Employment Info tab.....	711
Injury Detail tab .....	710
Insufficient Reserve window.....	324
Insurer Information window .....	346
Intervention information .....	135, 138
Intervention/Evaluation window.....	138
Employee tab .....	135
Evaluation/Intervention tab .....	133
Time & Expense tab .....	133
introduction.....	11
ISO Claim Submission window .....	58
<b>J</b>	
Job Queue window .....	740
jurisdictionals.....	34
Jurisdictionals tab .....	34
<b>K</b>	
Key Features .....	10, 802
<b>L</b>	
Leave Detail window .....	645
Leave History window .....	644
Leave management overview .....	639
Leave Management window .....	639, 640, 644, 645
Leave Availability tab.....	645
Leave Detail tab .....	644
Leave Information tab.....	640
Leave Plan Management window .....	640, 642, 643
Eligibility & Update tab.....	643
Plan Information tab .....	642
Legend .....	799
Liab .....	163, 172
Linking criteria overview.....	801
Litigation window .....	49, 50, 52
Attorney Info tab.....	52
Litigation Info tab .....	50

## M

Mail a report.....	753
Mail Merge overview .....	421
Mark Checks Cleared window.....	229
MCO.....	344, 518
Media Management Overview .....	407
Media Management window .....	412
Multi Attach tab.....	412
New Document section .....	412
Multi-Media tab.....	412
Medical Case Management overview.....	624
Medical Guidelines window.....	603, 624
Medical Info tab .....	35
Medical Management Savings window.....	605
Medication Indicator tab.....	132
MedWatch Info tab.....	130
MedWatch window.....	129
Equipment Indicator.....	127
Medication Indicator tab.....	132
MedWatch Info tab .....	130
MMSEA .....	161
MMSEA Data Details window.....	162
MMSEA Data window .....	161
MMSEA Medicare tab.....	165
MMSEA Party to claim window .....	163
Multi Attach tab .....	412
Multi Media Search window .....	411
Multi Query Report overview .....	767
Multi-Media .....	412
My Documents window .....	269

## N

Navbutton_Admin .....	729
Navbutton_clmsevt .....	729
Navbutton_docmgmt.....	731
Navbutton_Documents .....	731
Navbutton_funds.....	731
Navbutton_Help.....	732
Navbutton_Logout .....	729
Navbutton_maint.....	731
Navbutton_Messages.....	731
Navbutton_Reports.....	729
Navbutton_security .....	731
Navbutton_window .....	729
New claims .....	730
new data source .....	439
New persons involved.....	731
New Rate Table window .....	660
Non Occupational Claim Home .....	58

## O

---

Organizational Hierarchy overview.....	669
Organizational hierarchy window .....	670
OSHA Information window .....	125
Outlook Integration .....	432
Outlook_inbox.....	434

**P**

Parent and Child Codes.....	384
password recover .....	17
Pay plan .....	576, 579
Payment Detail Entry window.....	239
Payment History window.....	215
Payments overview.....	226
Persons Involved window.....	693
point claim balancing overview.....	437
Policies overview .....	505, 522
Policy Batch File Update window .....	495
Policy Billing overview.....	576
Policy Coverage window .....	342
Coverage Information tab .....	342
Policy Insurer window .....	511
Policy Interface Code Mapping window .....	453
Policy Interface Overview.....	445
Policy Management and Policy Billing workflow .....	578
Policy Management System overview .....	505
Policy Management window.....	508, 510, 512, 515, 516, 517, 518
Billing tab.....	510
Broker/Agent tab .....	518
Coverages tab .....	512
Insurer tab.....	517
MCO tab.....	517
Prem. Calc. tab.....	516
Quote tab .....	508
Trans. History tab .....	515
Policy MCO window.....	344, 518
Policy System Download Search Result Window .....	454
Policy System Download window .....	451
Policy System Setup.....	458
Policy System Web Settings window.....	437, 456
Policy Tracking overview.....	333
Policy Tracking window.....	341, 343, 345
Broker Information tab .....	341
Insurer Information tab .....	343
Policy Information tab .....	345
Post Draft Reports window.....	740
Post New Report window .....	743
Post OSHA Reports window .....	745
Postcheck.....	234
Precheck .....	233
Premium Calculation overview .....	528
Preview and Run SORTMASTER reports .....	801
Primary Diagnosis History window .....	34

Print Check .....234  
Print Check Batch Related Parameters window .....491  
Print Checks .....233  
    Postcheck Register tab .....234  
    Precheck Register tab .....233  
Print Checks Print Check Batch tab.....251  
Print Checks window.....231  
Print Single Check window.....358  
Priority .....180  
Processing Claims .....19  
Processing Events .....125  
Product Liab/MMSEA Returned tab .....163  
property .....24, 287, 404  
Property Claims home .....59  
Provider contracts overview .....583

**Q**

Quality Management Level .....142  
    Initial Review window .....142  
    Physical Advisor Review window .....136  
Quality Management tab.....141  
Query Designer window.....395  
Quick Summary .....718  
Quote overview .....532

**R**

Rate Detail window .....661  
Rate Tables window.....661  
Receipt window.....572  
Reconciliation Details window .....573  
recover password .....17  
Re-Create Check File window.....252  
Report Column Properties window .....790  
Report Designer.....786, 787, 791, 792, 793  
    Graph Options tab .....793  
    Report Criteria tab .....786  
    Report Fields tab .....787  
    Report Options tab .....792  
Reported Info tab .....140  
reports .....739  
Reports Designer Overview .....765  
Reports window .....629  
Reserve Approval window.....299  
Reserve Calculations .....317  
Reserve Categories .....317  
Reserve Current window  
    Reserve Summary tab .....300  
Reserve Currents window .....300  
Reserve for claim window .....325  
Reserve Worksheet Overview.....299  
Reserve\_Tracking\_Methods .....317  
Reserves overview .....317  
Reserves window.....21

ReserveWorkSheet Approval window .....	301
Reset Printed Check window .....	247
RISKMASTER Editor .....	733
RTW .....	47, 605
Run Reports window.....	747

## S

Schedule Check Printing Overview .....	491
Schedule Automatic Check Processing....	232, 235, 238
Detailed Information tab.....	232
Scheduled Checks tab.....	235
Third Party Payees tab .....	238
Schedule Automatic Check Processing window .....	228
schedule claim balancing .....	441
schedule claim balancing task.....	440
Schedule Reports window.....	746
Schedule Setup tab.....	418
Search overview .....	393
Search Query wizard .....	395
Search Query wizard - Step 1 of 4 (Basic Information) window .....	397
Search Query Wizard - Step 2 of 4 (Query Field Selection) window .....	397
Search Query wizard - Step 3 of 4 (Display Field Selection) window .....	398
Search Query wizard - Step 4 of 4 (Query Use Permissions) window.....	396
Search window .....	734
Selected Forms window .....	515
Self Insured Details window .....	675
Self Insured Jurisdictions window.....	683
SORTMASTER overview .....	763
Stop Payment tab .....	420
strataware overview .....	443
strataware set up .....	443
Supervisor Approval Of Funds Transactions window	211
Supervisory Approval.....	211
Payment Tab.....	296
Reserve Tab.....	295
Supplemental fields for FAS.....	477
Supplementals tab .....	733

## T

Table Maintenance window.....	385
Tables and Fields .....	802
Templates window .....	277
The User Interface .....	5
Third Party Payment Detail Entry window.....	245
Time & Expense tab.....	133
Time and Expense.....	656
Time and Expense (Billed Expenses) window .....	656
Time and Expense Invoice window .....	659
Time and Expense window .....	655



Time Expense Details window .....	657
Tips for creating reports .....	802
To abort a batch.....	561
To access the MMSEA data fields.....	168
To Access the Specified Web Link .....	498
To activate Medical Disability Advisor in Utilities .....	621
To activate policy billing .....	558
To Activate Policy Interface in RISKMASTER .....	445
To activate reserve worksheet .....	304
To activate the Policy Management System.....	523
To add a code.....	390
To Add a Collection .....	376
To add a coverage to a quote .....	542
To add a disbursement .....	562
To add a new TPOC Date record.....	171
To add a payment.....	366
To add a policy .....	335
To add a receipt.....	558
To add a self insured jurisdiction.....	687
To add adjuster information .....	693
To add an adjustment .....	564
To add an MMSEA Responsible Reporting Entity ....	165
To add arbitration information .....	703
To add claimant information.....	697
To add code tables .....	389
To add defendant information .....	695
To add exposures to organizational hierarchies .....	688
To add exposures to quotes.....	545
To Add Injury Loss Information .....	700
To add litigation information .....	59
To add MMSEA Data in the Entity window .....	176
To add new MMSEA parties to the claim record.....	172
To add new reserve .....	295
To add new reserve-Carrier Claim .....	322
To add payments to coverages .....	218
To add Persons Involved .....	697
To Add Policy System Web Settings Details .....	449
To amend a policy .....	524
To approve funds transactions .....	217
To approve or reject a reserve worksheet .....	302
To approve or reject reserve worksheet on Reserve Worksheet window .....	303
To archive reports.....	752
To Attach a Diary .....	199
To attach a mail merge document to a claim .....	424
To attach a policy to a claim.....	334
To Attach Document Using Multi Media View Document Management System.....	408
To attach files to events and claims.....	271
To Attach Multiple Files.....	407

---

To Bulk Release Checks.....	591
To calculate a bill .....	373
To calculate average weekly wage.....	118
To calculate earned premium.....	525
To cancel a policy .....	526
To change column names for aggregate values.....	780
To change your password.....	14
To clear checks.....	265
To clear or void bank deposits .....	638
To clone a report.....	778
To clone an organizational level.....	689
To close a batch .....	560
To configure an executive summary.....	719
To configure Diary List Header.....	200
To configure executive summary Medical Case Management information.....	622
To convert a quote into a policy .....	532
To create a DCC report.....	752
To create a DCC report template .....	750
To create a diary.....	193
To create a graph .....	800
To create a mail merge document.....	422
To create a multi query report .....	769
To create a quote.....	532
To create a reserve.....	319
To create an Enhanced Note .....	280
To create an invoice.....	663
To create As Of reports.....	781
To create bank account management reports .....	637
To create derived fields.....	780
To create enhanced notes templates .....	282
To create MMSEA claim party entities .....	169
To create relative dates .....	779
To create Reserve Worksheet.....	304
To create user documents .....	273
To define report colors .....	777
To delete a diary .....	194
To delete a reserve worksheet.....	302
To delete an event.....	158
To delete provisional transaction policies .....	527
To delete reports.....	757
To disable policy renewal.....	527
To edit a DCC report.....	750
To edit a DCC report template .....	756
To edit a policy .....	334
To edit a quote.....	545
To edit a reserve.....	320
To edit an event.....	158
To edit existing reserve window .....	320

To edit existing reserve window-Carrier Claim .....	320
To edit payment data .....	219
To e-mail a report .....	753
To Enable Activity Log .....	288
To Enable EFT for Bank Account .....	588
To enter a general claim .....	62
To enter a medical case.....	619
To enter a non occupational claim.....	80
To enter a property claim .....	72
To enter a vehicle accident claim .....	100
To enter a workers' compensation claim .....	105
To enter an event.....	154
To enter case manager information.....	612
To enter collection data.....	312
To enter evaluation/intervention information.....	146
To enter exposure information .....	159
To enter fall information .....	151
To enter medical case management accommodation information .....	616
To enter medical case management savings information .....	613
To enter medical case management treatment plan.....	614
To enter medical case management vocational rehabilitation information.....	622
To enter medical information.....	121
To enter MedWatch information .....	147
To enter memo text.....	735
To enter OSHA information.....	143
To enter payment for a claim.....	219
To enter quality management information .....	152
To enter triangle policy coverage .....	340
To estimate the length of disability .....	618
To find vehicle claims history for a unit.....	99
To format column appearance .....	779
To generate an auto diary .....	201
To Generate XML Import File.....	401
To get a quick summary.....	718
To import code.....	390
To Import XML File .....	401
To log in and log out .....	16
To lookup existing records .....	394
To open an existing report .....	774
To open the Medical Disability Advisor help file.....	621
To override fee schedule amounts over contract amounts .....	581
To post OSHA reports.....	753
To post SM Draft reports.....	749
To post SM World draft reports .....	751
To print a single check .....	372
To print and attach policy forms .....	527

---

To print checks .....	262
To print diaries.....	206
To print notes.....	281
To quit RISKMASTER.....	17
To reconcile a bank account .....	636
To reconcile billing items.....	565
To record bank deposits .....	631
To Re-Create Check File .....	265
To reinstate a policy.....	522
To release a payment.....	225
To renew a policy.....	525
To reset printed checks.....	264
To reverse a batch.....	560
To review policies .....	335
To run a DCC report .....	752
To run an available report .....	755
To Schedule a print check batch .....	492
To schedule policy diaries.....	542
To schedule reports .....	754
To Search.....	13
To search for an Enhanced Note .....	282
To search for claims within a date range .....	395
To search for codes .....	393
To search for saved records.....	394
To select funds transaction type.....	372
To send an invoice to customers.....	662
To Set Client Information Parameters .....	170
To set column properties.....	775
To set global criteria for reports.....	777
To set report criteria.....	767
To set up a bank account.....	633
To set up a leave plan.....	647
To set up a merge form letter template.....	423
To set up automatic checks .....	256
To set up check stock .....	253
To set up control request to correct payment.....	501
To set up custom search parameters .....	393
To set up headers and footers .....	774
To set up T&E rate tables .....	666
To Setup activity Log .....	287
To Setup Backup Withholding.....	737
To setup combined payment.....	417
To Setup Print Check Batch Related Parameters .....	492
To setup Schedule Date.....	254
To Setup Web Links.....	497
To submit a worksheet for approval.....	303
To Submit Claim to ISO .....	70
To un-clear checks .....	255
To Update Self Insured Details in the Org .....	174

To use administrative tracking sections .....	403
To view account balance information .....	634
To view an executive summary .....	718
To View and Enter Banking Status.....	586
To View Claim Activity Log.....	288
To view custom payment notification.....	380
To view or print First Report forms .....	120
To View Record Diary .....	208
To view reserve history .....	319
To view scheduled reports .....	758
To void payments .....	218
To void printed checks .....	263
To work with a diary .....	196
To work with collection data .....	311
To work with diary utilities .....	195
To work with employee information.....	120
To work with invoices.....	667
To work with organizational hierarchies .....	690
To Work with Policy Batch File Update.....	495
To Work with Policy Interface Code Mapping .....	448
To Work with Policy System Download window.....	446
To Work with Policy System Web Settings .....	448
To work with records.....	15
To work with transaction details .....	375
To work with user documents.....	272
To_review_another_user_s_diary .....	196
Tool_Popup_Add_New .....	731
Tool_Popup_Attach_Documents.....	732
Tool_Popup_Comments .....	730
Tool_Popup_Delete .....	731
Tool_Popup_DeleteDiary .....	731
Tool_Popup_Diary .....	731
Tool_Popup_Email .....	731
Tool_Popup_EnhNotes.....	729
Tool_Popup_Executive_Summary .....	730
Tool_Popup_First .....	731
Tool_Popup_Last.....	731
Tool_Popup_Look_Up_Data.....	729
Tool_Popup_Mail_Merge .....	731
Tool_Popup_Next.....	729
Tool_Popup_Previous.....	729
Tool_Popup_Quick_Diary .....	731
Tool_Popup_Quick_Summary .....	731
Tool_Popup_Record_Summary .....	731
Tool_Popup_Save .....	729
Tool_Popup_Search .....	732
Tool_Popup_Supplementat_Data .....	730
TPOC Data window .....	162
Transaction Detail Entry window .....	212

Treatment Plan window .....	608, 609, 610, 611
Appeal tab .....	611
Criteria tab .....	609
Provider tab .....	609
Review tab .....	608
Treatment tab .....	610
Treatment Plan/Medical Guidelines window .....	603

## U

UAR window .....	506, 514, 519, 520
UAR Details tab .....	506, 514
UAR tab .....	519, 520
Un-Clear Checks window .....	244
Unit Information window .....	45
Upload an Email from Inbox to Claim .....	434
Upload Email to RMX .....	431
User Documents and Attachments Overview .....	267
UX Dashboard .....	759
User Interface .....	759
User Settings & Config .....	760
Widgets .....	760

## V

Value .....	767
Vehicle Accident Claim Home .....	39
Vehicle Accident Claims .....	40, 43, 44
Claim Info tab .....	40
Event Detail tab .....	43
Vehicle Accident tab .....	44
Vehicle Accident Claims window .....	42
view record diaries .....	188
Vocational Rehabilitation window .....	607
Void Checks window .....	228

## W

Web Links Overview .....	497
Web Links setup window .....	499
web settings policy systems .....	437
Welcome to RISKMASTER .....	3
What's New in RISKMASTER X .....	9
With .....	578
Workers Compansation Claim Home .....	33
Workers' Compensation .....	34, 35, 38
Case Mgt/RTW tab .....	38
Jurisdictionals tab .....	34
Medical Info tab .....	35
Workers' Compensation window .....	37
WriteOff .....	576

## X

XML Import Overview .....	401
---------------------------	-----