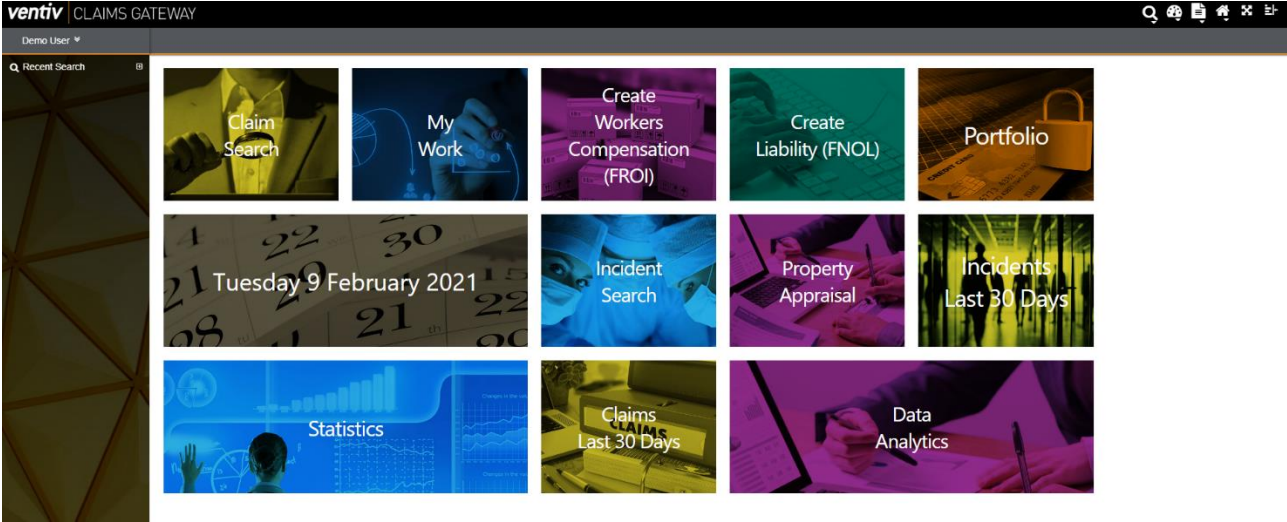




# Ventiv Gateway User Guide

March 31, 2021



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## Quick Links

- [VENTIV CLAIMS GATEWAY](#)
- [VENTIV CLAIMS GATEWAY Data Analytics](#)
- [VENTIV CLAIMS GATEWAY Property](#)
- [VENTIV CLAIMS GATEWAY Custom Dashboards](#)

## Contact Us

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## Support

Resolving support issues and answering system questions is the top priority of the VENTIV Support Staff. To report a VENTIV CLAIMS support issue, visit <http://Support.navrisk.com> to log a new issue. For details on this process or to obtain a Login ID, contact the VENTIV Account Manager.

Additionally, VENTIV Support can be reached by calling the VENTIV Customer Support at 1-800-246-5428.

## VENTIV CLAIMS GATEWAY

VENTIV CLAIMS GATEWAY is web-based software that allows for quick data entry of the First Report of Injury (FROI) and First Notice of Loss (FNOL) while showing high level dashboards and reports with drill down capability. This document provides instructions on how to complete tasks within VENTIV CLAIMS GATEWAY. Combined with training, the user manual can be used to quickly find instructions on operating the VENTIV CLAIMS GATEWAY application.

VENTIV CLAIMS GATEWAY extends the processing capabilities of VENTIV CLAIMS and is ideal for Insurance Companies, Pools, Captives and other member-based users who want to accelerate and expand their data intake processing and increase their data analytic reporting services. The product is built to service member clients, service providers and agents as authorized remote data users.

VENTIV CLAIMS is a prerequisite for VENTIV CLAIMS GATEWAY.

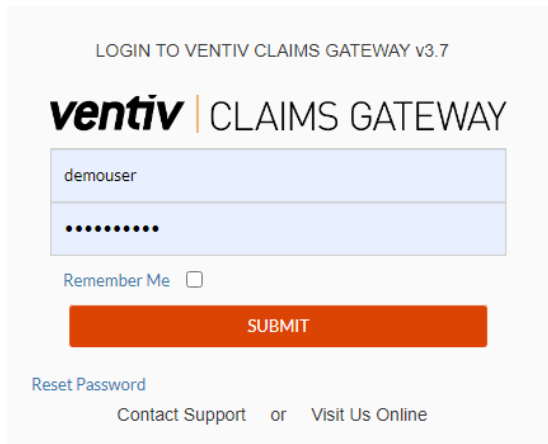
VENTIV CLAIMS GATEWAY provides additional modules to be added to VENTIV CLAIMS including:

- VENTIV CLAIMS GATEWAY (First Report of Injury/First Notice of Loss entry)
- VENTIV CLAIMS GATEWAY Data Analytics (Dynamic Reporting)
- VENTIV CLAIMS GATEWAY Property (Building and Vehicle Appraisals)
- Custom Dashboard Reporting

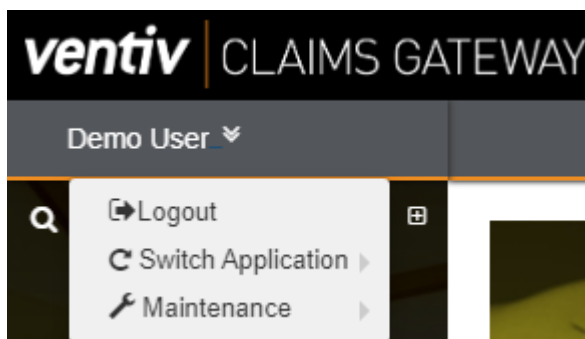
## Launching Gateway

To open VENTIV CLAIMS GATEWAY, first launch a web browser window. VENTIV CLAIMS GATEWAY is optimized for the latest version of Mozilla Firefox, Google Chrome and Safari.

## Logging In



## Logging Out



When “Logout” is clicked, a message will appear across the screen to confirm the user logout by clicking “Yes,” or return to the previous work screen by clicking “No.”

## Password Reset

On clicking Reset Password link, System will ask for an email address. On inserting email address, password reset details will be received via email to that respected account.

### Password Reset Request Form

Email Address

[Sign In](#)

[Contact DAVID Support](#)

**Note:** when "Gateway Auth Type" field value = "Password", "Reset Password" link will be available.

## VENTIV CLAIMS GATEWAY Homepage

Once logged into VENTIV CLAIMS GATEWAY, the user is presented with the VENTIV CLAIMS GATEWAY Homepage. Users can also access the VENTIV CLAIMS GATEWAY Homepage at any time by clicking on

the  icon from the VENTIV CLAIMS GATEWAY Title Bar.

From the VENTIV CLAIMS GATEWAY Homepage, users can choose to enter a new or view a pending FROI/FNOL, view dashboards or view submitted FROI/FNOL if the user has proper permissions. From the Dashboard, users can view and access incidents and claims in the corresponding Incident List and Claims List sections.

## Gateway Navigation

Users can navigate through VENTIV CLAIMS GATEWAY using either the Launch Pad or the Title Bar. Clicking on the VENTIV CLAIMS GATEWAY logo in the top left corner returns the user to the home page at any time.

## Launch Pad

Serving as the default home page screen for VENTIV CLAIMS GATEWAY, the Launch Pad displays all available screens and functions within the system as tiles. Clicking on any of the tiles will open the related screen.



- **Create Healthcare Incident:** Create a [Healthcare Incident](#) record
- **Create MPL FNOL:** Create an [MPL First Notice of Loss](#)
- **Claim Search:** Search for claims in the system.
- **My Work:** Load the My Work screen.
- **Create FROI:** Create a [First Report of Injury](#)
- **Create FNOL:** Create a [First Notice of Loss](#)
- **Portfolio:** Load the [Custom Dashboards](#) homepage (Portfolio tab).
- **Date:** Displays the current date.
- **Incident Search:** Search for incidents in the system.
- **Property Appraisal:** Search for Building and other [Property](#) records in the Property system.
- **Incidents Last 30 Days:** Search for [Incidents in the past 30 days](#) in the system.
- **Statistics:** Load the [Statistics](#) page from VENTIV CLAIMS GATEWAY.
- **Claims Last 30 Days:** Search for [Claims in the past 30 days](#) in the system.
- **Data Analytics:** Load the [Data Analytics](#) homepage.
- **Property:** Create a [Property](#) record through VENTIV CLAIMS GATEWAY Property.
- **Create a Patient Complaint:** Create a Patient Complaint Incident record.
- **Healthcare Search:** Search for Healthcare Incidents in the system.



## Title Bar

The Title Bar is in the top right corner of the screen upon login and has four unique icons with different purposes and functions.



- Search icon: displays searches for VENTIV CLAIMS GATEWAY and Property.

- **Claim Search:** Search for claims in the system.
- **Incident Search:** Search for incidents in the system.
- **Property Search:** Search for Building and other [Property](#) records in the Property system.
- **Vehicle Search:** Search for Vehicle records in the [Property](#) system.
- **Healthcare Search:** Search for Healthcare Incidents in the system.



- Dashboard/Report Selection icon: displays all available Dashboards and Reports from VENTIV CLAIMS GATEWAY Data Analytics.



- **Data Analytics:** Load the [Data Analytics](#) homepage
- **Portfolio:** Load the [Custom Dashboards](#) homepage
- **Property:** Load the [Property](#) homepage
- **Statistics:** Load the [Statistics](#) page from VENTIV CLAIMS GATEWAY
- **See My Incidents in the past 30 days:** Search for [Incidents in the past 30 days](#)
- **See My Claims in the past 30 days:** Search for [Claims in the past 30 days](#)



- “I want to...” icon: create new records through VENTIV CLAIMS GATEWAY

- **Create a Workers Compensation FROI:** Create a [First Report of Injury](#)
- **Create a Liability FNOL:** Create a [First Notice of Loss](#)
- **Property:** Create a [Property](#) record
- **Vehicle:** Create a [Vehicle](#) record
- **COVID-19 Positive Test Report** – COVID – 19 details

- Questionnaire security is controlled via role access rights



- Workflow icon: open the Launchpad or My Work page to view user tasks.



- Clicking on this icon will expand and collapse Full-Screen view.



- Collapse Menu: Clicking on this icon will collapse and expand the Navigation Menu at the left side of the screen.

## Home My Work Incident List

The Incident list displays all incidents in a grid view at the top of the screen. Users can access Incidents by clicking on the Incident Number in the “Incident No.” column in the grid. Use the search bar

to search Incidents using keywords such as names, dates and locations.

Status	Incident No.	Incident Type	Location	Claimant Name	Loss Date	Jurisdiction	Loss Type	Loss Nature	Loss Cause	Body Part
Pending	5033	FNOL	1 - ABCD	1 1	09/03/2015	CA	<Not Assigned>			
Pending	5033	FNOL	1 - ABCD	11 11	09/03/2015	CA	<Not Assigned>			
Pending	5040	FROI	5185 - Gadsden Co.	12, 32	09/07/2015	CA	Medical Only			
Pending	5091	FNOL	5185 - Gadsden Co.	12324 342354	09/14/2015	CA	Medical Only			
Pending	956	FROI	5185 - Gadsden Co.	a, a	03/28/2015	CA	Medical Only			
Pending	958	FROI	5185 - Gadsden Co.	a, a	03/28/2015	CA	Medical Only			
Pending	964	FROI	5185 - Gadsden Co.	a, a	03/28/2015	CA	Medical Only			
Pending	969	FROI	5185 - Gadsden Co.	a, a	03/28/2015	CA	Medical Only			
Pending	1170	FROI	5185 - Gadsden Co.	a, a	04/07/2015	CA	Medical Only			
Pending	2323	FROI	5185 - Gadsden Co.	a, a	06/12/2015	CA	Medical Only		Aircraft	

In the Grid View section, users may print and export this list using the icons at the top right of the grid. The dropdown menu to the right of the export icons controls the number of entries displayed in the grid per page. At the bottom left, users can see how many incidents are currently being viewed, as well as how many total entries are included in the entire list. To the bottom right, users can navigate between specific pages or go to the next page of entries.

The Incident List can also be accessed from the “see my Incidents in the past 30 days” option in the “I want to...” dropdown menu in the Title Bar. Highlighting records from this screen will display information from the selected incident in the Incident Summary screen below the list.

## Claim List

The claim list displays all claims in a grid view for the current VENTIV CLAIMS GATEWAY system. Users can access any claim in the grid by clicking the claim number in the “Claim No.” column. The grid can be searched and organized as noted in the Incident List and in the Grid View section.

Claim No	Claimant Name	Tax Id	Loss Date	Status	Examiner	Locations	Juris	Loss Type	Loss Nature	Body Part
0001000036	Williams, Richard	*****7268	01/04/2000	R	Scott Baio	300 - 300 - YOSEMITE COMM. COLLE	CA	Temp disability	Strain	Reproduct. Sys
0001000037	Motshagen, Mitchell S	*****3123	01/04/2000	R	Scott Baio	100 - 100 - STATE CENTER COMM.CO	CA	First aid	Laceration	Finger(s)
0002000278	Madrigal, Simon	*****3010	02/02/2000	R	Scott Baio	300 - 300 - YOSEMITE COMM. COLLE	CA	Death claim	Strain	Lower Back Area
0002000433	Farmer, Jose Y	*****1141	02/10/2000	O	Scott Baio	400 - 400 - MERCED COMMUNITY COL	UT	Temp disability	Strain	Multiple Body
0003000534	Alcaraz, Kenneth	*****1885	03/27/2000	R	Scott Baio	300 - 300 - YOSEMITE COMM. COLLE	SC	First aid	Contusion	Multiple Body
0005000796	Takacs, Beverly	*****4605	05/17/2000	R	Scott Baio	400 - 400 - MERCED COMMUNITY COL	CA	Temp disability	Strain	Lower Back Area
0005000906	Bravo, James	*****3185	05/30/2000	R	Scott Baio	300 - 300 - YOSEMITE COMM. COLLE	CA	Minor PPD	Hearing Loss	Ear(s)
0009001674	Garrison, Susan	*****7393	09/13/2000	R	Scott Baio	400 - 400 - MERCED COMMUNITY COL	CA	Minor PPD	Strain	Lower Back Area
001516790156	m m m m, k k k k	*****1111	07/29/2015	P	Amaya Mathure		AL	<Not Assigned>		
001516790175	Inm, testf	*****5465	08/01/2015	P	Amaya Mathure		CA	<Not Assigned>		

Showing 1 to 10 of 500 entries

The Claim List can be found in the “see My Claims in the past 30 days” option in the “I want to...” dropdown menu in the Title Bar. Highlighting records from this screen will display information from the selected claim in the Claim Summary screen below the list.

ABC Company	21021019	Sirum Institute	*****446	03/18/2021	P	Demo User		CA	N/A		
ABC Company	21021016	Two, Witness	*****2452	03/02/2021	P	Demo User		CA	N/A		

Showing 1 to 10 of 255 entries

### Claim Summary

#### Claim Information

Claim Number: 21021016  
 Claim Status: Pending  
 Occurrence Date: 03/02/2021  
 Opened Date:  
 Closed Date:  
 Insured: ABC Company  
 Policy Number: 789456  
 Coverage: Auto Liability  
 Examiner: Demo User

#### Claimant Information

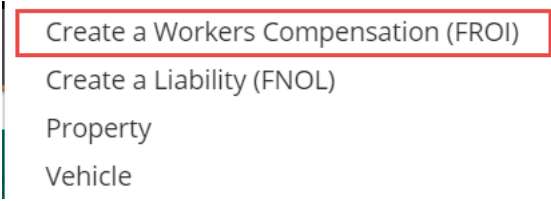
Name: Two, Witness  
 Address: 876 Witness Way  
 Address2: addr 2  
 City: WitnessCity longer, SC 54321-4  
 Work Phone: (432) 452-4524  
 Home Phone: (424) 524-5245  
 Cell Phone: (432) 524-5243  
 Email: emp@mail.com  
 Birth Date: 06/01/2020  
 Hire Date:  
 SSN: 452 45 2452

#### Loss Information

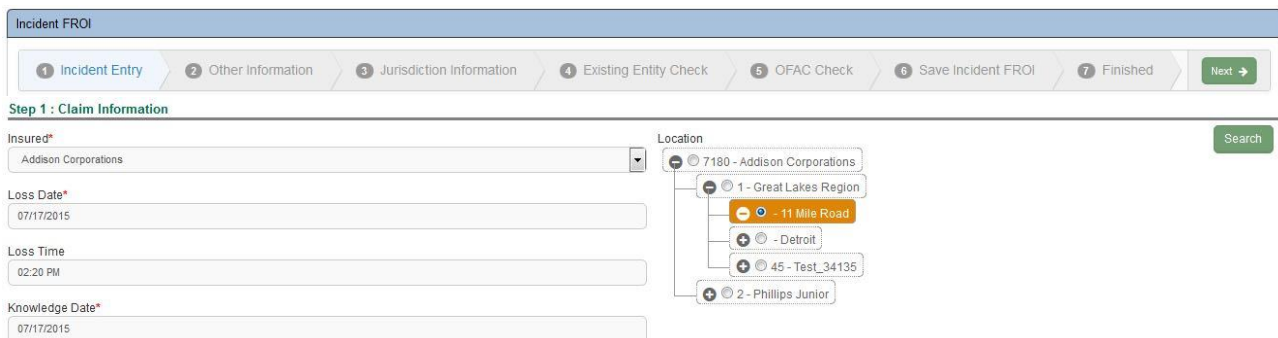
Loss Type: N/A  
 Loss Cause:  
 Body Part:  
 Agent:  
 Nature:

## Create a New First Report of Injury (FROI)

To enter a new FROI in VENTIV CLAIMS GATEWAY, select Create a Workers Compensation (FROI) from the “I want to...” icon in the Title Bar.



**FROI Wizard Tab 1 - Enter data into the Claim Information section on the Incident Entry screen. Required fields are marked with a red asterisk (\*).**



1. Selecting the Insured from the dropdown menu will open the Location tree to the right.
2. Select the Location from the Location Tree. Click on the “+” to open the tree. Organization levels with a “+” to the left indicate that there are more levels below. Selected locations will be highlighted orange, and will contain the radio button with an active selection.

*Tip* - Users may also search for a location for the selected Insured by clicking the button.

3. Enter the loss date (date of injury) and time of injury.
4. Enter the knowledge date.
5. Select the jurisdiction.
6. Applicable policies will appear based on the loss date and insured selected.


\*\*\*\*\*  
**FAQ** - If no policy appears, there may not be coverage for the selected insured for the entered loss date or the policy may not have been entered into the system. Users are advised to contact the VENTIV CLAIMS GATEWAY administrator in your organization.  
 \*\*\*\*\*



**Enter date into the Injured Party section on the Incident Entry screen.**

Employee No	Last Name*	First Name*	Middle Name
Tax ID	Gender (drop down)	Marital Status (drop down)	Birth Date
Job Code (drop down)	Hire Date	Class Code (drop down)	Supervisor
Supervisor Phone			

Enter data into the Contact Information section on the Incident Entry screen.

Address 1	Address 2	City
State (drop down)	Zip	Home Phone
Work Phone	Cell Phone	Email

Once all required information is entered for the new Incident, click the  button to advance

\*\*\*\*\*  
**FAQ** - At any time, click the  button to go back to the previous page in the new Incident or click the  button to cancel the new Incident FROI and return to the VENTIV CLAIMS GATEWAY Dashboard  
 \*\*\*\*\*

A Duplicate Claims and Incidents window will appear to check for duplicates based on entered information.

**Duplicate Claims and Incidents** ✕

The incident being entered may be a duplicate of an existing claim or incident. Please review the list below to determine if there is a duplicate before continuing.

To refer to an existing incident or claim listed below and open its detail, click on the "Claim/Incident No" link. To continue with creating the new incident, click Cancel.

5 ▾

Claim/Incident No	Location	Claimant Name	Loss Date	Jurisdiction	Loss Type	Loss Nature	Loss Cause	Body Part
<a href="#">08007476</a>	-	1_clo, 1_clo	01/01/2008	CA	First aid	Cardio/Vascular	Baton training	Foot
<a href="#">08007477</a>	-	1_clo, 1_clo	01/01/2008	CA	First aid	Cardio/Vascular	Baton training	Foot
<a href="#">08007478</a>	-	1_clo, 1_clo	01/01/2008	CA	First aid	Cardio/Vascular	Baton training	Foot

If no duplicates exist for the new incident, click the  button to close the window and click the  button again to advance to the next screen.

**FROI Wizard Other Information tab - Enter information into the Other Information screen (No required fields).**

Loss State (drop down)	Loss Location (drop down)	Loss Location Other (drop down)
On Premises (drop down)	Fatality (check box)	Emergency Room (check box)
Hospitalized (check box)	Full Wages on Day of Injury (check box)	Death Date
Average Weekly Wage at Injury	Last Day Worked	First Day with Lost Time
Return to Work Date	Claim Form Provided Date	Time Began Work

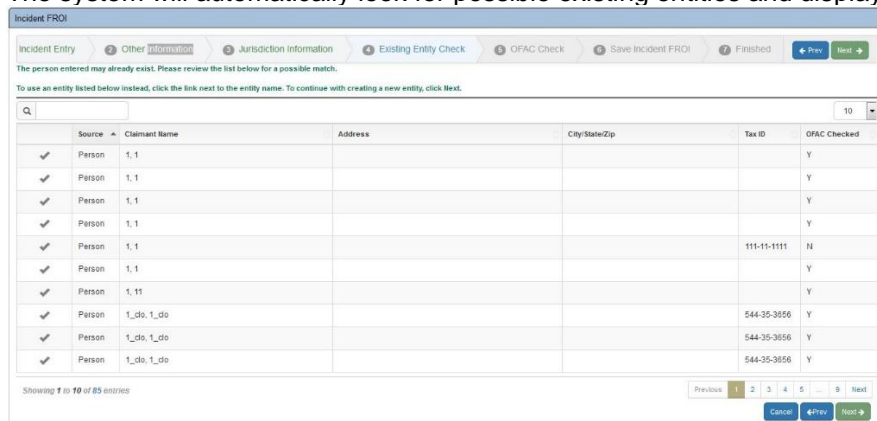
Once all desired information is entered, click the  button to proceed to FROI Wizard Jurisdiction Information tab.

**FROI Wizard Jurisdiction Information tab - Enter information into the Jurisdiction Information screen. (California example)**

Non-Wage Payments	Unable to Work (check box)	Accident Street City
County	Employer Business Ownership (drop down)	Employer Business Ownership If Other
Employee Activity	Department	Others Injured (check box)
Physician Name/Address	Physician Phone	Hospital Name/Address
Hospital Phone		

**FROI Wizard– Existing Entity Check**

The system will automatically look for possible existing entities and display possible existing entity matches.



## FROI Wizard– OFAC Check

\*\*\*\*\*  
**FAQ - OFAC stands for Office of Foreign Assets Control, a department of the US Treasury. The OFAC has a list of names and aliases to whom the U.S. Treasury prohibits payments. VENTIV CLAIMS GATEWAY interacts with this list, and performs a lookup during the new incident entry process.**  
 \*\*\*\*\*

Incident FROI

Incident Entry > 2 Other Information > 3 Jurisdiction Information > 4 Existing Entity Check > 5 OFAC Check > 6 Save Incident FROI > 7 Finished < Prev Next >

There may be a possible OFAC match with this claimant. Please review the list below for a possible match.

To continue and flag the claimant as accepted, click Next. Otherwise, click Cancel to abort the new claim process.

Q  10

Name	Alias	Address	City	Country
'ABD AL-KARIM	AL-ZARQAWI, Abu Mus'Ab	-0-	-0-	-0-
'ABD AL-RAHMAN, Humam 'abd al-Khali	ABD-AL-GHAFUR, Humam abd-al-Khaliq	-0-	-0-	-0-
'ABD ALLAH, 'Issam 'Ali Muhammad	MUSA, Rifai Ahmad Taha	-0-	-0-	-0-
'ABD-AL-'IZ	MUSA, Rifai Ahmad Taha	-0-	-0-	-0-
'ABDULLAH, 'Ali Zafir	AL-TIKRITI, Bashar Sabawi Ibrahim H	Fuad Dawod Farm, Az Zabadani	Damascus	Syria
'ABDULLAH, 'Ali Zafir	AL-TIKRITI, Bashar Sabawi Ibrahim H	-0-	Beirut	Lebanon
'ABU AL-HASAN AL MADANI'	JUL Aidan, Wa'el Hamza Abd Al-Fatah	-0-	-0-	-0-
'AHMED THE TANZANIAN'	GHAILANI, Ahmed Khalifa	-0-	-0-	-0-
'ALIQ, Hajji Qasim	ALIQ, Qasim	-0-	-0-	-0-
'ALIQ, Qasem	ALIQ, Qasim	-0-	-0-	-0-

Showing 1 to 10 of 32 entries

Previous 1 2 3 4 Next

Cancel < Prev Next >

OFAC check occurs in the same step as looking for an existing entity described above. If a claimant's name matches an existing name on the OFAC list, discuss with your supervisor / manager before continuing in the incident process.

All possible matches will be displayed in a grid view. If no duplicates exist and all information entered is for a unique entry, click the **Next** button to advance to the next step. Otherwise, click the **Cancel** button to stop the new incident creation or the **Prev** button to return to the previous screen.

## FROI Wizard – Save Incident FROI

The Save Incident FROI screen confirms that all checks and validations for the new incident are complete, and allows the user to save the record as a pending incident or to submit a new incident.

Incident FROI



Incident Entry > 2 Other Information > 3 Jurisdiction Information > 4 Existing Entity Check > 5 OFAC Check > 6 Save Incident FROI > 7 Finished < Prev Finish >



✓ All checks and validations are complete.

Save as Pending Incident

Submit New Incident

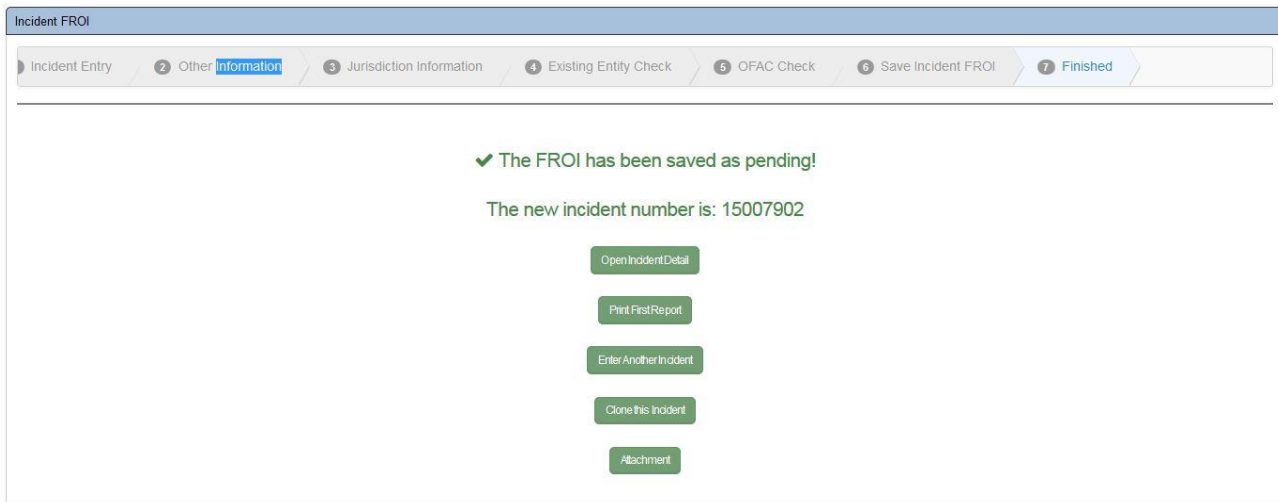
Cancel < Prev Finish >






This is the last chance for the user to return to a previous step in creating the new Incident FROI (by clicking the  button). To save the record in Pending status, which will save the incident as a draft but will not submit it, click the  button.

If all records are complete, click the  or the  button to finalize the entry and submit the Incident to VENTIV CLAIMS. Both of these buttons will move the user to the “Finished” screen.

### FROI Wizard - Finished

The Finished screen confirms the new incident entry and provides the new Incident Number.

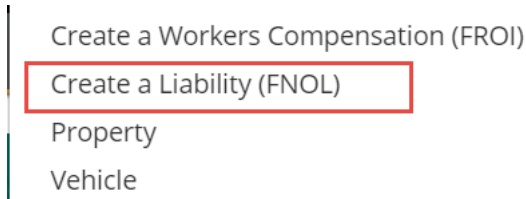


- Click the  button to open the Incident Detail screen for the new incident, where users can edit existing information and enter new/additional information for that incident.
- Click the  button to print the First Report for the new incident.
- To enter another incident and reset the Incident FROI screen, click the  button.
- To clone the new incident and restart the Incident FROI screen with the same information, click the  button.
- To add an attachment to the new incident, click the  button.

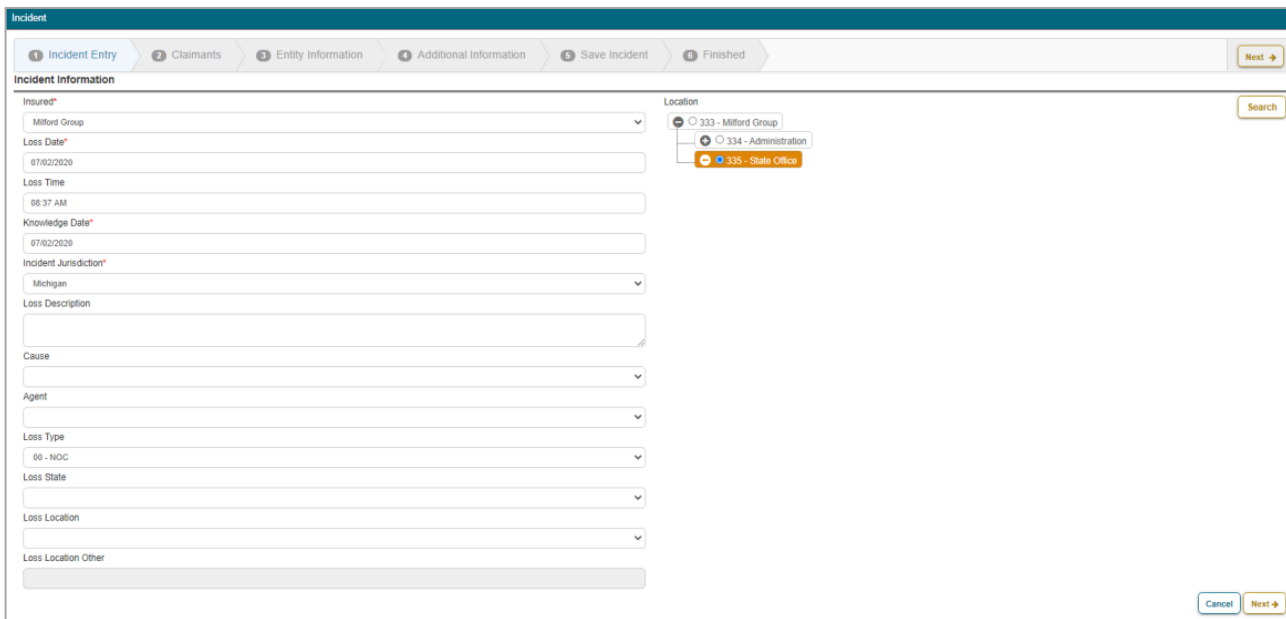


## Create a New First Notice of Loss (FNOL)

To create a new FNOL in VENTIV CLAIMS GATEWAY from the “I want to...”  icon in the Title bar click Create a Liability (FNOL) in the dropdown menu.



**FNOL Wizard tab 1 - Enter data into the Incident Information section. Required fields are marked with a red asterisk (\*).**

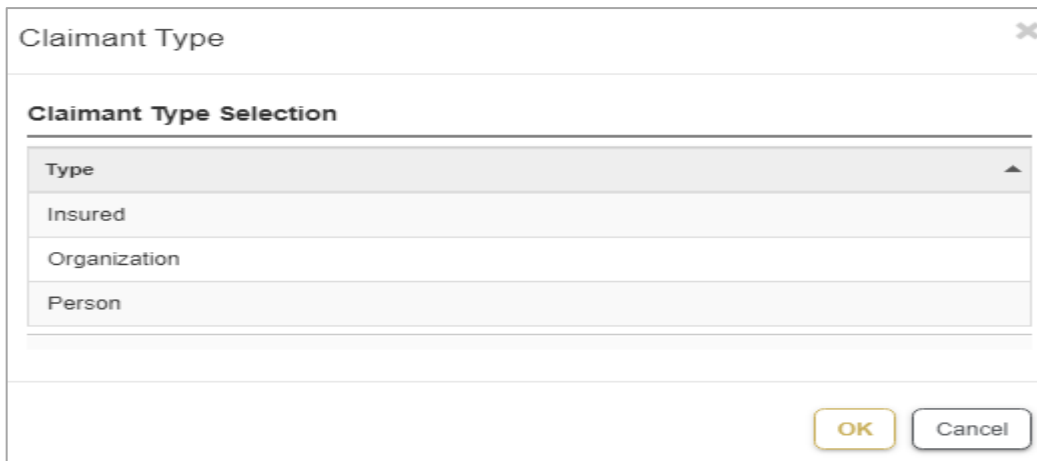


1. Select the insured from the dropdown menu. The Location Tree for the selected Insured will now appear in the location screen.  
Select the location from the Location Tree (see the Location Selection section in the Incident FNOL section for more information).
2. Enter the loss date (date of injury), time of injury, knowledge date and incident jurisdiction.
3. Applicable policies will appear based on the Insured and loss date.
  - If no policy appears, there may not be coverage for the loss date or the policy may not have been entered into the system and users are advised to contact the VENTIV CLAIMS GATEWAY administrator in your organization.
4. Enter the loss description and select the Cause, Agent, Nature, Loss Type, Loss Location, etc..

Once all required (and optional) information is entered for the new FNOL, click the **Next** button to advance to the next Step. At any time, click the **Prev** button to go back to the previous page in the new Incident or click the **Cancel** button to cancel the new Incident FNOL and return to the VENTIV CLAIMS GATEWAY Dashboard.

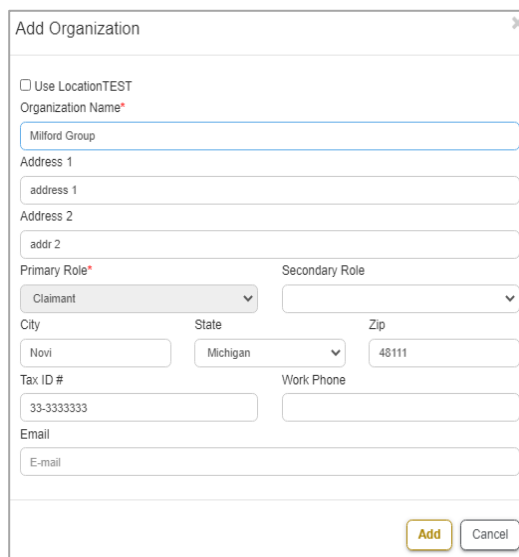
FNOL Wizard Claimants tab - Enter information into the Claimants screen.

Click the **Add** button to open the Claimant Type window.



From this window, users can select Claimant type as Insured or Organization or Person. Claimant record will save with the selected Claimant type on clicking **OK** button.

On editing the Claimant record, selected Organization detail will show. User can Add/Edit and save the details.



If The Use Location check box checked, the location details will default to the organization selected as the Location on tab 1  
 The Existing Claim pop up will open with possible duplicate records.

Existing Claim ✕

Claim/Incident No	Location	Entity Name	Loss Date	Jurisdiction	Loss Type	Loss Nature	Loss Cause	Body Part
18008444-0001		Milford Group	09/26/2018	MI	N/A		01130 - Coverag	
18008448-0001	335 - State Office	Milford Group	09/27/2018	MI	01 - GL		01101 - Damage	
18008448-0001	335 - State Office	Milford Group	09/27/2018	MI	01 - GL		01101 - Damage	
18008448-0001	335 - State Office	Milford Group	09/27/2018	MI	01 - GL		01101 - Damage	
18008448-0001	335 - State Office	Milford Group	09/27/2018	MI	01 - GL		01101 - Damage	
9659	335 - State Office	Milford Group	07/02/2020	MI				

Showing 1 to 6 of 6 entries Previous 1 Next

Ok Cancel

**FNOL Wizard Entity Information tab - Enter information into the Entity Information screen.**

Click the Add button to open the Entity Type window.

**Add Organization** ✕

Org Name\*

Address 1

Address 2

City  State  Zip

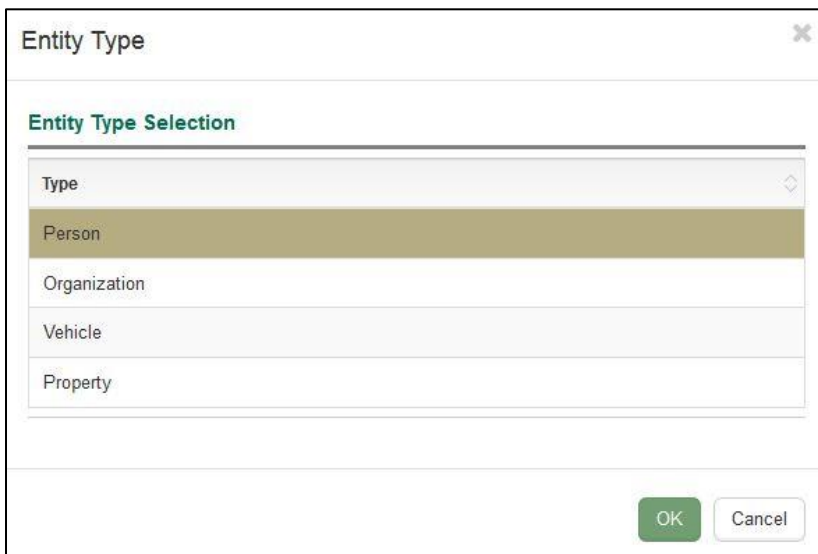
Tax ID  Work Phone

Email

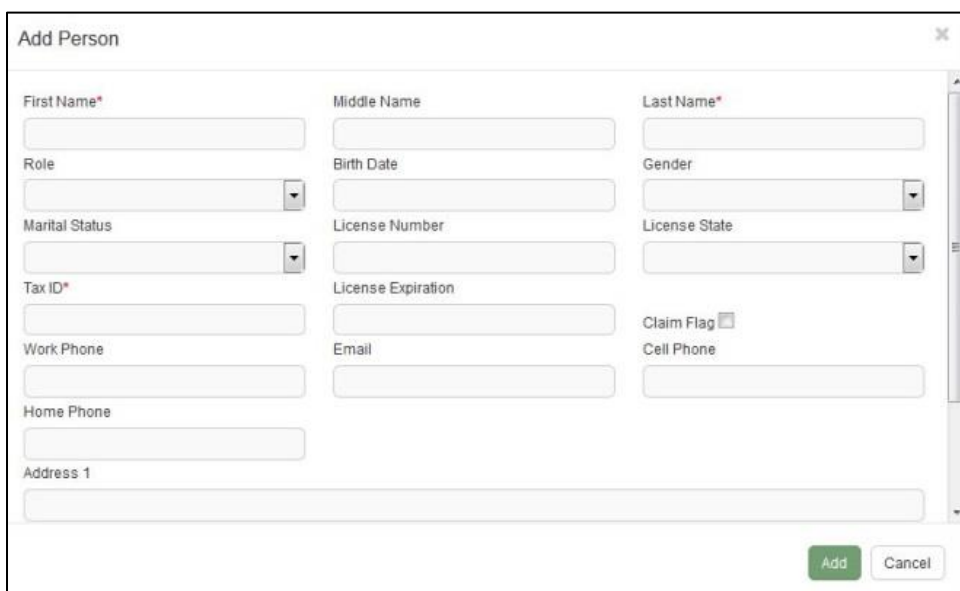
Claim Flag

Add Cancel



From this window, users can select Organization, Person or Vehicle. Depending on the selection, another window will open with fields for that selection.



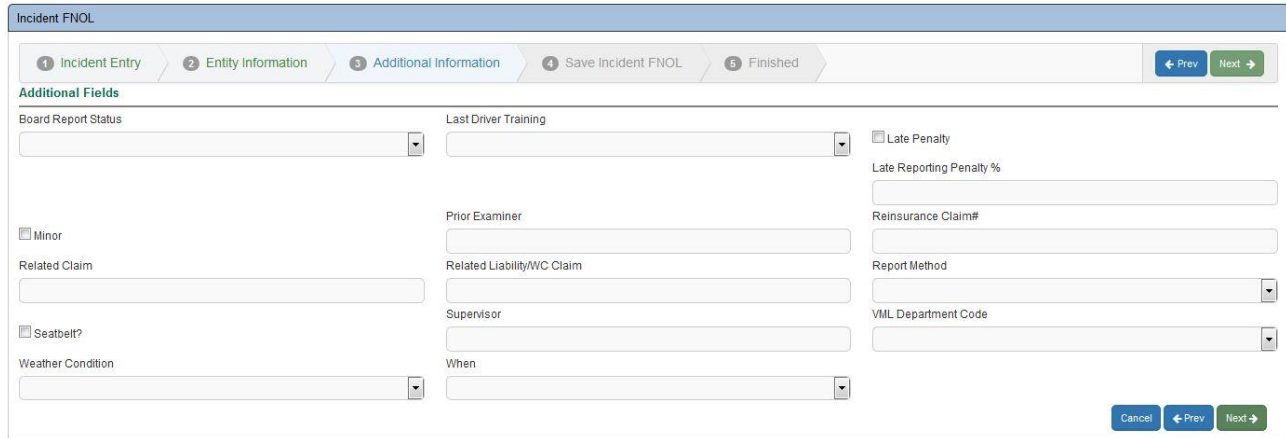
The 'Entity Type' dialog box features a title bar with a close button (X). Below the title bar is a section titled 'Entity Type Selection'. This section contains a list box with a search icon in the top right corner. The list items are 'Person', 'Organization', 'Vehicle', and 'Property'. The 'Person' item is currently selected and highlighted in a light blue color. At the bottom right of the dialog box, there are two buttons: a green 'OK' button and a white 'Cancel' button.



The 'Add Person' dialog box has a title bar with a close button (X). The main area contains several input fields arranged in a grid. The fields are: 'First Name\*' (text input), 'Middle Name' (text input), 'Last Name\*' (text input), 'Role' (dropdown menu), 'Birth Date' (text input), 'Gender' (dropdown menu), 'Marital Status' (dropdown menu), 'License Number' (text input), 'License State' (dropdown menu), 'Tax ID\*' (text input), 'License Expiration' (text input), 'Claim Flag' (checkbox), 'Work Phone' (text input), 'Email' (text input), and 'Cell Phone' (text input). There is also a 'Home Phone' label with an empty text input field below it, and an 'Address 1' label with a text input field at the bottom. At the bottom right, there are two buttons: a green 'Add' button and a white 'Cancel' button.

Once all required and desired optional fields are added, click the  button to add the entity to the new Incident FNOL or click the  button to return to the Entity Information screen without adding a record.


**FNOL Wizard Additional Information tab - Enter data into the Additional Information section. Required fields are marked with a red asterisk (\*).**






The Additional Information screen allows more information to be added to the new Incident FNOL from text, dropdown, and check box fields.

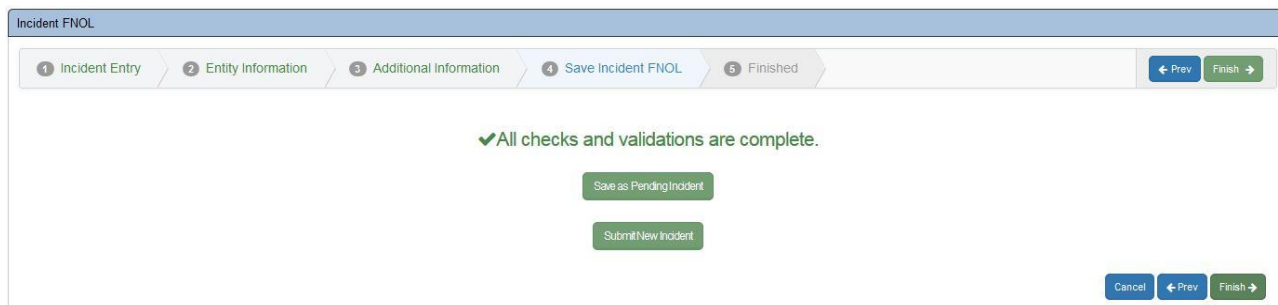
Board Report Status (drop down)	Last Driver Training (drop down)	Late Penalty (check box)	Late Reporting Penalty %
Minor (check box)	Prior Examiner	Reinsurance Claim #	Related Claim
Related Liability/WC Claim	Report Method	Seatbelt? (check box)	Supervisor
VML Department Code	Weather Condition (drop down)	When (drop down)	

Click  to continue to the next screen.

The Save Incident FNOL screen confirms that all checks and validations for the new incident are complete, and allows the user to save the record as a pending incident or to submit a new incident. This is the last chance for the user to return to a previous step in creating the new Incident FNOL (by clicking the  button).

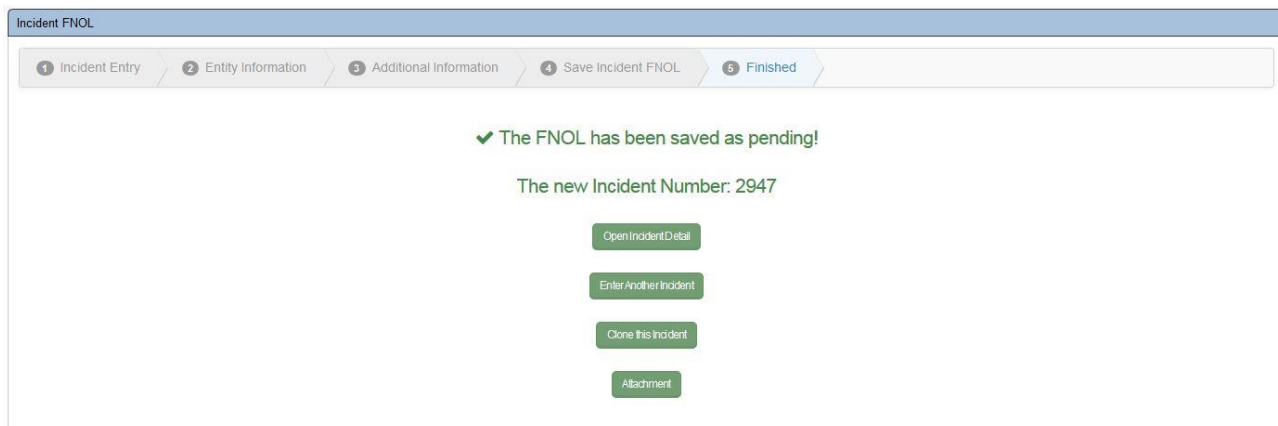
To save the record in Pending status, which will save the incident as a draft but will not submit it, click the  button.

If all records are secure and the entry is complete, click the  or the  button to finalize the entry and submit the Incident to VENTIV CLAIMS. Any of these buttons will move the user to the "Finished" screen.




The Finished screen confirms the new Incident FNOL entry and provides the new Incident Number. From this screen, users can click the [Open Incident Detail](#) button to open the Incident Detail screen for the new incident, where users can edit existing information and enter new/additional information for that incident.

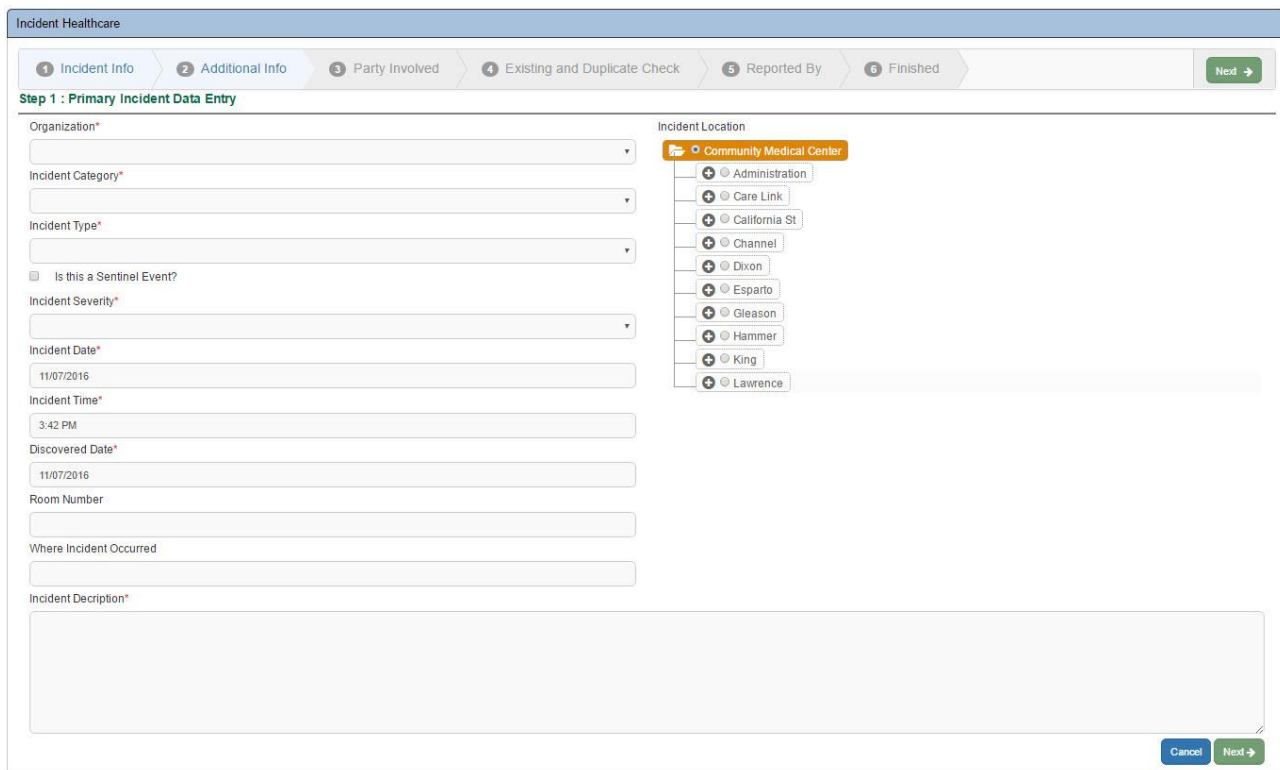
To enter another incident and reset the Incident FNOL screen, click the [Enter Another Incident](#) button. To clone the new incident and restart the Incident FNOL screen with the same information, click the [Clone this Incident](#) button. To add an attachment to the new incident, click the [Attachment](#) button.



## Optional: Create a New Incident Healthcare (MPL FNOL)

To create a new Incident Healthcare in VENTIV CLAIMS GATEWAY, from the “I want to...”  icon in the Title bar click “Create an Incident Healthcare” in the dropdown menu.

**Incident Healthcare Wizard Incident Info tab - Enter data into the Incident Information section. Required fields are marked with a red asterisk (\*).**

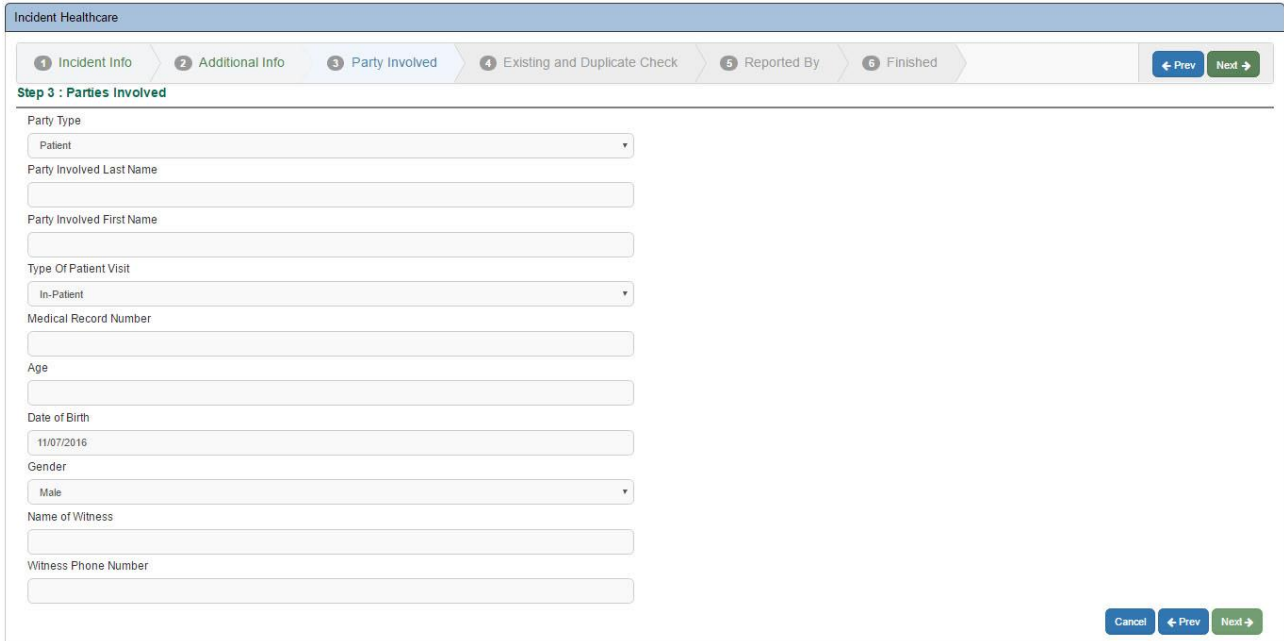


The screenshot shows the 'Incident Healthcare' wizard interface. At the top, there is a progress bar with six steps: 1. Incident Info (active), 2. Additional Info, 3. Party Involved, 4. Existing and Duplicate Check, 5. Reported By, and 6. Finished. A 'Next' button is located at the end of the progress bar. Below the progress bar, the title is 'Step 1 : Primary Incident Data Entry'. The form is divided into two main sections. The left section contains several input fields: 'Organization\*' (dropdown), 'Incident Category\*' (dropdown), 'Incident Type\*' (dropdown), a checkbox for 'Is this a Sentinel Event?', 'Incident Severity\*' (dropdown), 'Incident Date\*' (text input with '11/07/2016'), 'Incident Time\*' (text input with '3:42 PM'), 'Discovered Date\*' (text input with '11/07/2016'), 'Room Number' (text input), 'Where Incident Occurred' (text input), and 'Incident Description\*' (large text area). The right section is titled 'Incident Location' and shows a tree view of locations. The root is 'Community Medical Center', which is highlighted in orange. Underneath it are several sub-locations: Administration, Care Link, California St, Channel, Dixon, Esparto, Gleason, Hammer, King, and Lawrence. At the bottom right of the form, there are 'Cancel' and 'Next' buttons.

Here, the user can select the organization, determine the Loss Date and Loss Time, establish the Notice Date, set the Incident Jurisdiction, define the Loss Type, and enter the Patient Allegation.

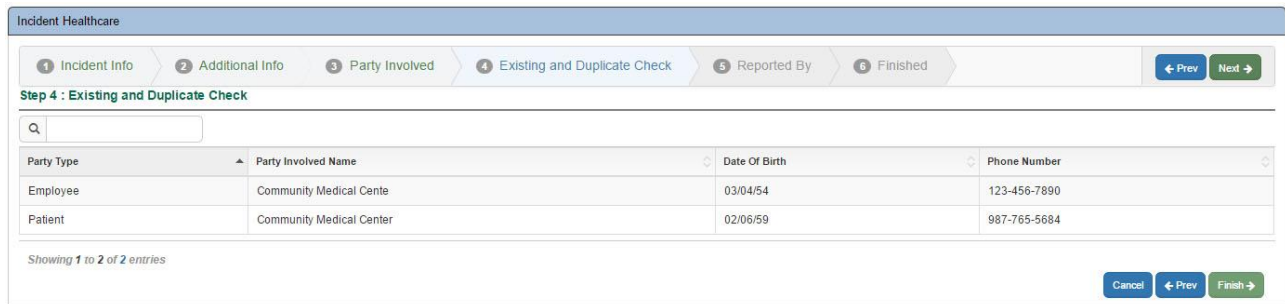
**Incident Healthcare Wizard Additional Information tab – Enter additional data into screen fields**

**Incident Healthcare Wizard Party Involved tab - Enter data into the Party Involved screen.**



Party Type (drop down)	Party Involved Last Nam	Party Involved First Name
Type of Patient Visit (drop down)	Medical Record Number	Age
Date of Birth	Gender (drop down)	Name of Witness
Witness Phone Number		

**Incident Healthcare Existing and Wizard Duplicate Check tab – Review the Existing and Duplicate Check screen.**





**Incident Healthcare Wizard Reported By tab – Enter data into the Reported By screen.**

Incident Healthcare

1 Incident Info 2 Additional Info 3 Party Involved 4 Existing and Duplicate Check 5 Reported By 6 Finished

Step 5 : Reported By

Report Initiated by First Name

Report Initiated by Last Name

Report Initiated by Phone

Report Entered by First Name


Report Entered by Last Name

Title

Date of Report

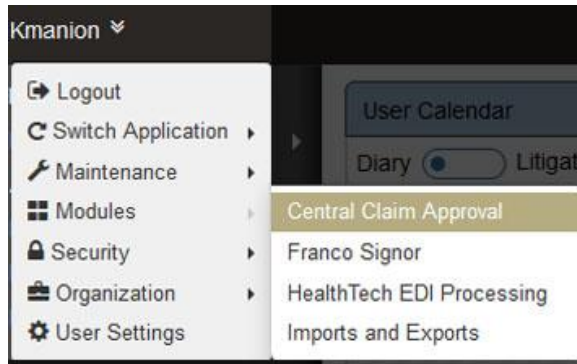
Cancel Prev Finish

Report Initiated by First Name	Report Initiated by Last Name	Report Initiated by Phone
Report Entered by First Name	Report Entered by Last Name	Title
Date of Report		

If all records are complete, click the  button to finalize the entry and submit the Incident to VENTIV CLAIMS.

## Claim Approval

Once an incident has been successfully submitted from VENTIV CLAIMS GATEWAY, the record will appear in the Claim Approval module in VENTIV CLAIMS from the User Login Menu under Modules > Claim Approval.



The Claim Approval screen displays a Submission List, which includes all submitted incidents from VENTIV CLAIMS GATEWAY. Incidents can be sorted in ascending or descending order by column by clicking on one of the column headers.


Submission Number	Claimant Name	Insured	Loss Date	Documents	Status	User Name	Add Date
9950	8 claimants	Gadsden Co.	03/18/2021	1	Pending	demouser	03/18/2021
9944	Kimberly Davenport	Government Entity	03/18/2021	2	Pending	demouser	03/18/2021
9943	Francis Myers	Gadsden Co.	03/18/2021	1	Pending	demouser	03/18/2021
9941	0 claimants	ABC Company	03/11/2021	2	Pending	demouser	03/11/2021
9939	Gadsden Co.	Gadsden Co.	01/01/2010	1	Pending	demouser	03/10/2021
9938	Government Entity	Government Entity	01/01/2010	1	Pending	demouser	03/10/2021
9936	Jobes Harry	ABC Company	02/22/2021	0	Pending	demouser	02/22/2021

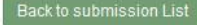
Click the **✖** icon to reject an incident without review. Select a record in the grid to open the incident and begin the Claim Approval process. The Incident Approval window will appear.

The first screen in the Claim Approval process allows the user to modify any submitted incident information from VENTIV CLAIMS GATEWAY. These fields include basic Incident information, such as the Organization, Loss Date, Notice Date, Incident Jurisdiction, and Additional Information, such as Contact Info details.

Click Save to process the claim details and open the Coverage Selection tab.

In the next step, Validation Checking, the system will automatically look for possible duplicate claims and display possible matches based on SSN, claimant name and loss date. If the claim is not a duplicate, click the **Next** button to continue creating the claim (or **Cancel** to stop the new claim creation or **Previous** to return to the previous screen).

Click the  button to finish the Claim Approval process and add the claim to the VENTIV Claims system.

The Finished screen will display all essential information for the new claim. Click the  button to return to the Incident List Claim Approval screen, where other incidents can be approved or rejected.

## The Grid View

The Grid View displays a listing of records in a table format. By default, the first item in the list will be highlighted

Status	Incident No	Insured	Claimant Name	Type	Occurrence Date	Opened Date	State	Loss Description
In Review	9830	Health Organization		Liab	12/04/2020	12/4/2020 8:22:00 AM		
In Review	9831	Health Organization		Liab	12/04/2020	12/4/2020 9:17:00 AM		
In Review	9833	Health Organization		Liab	12/07/2020	12/7/2020 4:08:00 AM		

In the grid users may organize information in the grid based on the column. Clicking on the column once will arrange all information in the grid by ascending order (oldest to newest, lowest to highest, alphabetical order). Clicking the column again will arrange the information in descending order based on that column. Clicking on another column will rearrange the information based on that column, once for ascending and again for descending.

Users can also search for information within the grid based on keyword by using the search bar located at the top left of the grid. The grid will automatically update with all entries containing the searched keyword (name, company, and status, among others).

Users can change the number of entries displayed per page by using the dropdown menu in the top right corner of the grid, to the right of the Export and Print icons (which are explained below).

The number of entries currently displayed, as well as the total number of entries within the grid, is displayed in the lower left corner of the grid. Users can navigate to specific pages using the page navigation menu in the lower right corner.

Showing 1 to 10 of 655 entries

Previous	1	2	3	4	5	...	66	Next
----------	---	---	---	---	---	-----	----	------

### Export from Grid View

VENTIV CLAIMS GATEWAY offers the ability to export the data appearing in any Grid into an Excel worksheet (.xls), Comma Delimited File (.csv) or Adobe PDF file (.pdf). Export icons are displayed at the top right of most grid views.



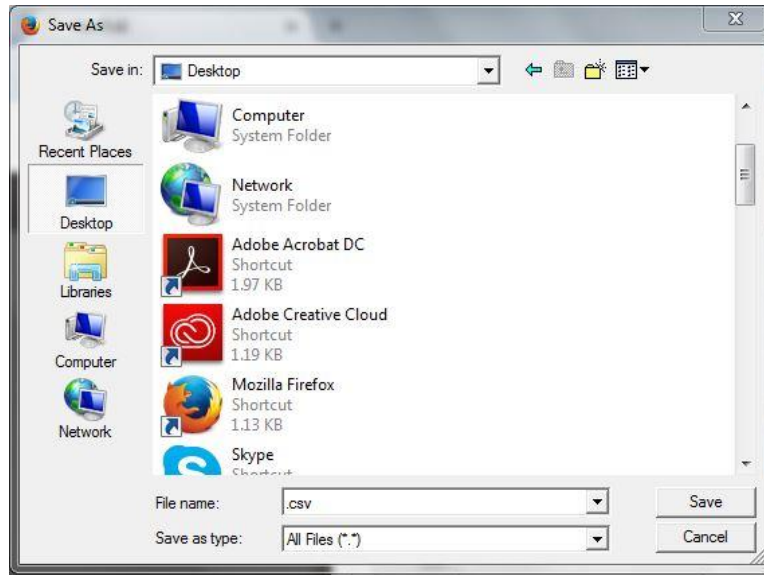
As long as users have Microsoft Excel installed on their local machines, they can view and manipulate the exported data.

**NOTE:** The latest version of the Flash plugin must be installed on your web browser for these icons to display and function properly.

## Create an Excel Worksheet or Comma Delimited File


To export grid data into an Excel (.xls) worksheet or Comma Delimited File (.csv):

1. Click on the Excel  icon or CSV  icon at the top right of the grid.
2. Browse to the desired file location in the dialogue box and click on **Save** to save the document or **Cancel** to close the screen and cancel the export.



3. Navigate to the .xls or .csv file outside of the web browser to open the file in Microsoft Excel (or other spreadsheet viewing software). The data will appear in Excel and may be viewed and manipulated using standard Microsoft Excel functionality.


## Create an Adobe PDF file

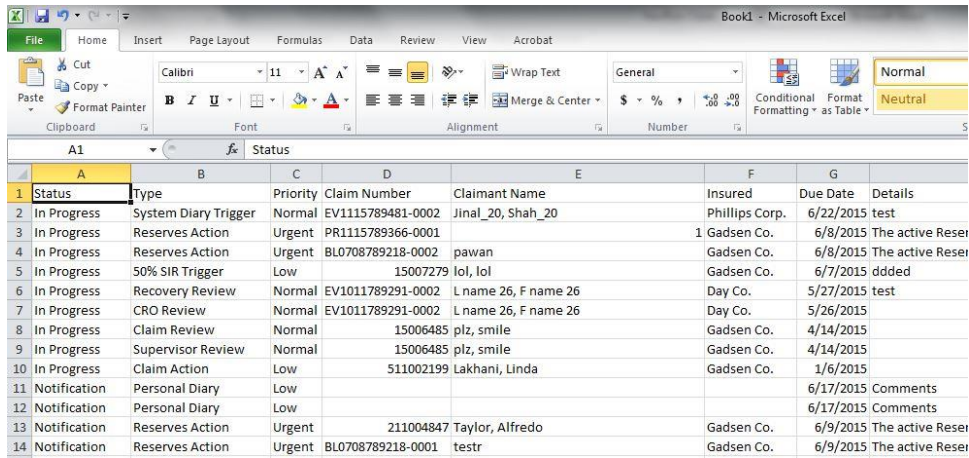
1. Click on the Create PDF icon  at the top right.
2. Browse to the desired file location in the dialogue box and click on **Save** to save the document or **Cancel** to close the screen and cancel the export.
3. **Open** the PDF file with the default PDF Viewer (Adobe Reader, Acrobat, other). All grid information will be displayed in the exported PDF file.

PDF Export

Status	Type	Priority	Claim Number	Claimant Name	Insured	Due Date	Details	LOB
In Progress	System Diary Trigger	Normal	EV1115789481-0002	Jinal_20, Shah_20	Phillips Corp.	06/22/2015	test	GL
In Progress	Reserves Action	Urgent	PR1115789366-0001	1	Gadsen Co.	06/08/2015	The active Reserve Worksheet has been rejected by scott.	PROP
In Progress	Reserves Action	Urgent	BL0708789218-0002	pawan	Gadsen Co.	06/08/2015	The active Reserve Worksheet has been rejected by scott.	GL

### Copy from Grid View


1. Click on the Copy  icon at the top right of the grid to automatically select all content found within the selected grid.
2. Open a new or existing spreadsheet in Microsoft Excel (or another spreadsheet software) and right-click and “Paste” or use the shortcut “Ctrl-V” to paste to paste the content into that spreadsheet.



Status	Type	Priority	Claim Number	Claimant Name	Insured	Due Date	Details
In Progress	System Diary Trigger	Normal	EV1115789481-0002	Jinal_20, Shah_20	Phillips Corp.	6/22/2015	test
In Progress	Reserves Action	Urgent	PR1115789366-0001	1	Gadsen Co.	6/8/2015	The active Reserve
In Progress	Reserves Action	Urgent	BL0708789218-0002	pawan	Gadsen Co.	6/8/2015	The active Reser
In Progress	50% SIR Trigger	Low	15007279	lol, lol	Gadsen Co.	6/7/2015	dddd
In Progress	Recovery Review	Normal	EV1011789291-0002	L name 26, F name 26	Day Co.	5/27/2015	test
In Progress	CRO Review	Normal	EV1011789291-0002	L name 26, F name 26	Day Co.	5/26/2015	
In Progress	Claim Review	Normal	15006485	plz, smile	Gadsen Co.	4/14/2015	
In Progress	Supervisor Review	Normal	15006485	plz, smile	Gadsen Co.	4/14/2015	
In Progress	Claim Action	Low	511002199	Lakhani, Linda	Gadsen Co.	1/6/2015	
Notification	Personal Diary	Low				6/17/2015	Comments
Notification	Personal Diary	Low				6/17/2015	Comments
Notification	Reserves Action	Urgent	211004847	Taylor, Alfredo	Gadsen Co.	6/9/2015	The active Reser
Notification	Reserves Action	Urgent	BL0708789218-0001	testr	Gadsen Co.	6/9/2015	The active Reser

3. Clicking the Copy icon on another grid will select the information from that grid, replacing any other information previously copied.

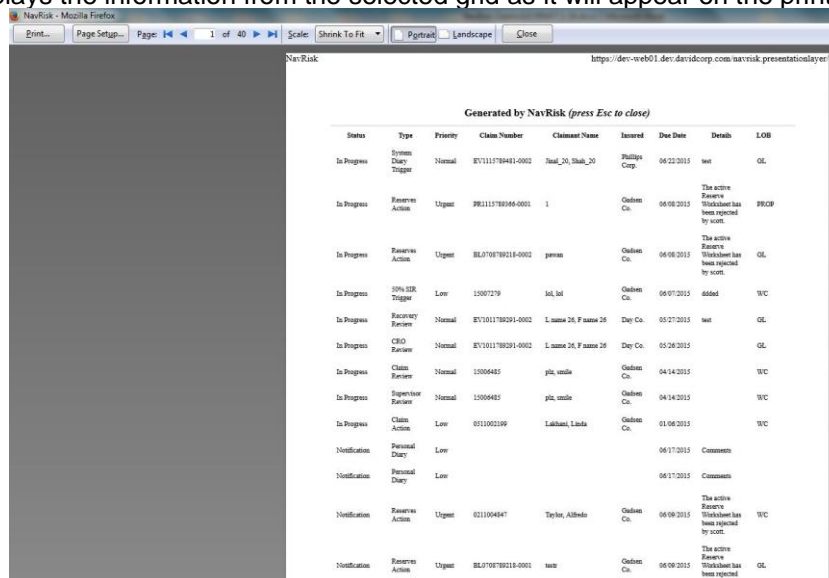
## Print from Grid View

1. Click on the Print icon  at the top right. The Print View screen will appear displaying the content from the selected Grid View in a printable format. Hit the “Esc” key to return to the previous screen.

Generated by NavRisk (press Esc to close)

Status	Type	Priority	Claim Number	Claimant Name	Insured	Due Date	Details	LOB
In Progress	System Diary Trigger	Normal	EV1115789481-0002	Jinal_20, Shah_20	Phillips Corp.	06/22/2015	test	GL
In Progress	Reserves Action	Urgent	PR1115789366-0001	1	Gadsen Co.	06/08/2015	The active Reserve Worksheet has been rejected by scott.	PROP
In Progress	Reserves Action	Urgent	BL0708789218-0002	pawan	Gadsen Co.	06/08/2015	The active Reserve Worksheet has been rejected by scott.	GL
In Progress	50% SIR Trigger	Low	15007279	lol, lol	Gadsen Co.	06/07/2015	dddd	WC
In Progress	Recovery Review	Normal	EV1011789291-0002	L name 26, F name 26	Day Co.	05/27/2015	test	GL
In Progress	CRO Review	Normal	EV1011789291-0002	L name 26, F name 26	Day Co.	05/26/2015		GL
In Progress	Claim Review	Normal	15006485	plz, smile	Gadsen Co.	04/14/2015		WC
In Progress	Supervisor Review	Normal	15006485	plz, smile	Gadsen Co.	04/14/2015		WC
In Progress	Claim Action	Low	0511002199	Lakhani, Linda	Gadsen Co.	01/06/2015		WC
Notification	Personal Diary	Low				06/17/2015	Comments	

2. Select the print option from the current web browser to bring up the Print Preview screen. Print Preview displays the information from the selected grid as it will appear on the printed document.



3. Select the “Print” button at the top left of this screen to open the print dialog box and print the document by selecting “OK.”
4. To return to the previous VENTIV CLAIMS GATEWAY screen, Select the “OK” or “Cancel” button on the print dialog box, “Close” on the Print Preview screen and hit the “Esc” key in the Print View screen.

## VENTIV CLAIMS GATEWAY Dashboard

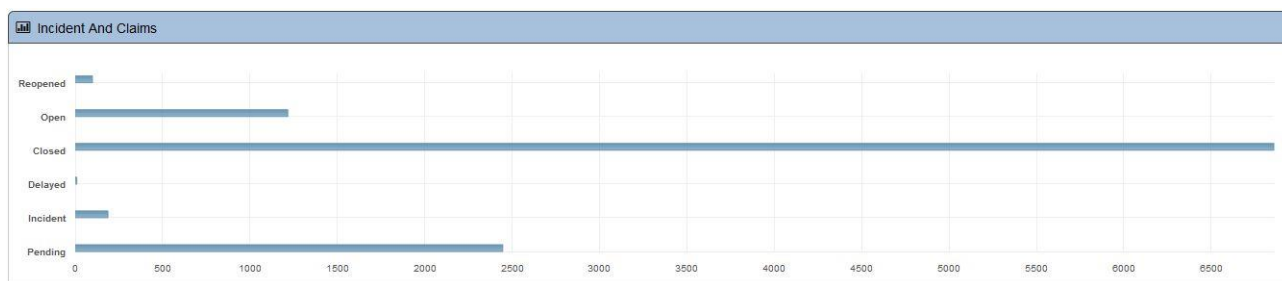


To access the VENTIV CLAIMS GATEWAY Dashboard, click on the  icon and Statistics

The VENTIV CLAIMS GATEWAY Dashboard displays three distinct dashboards: Incident and Claims, Causes and Locations.

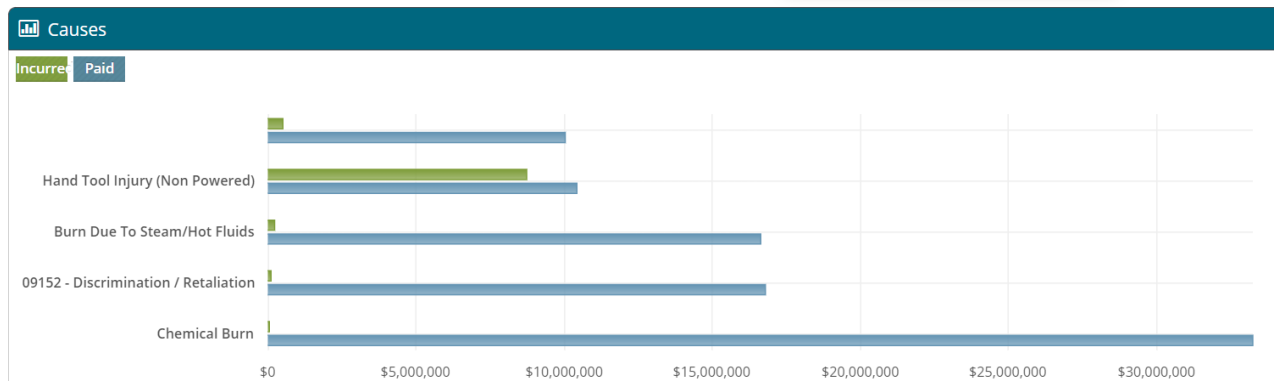
A graph is displayed in each of the Dashboard sections. Move the cursor over each graph parameter to view the specifics for the selection, or click to navigate to a drilled-down selection from the graph. Users can view relevant information for each of the records in the selection, and navigate to claims by clicking the Claim No. link.

### Incident and Claims



The Incident and Claims graph displays all incidents and claims, organized by their status. Claim categories include, Open, Closed, Reopened, Delayed, and Pending.

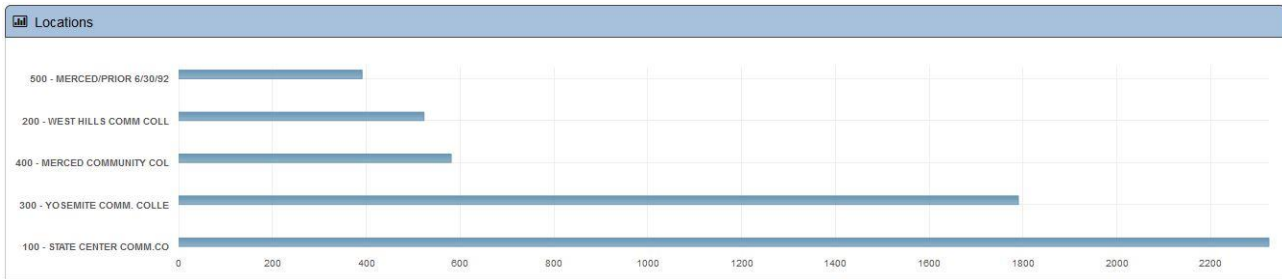
### Causes



The Causes graph displays all paid and incurred claims based on the current VENTIV CLAIMS GATEWAY system.



## Locations





The Locations graph displays all established locations for incidents and claims in the current VENTIV CLAIMS GATEWAY system.

## Claim Search

To perform a Claim Search, click on the Search  icon in the Title Bar and select “Claim Search.”

The Claim Search Criteria screen will appear, allowing users to filter search criteria for claims based on the System, Claim, Claimant | Contact Information, Policy and Examiner categories.


Users may search for a claim through a variety of filters, including System, Claim, Claimant/Contact Info, Claim Policy, or Examiner information. Begin the search by clicking the  icon or refresh/clear the search fields by clicking the  icon.

Results of the claim search will appear in a new Claim List grid. Highlight or click on the Claim Number for the desired claim within the grid to view the Claim Summary and further details of that claim.

Insured	Claim No	Claimant Name	Tax ID	Loss Date	Status	Examiner	Locations	Juris	Type
Gadsen Co.	9806100161	(Dec'D/Min Rodriguez, Patricia	*****4721	06/01/1998	R	Scott Baio	100 - 100 - STATE CENTER COMM.CO	CA	LS
Gadsen Co.	89018275	(Minor) Levell, Louis	*****0703	10/31/1989	C	Scott Baio	100 - 100 - STATE CENTER COMM.CO	CA	
Gadsen Co.	0102000191	(Minor) Neville, Steve	*****6015	02/08/2001	C	Scott Baio	300 - 300 - YOSEMITE COMM. COLLE	CA	M
Gadsen Co.	91027703	/ Nancy Mertes, Don	*****7696	05/02/1991	C	Scott Baio	300 - 300 - YOSEMITE COMM. COLLE	CA	M
Gadsen Co.	18252148	[State Far Taitano, Al	*****7669	07/29/1998	C	Scott Baio	400 - 400 - MERCED COMMUNITY COL	CA	M
Gadsen Co.	0412003117	[State Far Taitano, Antonio	*****7040	12/09/2004	C	Scott Baio	300 - 300 - YOSEMITE COMM. COLLE	CA	L
Gadsen Co.	02010994	[State Far Taitano, James	*****1032	01/22/1992	C	Scott Baio	300 - 300 - YOSEMITE COMM. COLLE	CA	M
Gadsen Co.	15006358	01, Samir31th march		03/31/2015	O	Scott Baio	100 - 100 - STATE CENTER COMM.CO	CA	LS
Gadsen Co.	08007476	1_clo, 1_clo	*****3656	01/01/2008	P	DEMO User		CA	M
Gadsen Co.	08007477	1_clo, 1_clo	*****3656	01/01/2008	P	DEMO User		CA	M

Showing 1 to 10 of 500 entries

Previous 1 2 3 4 5 ... 50 Next

Update Claim Search parameters through the Claim Search Criteria screen below the Claim List and click the  icon to perform another search.






## Claim Summary

The Claim Summary screen lists important information about the selected claim, including **claim**, **claimant** and **loss information**. Users cannot edit information from this screen.

Claim Summary

Claim Information	Claimant Information	Loss Information
Claim No: CL0304002128 Claim Status: Closed Loss Date: 02/12/2004 Open Date: 03/04/2004 Closed Date: 04/13/2004 Insured: Addison Corporations Location: Addison Corporations Policy No: DAVID-7180-2003-0 Coverage: Auto Property Damage Examiner: karenl	Name: Addison Corporations Address1: 720 Olive St Address2: asdsa City, State Zip: St. Louis, MO 63101 Work Phone: (510) 657-6535 Home Phone: (999) 999-9999 Cell Phone: (510) 668-4200 Email: test91@mail.com Birth Date: Hire Date: Tax ID: 243-54-6567	Type: 13 - Collision Cause: 13212 - Solo Ac Body Part: Agent: Unknown Nature:

**Claim Financials**








Description	Total Incurred	Payments	Pending	Outstanding	Recovery	Est Recovery	Net Incurred
Expense	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
IND	\$3430.30	\$3430.30	\$0.00	\$0.00	\$0.00	\$0.00	\$3430.30
Recovery	\$0.00	\$0.00	\$0.00	\$0.00	\$500.00	\$0.00	\$-500.00
<b>Totals:</b>	<b>\$3430.30</b>	<b>\$3430.30</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$500.00</b>	<b>\$0.00</b>	<b>\$2930.30</b>

Showing 1 to 4 of 4 entries Previous **1** Next

The Claim Summary screen is the default screen when a Claim Number is clicked in any grid view, such as from the Search Results for a Claim Search. Alternatively, to reach the Claim Summary screen, click on the **"I Want To..."** dropdown menu and select **"see my claims in the past 30 days."**

A grid view will display a Claim List of all claims from the last 30 days for the current user. Click on the Claim Number link to access the Claim Summary for that selection.



- Create a FROI
- Create a FNOL
- See My FROIs in the past 30 days
- See My FNOLs in the past 30 days
- See My Claims in the past 30 days
- Open Central Home page



## Incident Search

To perform an Incident Search, click on the Search  icon in the Title Bar and select “Incident Search.”



The Incident Search Criteria screen will appear, allowing users to filter search criteria for incidents based on selected criteria.

Incident Search Criteria		
<b>System</b>		
Incident Type <input type="text"/>	Insured <input type="text"/>	Incident Number <input type="text"/>
Organization Or Last Name <input type="text"/>	First Name <input type="text"/>	Tax ID <input type="text" value="XXX-XX-XXXX"/>
Loss Date = <input type="text"/> to <input type="text"/>	Jurisdiction <input type="text"/>	

Users may search for an incident through a variety of filters, including Incident Type, Incident Number, Organization, Name, Tax ID, Loss Date, or Jurisdiction. Begin the search by clicking the  icon or refresh/clear the search fields by clicking the  icon. Results of the incident search will appear in a new Incident List grid. Highlight or click on the Incident Number for the desired incident within the grid to view the Incident Summary and further details of that incident.

## Incident Summary

Incident Summary		
<b>Incident Information</b>	<b>Claimant Information</b>	<b>Loss Information</b>
Incident No: 2946 Incident Status: Pending Incident Type: FROJ Insured: Addison Corporations Location: 7180 - Addison Corporations Policy No: DAVID-7180-2003-0 Coverage: Workers Compensation Examiner: DEMO User	Name: 1, 1 Address1: Address2: City,State Zip: Work Phone: Home Phone:	Cell Phone: Email: Birth Date: Hire Date: Tax ID: Loss Date: 07/20/2015 Cause: Nature: Type: <Not Assigned> Body Part: Loss Description:

The Incident Summary screen is divided into three sections: Incident Information, Claimant Information and Loss Information. Incident Information provides basic facts for the incident, including the Incident Number, Status, Type, Insured, Location, Policy Number, Coverage, and Examiner. Claimant Information displays all name and contact information for the Claimant. Loss Information summarizes the details of the incurred loss on the selected Incident, including Loss Date, Cause, Nature, Type, Body Part, and Loss Description.

The Incident Summary screen will also display when viewing the “see my FROIs in the past 30 days” and “see my FNOLs in the past 30 days” options in the “I want to...” dropdown menu in the Title Bar. Highlighting records from these screens will display information from the selected incident in the Incident Summary screen below the list.

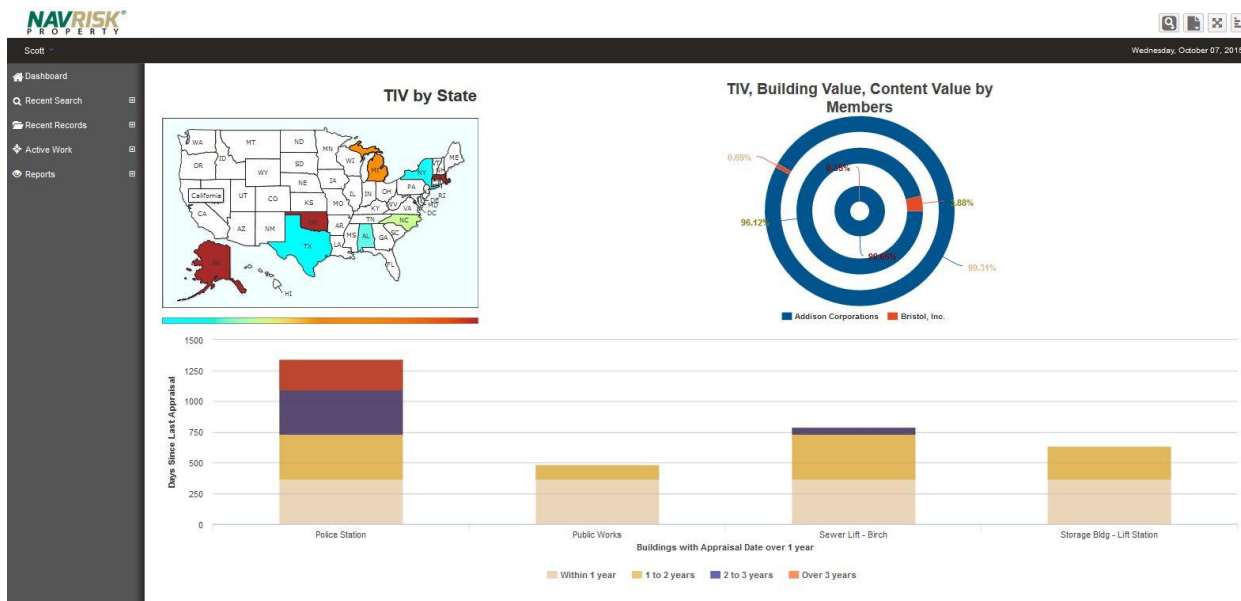
## VENTIV CLAIMS GATEWAY Property

VENTIV CLAIMS GATEWAY Property is web-based software that allows for quick data entry for buildings and vehicles while showing high level dashboards and reports with drill down capability. This document provides instructions on how to complete tasks within VENTIV CLAIMS GATEWAY Property. Combined with training, the user manual can be used to quickly find instructions on operating the VENTIV CLAIMS GATEWAY Property application.

It is assumed that the reader has a base understanding of operating a personal computer and web-based applications. Therefore, this document does not reiterate common procedures utilized to operate software, but focuses primarily on the core functionality of VENTIV CLAIMS GATEWAY Property. The VENTIV CLAIMS GATEWAY Property User Guide is designed to be a reference tool for all VENTIV CLAIMS GATEWAY Property users.

## VENTIV CLAIMS GATEWAY Property Organization

Upon opening VENTIV CLAIMS GATEWAY Property, the user's Dashboard will be displayed in the main screen area. This is the primary way for navigating to the desired work area. The Navigation menu, along the left side, directs users to specific claims and information within those parameters. The Title Bar is located at the top right of the screen and is the primary function for new records, searches and returning to the Dashboard.



## Title Bar

The Title Bar remains fixed at the top of the screen and allows the user to access many of the core software functions.



There are six available symbols in the Title Bar for VENTIV CLAIMS GATEWAY Property:



- Clicking on this icon will allow the user to search for a Claim, Incident, Property or vehicle.



- Clicking on this icon will allow the user to select reporting and dashboards.



- Create a new FROI, FNOL, Property or Vehicle record.



- Clicking this icon will allow the user to select the Launchpad or My Work home screen.




- Clicking on this icon will expand and collapse Full-Screen view.




- Clicking on this icon will collapse and expand the Navigation Menu at the left side of the screen.

## Toolbar


When the Property Management screen is accessed via the New  icon in the Title Bar, the toolbar display will look like the following:





 Enter a **New** record.

 **Save** the new entry

Whenever a record is created or edited on the current screen for the selected property, users must click this icon to save all information. Alternatively, when navigating away from the screen with pending changes, a window appears asking to save or disregard any pending changes to the claim.

 **Delete** an entry (rights based)

Selected records may be deleted from the current screen within the selected property. To delete a record, select it from the grid and click this icon. A confirmation window will open to confirm the delete. Click  to delete the record or  to cancel.

**Confirm**

---

Do you want to delete selected record ? You will be redirected to the Home Page.

---

Some records may not be deleted based on user rights and permissions.

 **Refresh** the screen

Clicking this icon will refresh the screen, displaying the latest changes made to the property.

## User Login Menu

The User Login menu refers to the menu that is accessed at the top left corner of the screen (with the user's login ID) within VENTIV CLAIMS GATEWAY Property and displays the application's functionality icons. Users with the proper role rights (typically System Administrators) can setup and maintain VENTIV CLAIMS GATEWAY Property.

To access the User Login menu, click on the user login name with the arrow in the top left corner of the screen to expand the User Login menu.

The User Login menu has three main functions to utilize:

- Logout – Log out of VENTIV CLAIMS GATEWAY Property (refer to the Launching VENTIV CLAIMS GATEWAY Property section for more information).
- Switch Application – Switch to another NAVRISK Application, such as Claims, , or Policy Backoffice.
- Maintenance – Allows the users with proper privileges to modify Administration elements such as Additional Fields, KPI Configuration, Letter Template, and Table Maintenance.

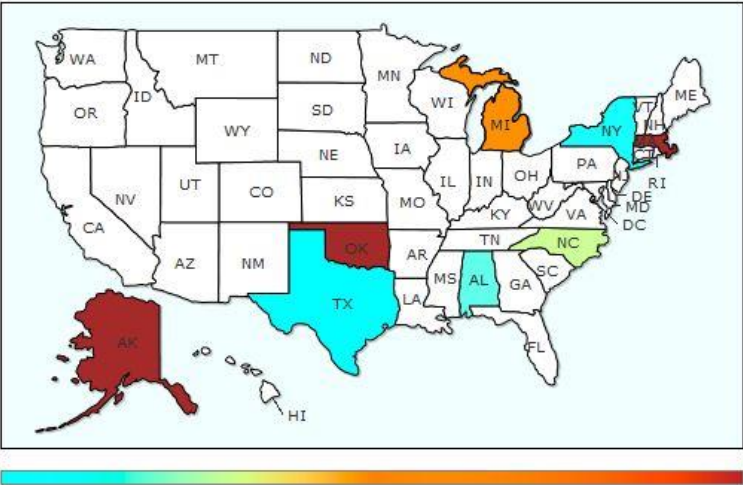
## VENTIV CLAIMS GATEWAY Property Dashboard

The Dashboard/Report Selection icon opens with the Property Dashboard. From this screen, three reports will display with specific information about Total Insured Values and the buildings and vehicles associated with them.

### TIV by State

The TIV by State graph displays the Total Insurable Value (TIV) for each state on a color-coded map of the United States.

TIV by State



The color gradient spectrum at the bottom of the graph ranges from cyan (lowest TIV) to red (highest TIV). States are colored to fit their place on the spectrum. States with no color (white) do not have a recorded TIV in this graph.

Move the cursor over any state in the graph to display the total insured value amount for that state.

TIV by State

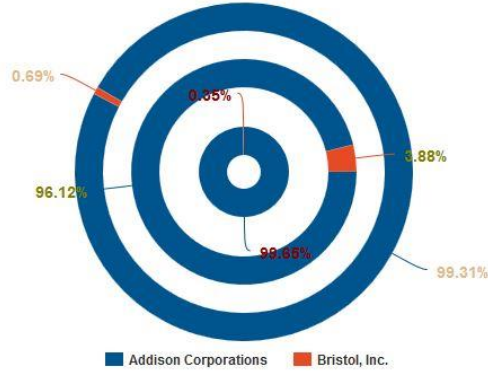




## TIV, Building Value, Content Value by Members

This graph displays the Total Insurable Value (TIV), Building Value and Content Value for all Insured members relating to claims in the current NAVRISK system.

TIV, Building Value, Content Value by Members



Move the cursor over any section in the graph to display the total insured value amount for that selection.



Click on any part of the graph to open a Drillthrough Report with all included parameters for that selection. The Report will display Site Identifier, Building Description, Building Value and Content Value for the selection.

[Back](#)

### Drillthrough Report

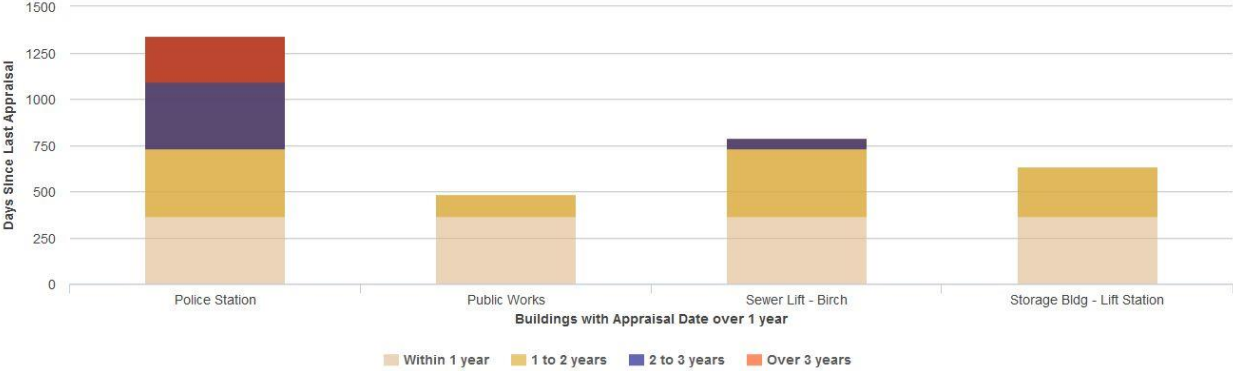
Drillthrough on: orgunit\_name="Addison Corporations"

Site Identifier	Bldg Description	Building Value	Content Value
prince	Town Hall	\$230,000.00	\$20,000.00
prince	Public Works	\$200,000.00	\$20,000.00
prince	Storage Bldg - Lift Station	\$100,000.00	\$10,000.00
prince	Sewer Lift - Birch	\$300,000.00	\$10,000.00
prince	2 story building	\$650,000.00	\$300,000.00
prince	Boston Office	\$500,000.00	\$10,000.00
prince	Public Works	\$500,000.00	\$200,000.00
prince	Office Building	\$900,000.00	\$800,000.00
test	test	\$400,000.00	\$400,000.00
fgh	fgh	\$0.00	\$0.00

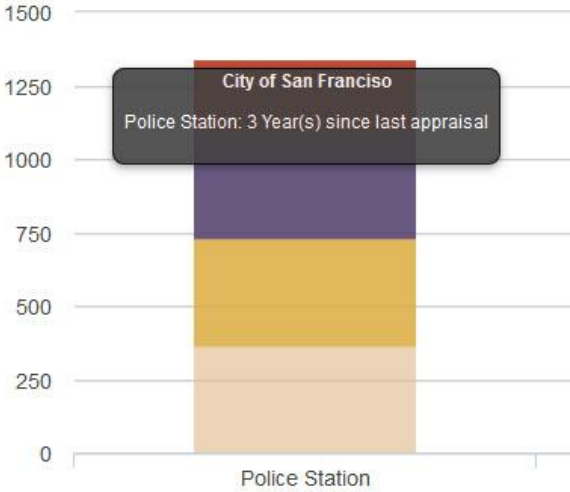
Click the [Back](#) button to return to the VENTIV CLAIMS GATEWAY Property Dashboard.

### Appraisal Dates for Buildings


This bar graph displays all days since the last appraisal for buildings with an appraisal date older than one year. The bar graph is color-coded based on the age of the last appraisal date for buildings.



Move the cursor over any section in the graph to display specific information about that selection.



## Property Search

Users may search for existing Property records through the Property Search screen. To access Property Search, click the Search  icon and select “Property Search.”

The Property Search Criteria screen has several fields available to filter searches. Users must select an Insured (Member) before executing the search. Users may also search for Property records based on the Site, Address, City, State and ZIP Code.

Property Search Criteria

**System**

---

Insured (Member)\*



Site

Address

City

State

Zip

Begin the search by clicking the  icon or refresh/clear the search fields by clicking the  icon. Once a search is executed, a Property List will appear with the search results listed.

Property List






10

Insured	Site	Address	City	State	Zip
	City of Livonia	38705 Seven Mile Road	Livonia	Michigan	48178
	City of Sa	200 Pine Street	San Francisco	California	94101

Showing 1 to 2 of 2 entries
Previous **1** Next

Property Search Criteria

**System**

---

Insured (Member)\*

Site

Address


City

State

Zip

Double-click a record in the Property List to highlight and select it. The selected Property record will open in the Property Management screen.

## Vehicle Search

Users may search for existing Vehicle records through the Vehicle Search screen. To access Vehicle Search, click the Search  icon and select "Vehicle Search."





The Vehicle Search Criteria screen has several fields available to filter searches. Users may search Vehicle records based on the Insured (Member), Vehicle #, VIN, Auto Type, Vehicle Make/Model, Vehicle Year, Vehicle Color, License Plate, State and Code Field.






**Vehicle Search Criteria**

**System**

Insured (Member) <input type="text"/>	Vehicle # <input type="text"/>	VIN <input type="text"/>
Code Field <input type="text"/>	Auto Type <input type="text"/>	Vehicle Make <input type="text"/>
Vehicle Model <input type="text"/>	Vehicle Year <input type="text"/>	Vehicle Color <input type="text"/>
License Plate <input type="text"/>	State <input type="text"/>	

Begin the search by clicking the  icon or refresh/clear the search fields by clicking the  icon. Once a search is executed, a Vehicle List will appear with the search results listed.

**Vehicle List**

Insured	Vehicle #	VIN	Make	Model	Year	Cost New	Actual Cash Value
Addison Corporations	Vehicle123		XYZ	DDIS		\$0.00	\$0.00

*Showing 1 to 1 of 1 entries*

**Vehicle Search Criteria**

**System**

Insured (Member) <input type="text"/>	Vehicle # <input type="text"/>	VIN <input type="text"/>
Code Field <input type="text"/>	Auto Type <input type="text"/>	Vehicle Make <input type="text"/>
Vehicle Model <input type="text"/>	Vehicle Year <input type="text"/>	Vehicle Color <input type="text"/>
License Plate <input type="text"/>	State <input type="text"/>	

Double-click a record in the Vehicle List to highlight and select it. The selected Vehicle record will open in the Vehicle Management screen.

## Property Management Screen

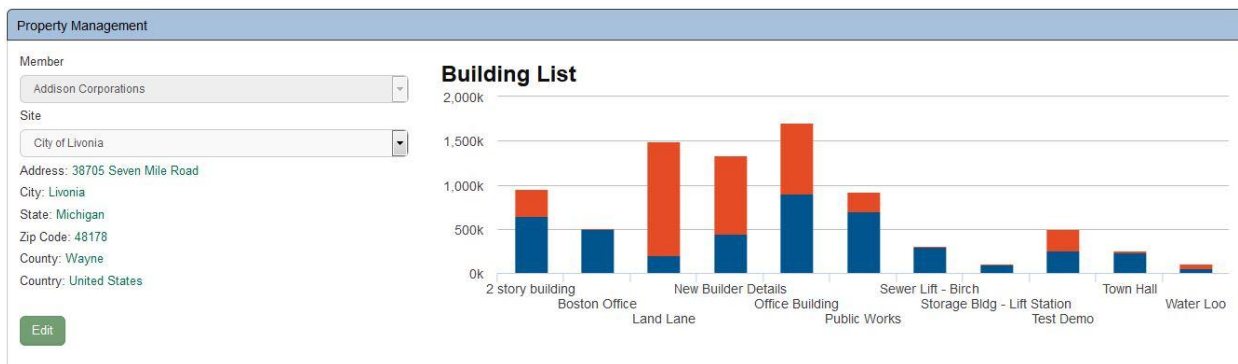
The Property Management screen displays information about all current properties stored within the VENTIV CLAIMS GATEWAY Property system.


To access the Property Management screen:

- Click the Search  icon and select “Property Search” to search for a Property record.



There are four sections in the Property Management screen: an address information breakdown for the currently selected record, a Building List Chart, a Building List Grid, and an Appraisal List Grid.




The Insured Member will be displayed under the Member dropdown field, but cannot be edited. The Site, Address, City, State, ZIP Code, County and Country will also display in this section. Click the  button to open the Site Info window.

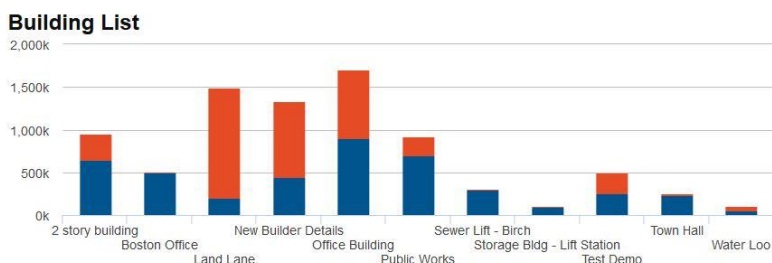
**Site Info** ✕

Site City of Livonia	Address 38705 Seven Mile Road
City Livonia	State Michigan
Zip Code 48178	County Wayne
Country United States	

From the Site Info window, make any necessary changes to the site

address details using the given fields. When all updates are made, click the  button to update the Property record with the new information.


The **Building List Chart** will display information about each building within the Property record. The blue portion of the chart displays the Building Value, the orange portion displays the Content Value, and the sum of the two creates the Total Value.








Move the cursor over any bar graphs in the chart to view details about the specified selection.





















The **Building List** displays all properties in a grid view, which can be edited or deleted using the icons at the column furthest to the right.




**Building List** 


Search:

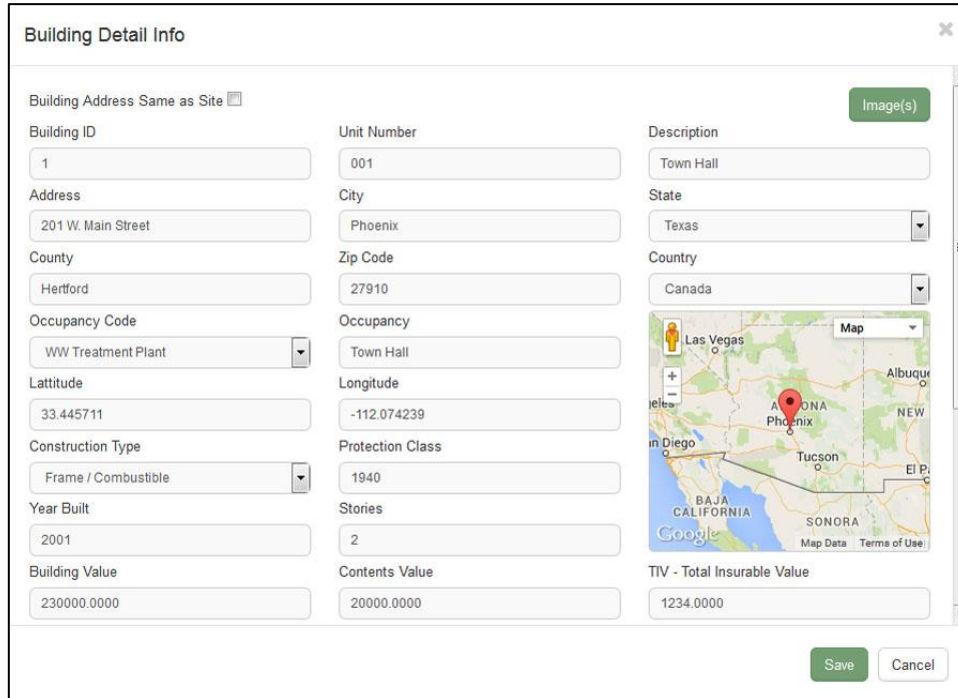
     10

Building Identifier	Unit	Description	Building Value	Content Value	TIV	
100	203	Storage Bldg - Lift Station	\$100,000.00	\$10,000.00	\$110,000.00	  
470	9999	2 story building	\$650,000.00	\$300,000.00	\$950,000.00	  
97	254	Sewer Lift - Birch	\$300,000.00	\$10,000.00	\$310,000.00	  
B122	Unit 1	Boston Office	\$500,000.00	\$10,000.00	\$600,000.00	  
BD123	2	Office Building	\$900,000.00	\$800,000.00	\$17,000,000.00	  
TD111	111	Public Works	\$500,000.00	\$200,000.00	\$700,000.00	  

Showing 1 to 6 of 6 entries Previous 1 Next

Click to highlight any record in the Building List grid. Users may edit the selected record by clicking the , delete the selected record by clicking the , or check the check the history for the selected record by clicking the  icon.



Clicking the edit  button will open the **Building Detail Info** window.



The screenshot shows the 'Building Detail Info' window with the following fields:

Field	Value
Building ID	1
Unit Number	001
Description	Town Hall
Address	201 W. Main Street
City	Phoenix
State	Texas
County	Hertford
Zip Code	27910
Country	Canada
Occupancy Code	WW Treatment Plant
Occupancy	Town Hall
Latitude	33.445711
Longitude	-112.074239
Construction Type	Frame / Combustible
Protection Class	1940
Year Built	2001
Stories	2
Building Value	230000.0000
Contents Value	20000.0000
TIV - Total Insurable Value	1234.0000

Additional features include a 'Building Address Same as Site' checkbox, an 'Image(s)' button, and a map showing the location in Phoenix, Arizona.

All information about the selected building is displayed here and can be edited within the given fields. Once any desired changes are made, click the  button to save the updated record. Otherwise, click the  button to close the window with no changes.

**Appraisal List** Add

Q 🔍 📄 🗑️ 📄 📄 10 ▾

Date	Appraiser Name	Proc Equipment	Replace Cost New	Exclusion Amount	Content Amount	EDP	PITO	Actual Cash Value	
06/11/2014	John Smith	\$12.00	\$11.00	\$22.00	\$33.00	\$44.00	\$55.00	\$66.00	🔄 ✖
08/18/2015	John Smith	\$100,000.00	\$100,000.00	\$0.00	\$10,000.00	\$0.00	\$0.00	\$110,000.00	🔄 ✖

Showing 1 to 2 of 2 entries Previous 1 Next

The **Appraisal List** displays all appraisals for the selected building in a grid view, which can also be edited or deleted using the icons at the column furthest to the right. Users may edit the selected record by clicking the 🔄 icon, or delete the selected record by clicking the ✖ icon,

Clicking the edit 🔄 button will open the **Appraisal Detail Info** window.

**Appraisal Detail Info** ✖


Appraiser Name	Appraisal Date*	Proc Equipment	Replace Cost New
<input type="text"/>	<input type="text" value="10/07/2015"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Exclusion Amount	Content Amount	EDP	PITO
<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Actual Cash Value	Basement	Basement sq Footage	Stories
<input type="text" value="\$0.00"/>	<input type="text" value="No"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Avg Story Height	Building Quality	Framing	Additions
<input type="text" value="0"/>	<input type="text" value="Above Average"/>	<input type="text" value="Joisted Masonry"/>	<input type="text"/>
Renovations	Features	Services	Exterior Wall
<input type="text"/>	<input type="text" value="Automatic Door Openers"/>	<input type="text" value="Air Conditioning Unit"/>	<input type="text" value="Brick On Masonry"/>
Ceiling	Fire Protection	Sprinklered	Elevation
<input type="text" value="Acoustical Tile"/>	<input type="text" value="Auto Fire Protection / Alarm"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Distance to Coast	Flood Zone	Building Floor	Building Cooling
<input type="text" value="0"/>	<input type="text" value="AE"/>	<input type="text" value="Carpeting"/>	<input type="text" value="Heat Pump"/>

Save Cancel

All information about the selected building is displayed here and can be edited within the given fields. Once any desired changes are made, click the Save button to save the updated record. Otherwise, click the Cancel button to close the window with no changes.

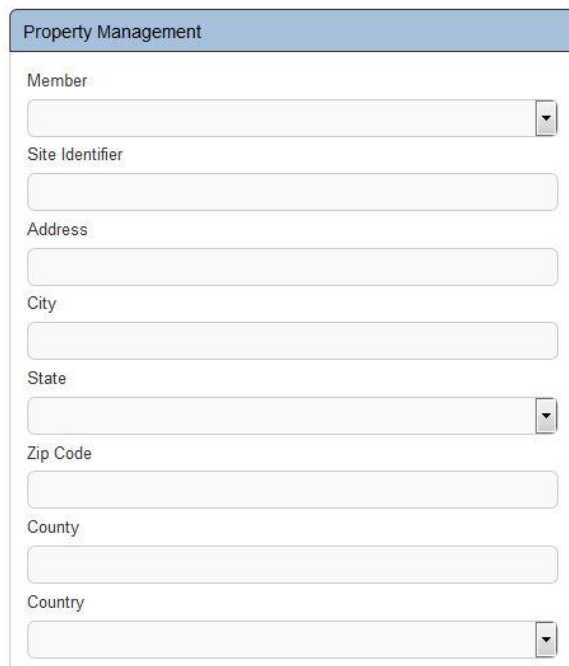


## Add a New Property Record

To add a new Property record, click on the I want to...  icon in the Title Bar and select “Property.”



The Property Management screen will appear. Several fields for the new Property record will be blank.



Property Management

Member:

Site Identifier:

Address:


City:

State:

Zip Code:

County:

Country:

1. Select the Insured Member for the Property record.
2. Enter a Site Identifier, to be used as a reference name for the new Property record.
3. Add the full Address, City, State, ZIP Code, County and Country.
4. Click the Save  icon in the Toolbar to save the new record.

**Building List** Add

Q  10

Building Identifier	Unit	Description	Building Value	Content Value	TIV
No data available in table					

*Showing 0 to 0 of 0 entries* Previous Next

**Appraisal List** Add

Q  10

Date	Appraiser Name	Proc Equipment	Replace Cost New	Exclusion Amount	Content Amount	EDP	PITO	Actual Cash Value
No data available in table								

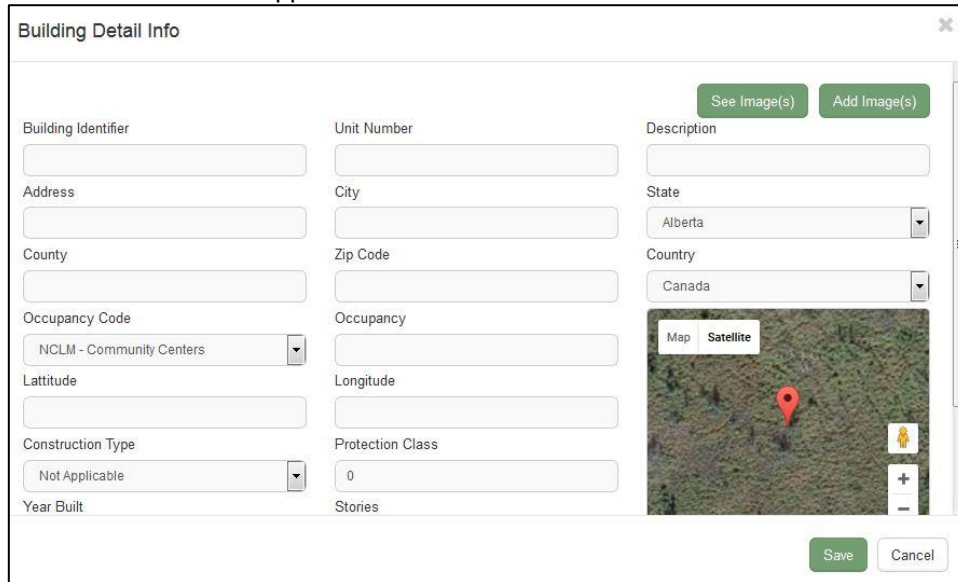
*Showing 0 to 0 of 0 entries* Previous Next

The Add buttons for the Building List and Appraisal List will not appear active until the initial information is entered for the new Property Record.

## Add a Building to a Property Record

Once all information is entered in the fields and the record is saved, the **Add** button at the top right of the Building List grid will be active.

Click the **Add** button for the Building List to add a new Building to the new Property record. When clicked, the Building Detail Info window will appear.



The screenshot shows a 'Building Detail Info' window with the following fields and controls:

- Building Identifier**: Text input field
- Unit Number**: Text input field
- Description**: Text input field
- Address**: Text input field
- City**: Text input field
- State**: Dropdown menu (currently showing 'Alberta')
- County**: Text input field
- Zip Code**: Text input field
- Country**: Dropdown menu (currently showing 'Canada')
- Occupancy Code**: Dropdown menu (currently showing 'NCLM - Community Centers')
- Occupancy**: Text input field
- Latitude**: Text input field
- Longitude**: Text input field
- Construction Type**: Dropdown menu (currently showing 'Not Applicable')
- Protection Class**: Text input field (currently showing '0')
- Year Built**: Text input field
- Stories**: Text input field
- Map**: A satellite map view with a red location pin and zoom controls.
- Buttons**: 'See Image(s)', 'Add Image(s)', 'Save', and 'Cancel' buttons.

From this window, users can add specific information for a new building with the given text and dropdown fields. Use the scroll bar at the right of the window to navigate to all fields. Click the **Add Image(s)** button to add images for the new building through the Upload Document window.




The screenshot shows an 'Upload Image' window with the following elements:

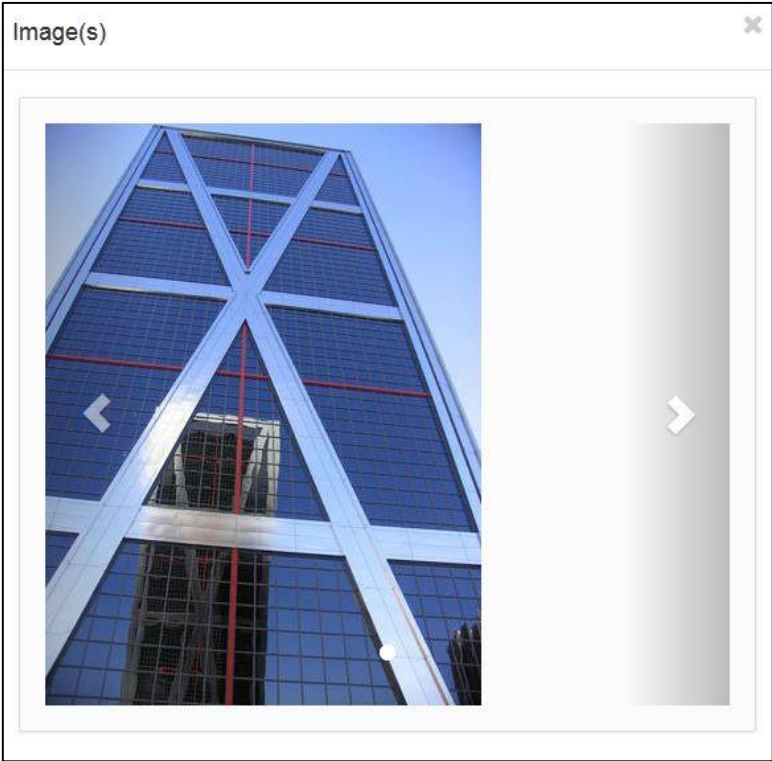
- Image\***: A label indicating a required field.
- Browse...**: A button to open a file selection dialog.
- No file selected.**: Text indicating the current state of the upload field.
- Buttons**: 'Save' and 'Cancel' buttons.


Click the **Browse...** button to navigate to the desired image file on the local computer. Select the desired file and click Open to add the file to the record. Click the **Save** button to add the image file to the new Building record and to close the Upload Image window. The user will return to the Building Detail Info window.




Otherwise, click the **Cancel** button to close the window with no changes.

Click the **See Image(s)** button to view all current images for the selected property. Once images are added, they can be viewed and downloaded from the Image(s) window after clicking this button. Use the arrow icons


to scroll through all photos for the current building. Click the  icon to close the window and return to the Building Detail Info window.




Once all fields are entered and all images are added for the new Building record, click the  button to save the new Building to the selected Property record. The new Building record will display in the Building List grid.

Click to highlight any record in the Building List grid. Users may edit the selected record by clicking the  icon, delete the selected record by clicking the  icon, or check the check the history for the selected record by clicking the  icon.

## Add an Appraisal to a Property Record


Once a new building has been added and the record is saved, the  button at the top right of the Appraisal List grid will become available.

**Building List** 

Q

Building Identifier	Unit	Description	Building Value	Content Value	TIV	
House 4	2A	Apartment	\$0.00	\$0.00	\$0.00	
Test 1 Bri		house	\$0.00	\$0.00	\$0.00	


Showing 1 to 2 of 2 entries Previous 1 Next

**Appraisal List** 

Q



Date	Appraiser Name	Proc Equipment	Replace Cost New	Exclusion Amount	Content Amount	EDP	PITO	Actual Cash Value
No data available in table								


Showing 0 to 0 of 0 entries Previous Next


Select a Building record from the Building List grid to add an Appraisal for the building. Click the  button for the Appraisal List to add a new Appraisal to the selected Building record. When clicked, the Appraisal Detail Info window will appear.

**Appraisal Detail Info** ✕

Appraiser Name	Appraisal Date*	Proc Equipment	Replace Cost New
<input type="text"/>	<input type="text" value="10/07/2015"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Exclusion Amount	Content Amount	EDP	PITO
<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Actual Cash Value	Basement	Basement sq Footage	Stories
<input type="text" value="\$0.00"/>	<input type="text" value="No"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Avg Story Height	Building Quality	Framing	Additions
<input type="text" value="0"/>	<input type="text" value="Above Average"/>	<input type="text" value="Joisted Masonry"/>	<input type="text"/>
Renovations	Features	Services	Exterior Wall
<input type="text"/>	<input type="text" value="Automatic Door Openers"/>	<input type="text" value="Air Conditioning Unit"/>	<input type="text" value="Brick On Masonry"/>
Ceiling	Fire Protection	Sprinklered	Elevation
<input type="text" value="Acoustical Tile"/>	<input type="text" value="Auto Fire Protection / Alarm"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Distance to Coast	Flood Zone	Building Floor	Building Cooling
<input type="text" value="0"/>	<input type="text" value="AE"/>	<input type="text" value="Carpeting"/>	<input type="text" value="Heat Pump"/>






Enter all necessary fields for the Appraisal from the given text and dropdown fields. When all information is entered for the new appraisal, click the  button to close the window and add the new record to the Property. The new appraisal will be tied to the corresponding building, selected from the Building List.



Otherwise, click the  button to close the window with no changes.

Appraisal List

Add



Q

     10 ▾


Date ▲	Appraiser Name ◇	Proc Equipment ◇	Replace Cost New ◇	Exclusion Amount ◇	Content Amount ◇	EDP ◇	PITO ◇	Actual Cash Value ◇	
10/07/2015	Gary Appraisey	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	 

Showing 1 to 1 of 1 entries

Previous 1 Next

Users may edit the selected record by clicking the  icon or delete the selected record by clicking the  icon.

## Vehicle Management Screen

The Vehicle Management screen is accessed through a Vehicle Search. To access Vehicle Search, click the Search  icon and select “Vehicle Search.”




Once the search results are displayed, double click on the desired record in the Vehicle List grid. The selected vehicle will open in the Vehicle Management screen.

The Vehicle Management screen is divided into two tabs: Vehicle Detail Info and Vehicle History.

The Vehicle Detail Info tab displays all of the related information for the selected Vehicle record.

Vehicle Detail Info







Vehicle Detail

<p>Insured (Member)  <input type="text" value="YALE"/></p> <p>Vehicle Make  <input type="text" value="Cruze"/></p> <p>License Plate  <input type="text" value="123457"/></p> <p>Address  <input type="text" value="1234 Road St."/></p> <p>Comprehensive Deductible  <input type="text" value="500"/></p> <p>Cost New  <input type="text" value="\$16,500.00"/></p> <p>Policy Start Date  <input type="text" value="12/01/2015"/></p> <p><input type="checkbox"/> Leased</p>	<p>VIN*  <input type="text" value="123456789"/></p> <p>Vehicle Year  <input type="text" value="2015"/></p> <p>Auto Type  <input type="text" value="Passenger"/></p> <p>Vehicle Color  <input type="text" value="Silver"/></p> <p>Collision Deductible  <input type="text" value="500"/></p> <p>Value of Vehicle  <input type="text" value="\$13,500.00"/></p> <p>Policy End Date  <input type="text" value="12/01/2016"/></p> <p>Leased Start Date  <input type="text"/></p>	<p>Vehicle Model  <input type="text" value="Chevrolet"/></p> <p>State  <input type="text" value="Michigan"/></p> <p>Code Field  <input type="text" value="AUTO-Vehicle Use"/></p> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 5px;"> <p>Map <input checked="" type="radio"/> Satellite</p>  <p style="font-size: small; text-align: right;">Map Data   Terms of Use   Report a map error</p> </div> <p>Leased End Date  <input type="text"/></p>
--	--	--

Vehicle History





The Vehicle History tab displays changes made to the Vehicle record since it was added to the system.

The fields in the Vehicle History grid are Insured, Vehicle #, VIN, Make, Model, Year, Cost new and Actual Cash Value.

Vehicle Detail Info										
Vehicle Detail										
Vehicle History										
<input type="text"/> <span style="float: right;">       <span>10</span> </span>										
Insured	Vehicle #	VIN	Make	Model	Year	Cost New	Actual Cash Value	Edit By	Edit Date	
		123456789	Cruze	Chevrolet	2015	\$16,500.00	\$13,500.00	dbo	12/24/2015	
		123456789	Cruze	Chevrolet	2015	\$16,500.00	\$13,500.00	dbo	12/28/2015	

Showing 1 to 2 of 2 entries

Previous **1** Next

From the Claim Toolbar at the top of the screen, click the  icon to save any changes to the current Vehicle record. Click the  icon to add a new Vehicle record. Click the  icon to delete the current Vehicle record. Click the  icon to refresh the current Vehicle record.

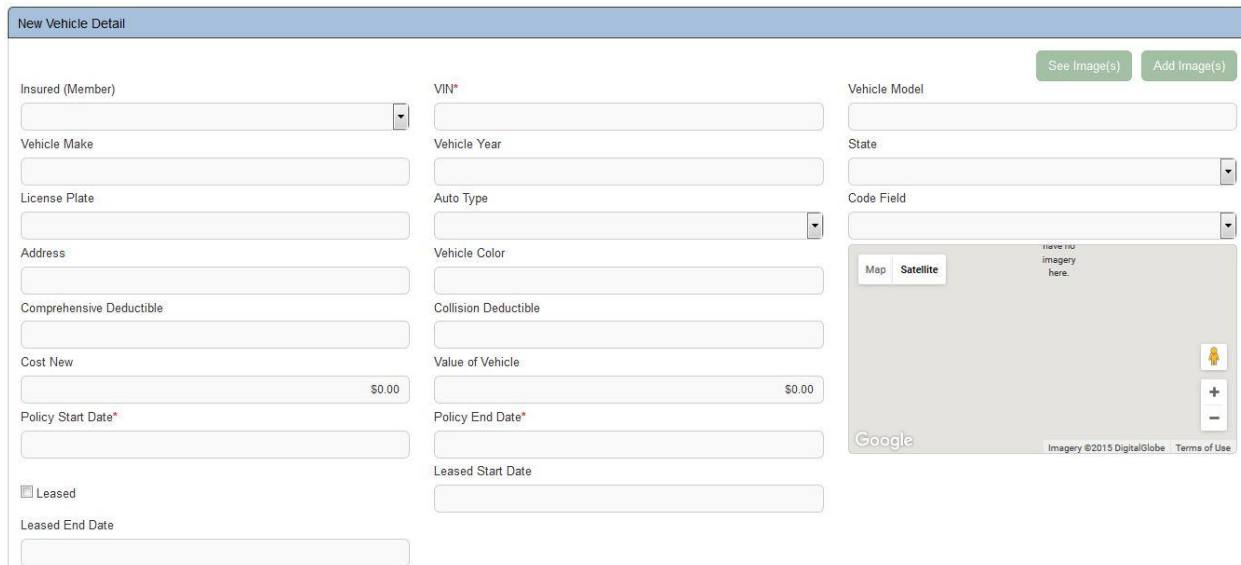


## Add a New Vehicle Record

To add a new Vehicle record, click on the New  icon in the Title Bar and select “Vehicle.”



The New Vehicle Detail screen allows users to enter details about a new vehicle.




- Insured (Member): The connected Insured for the vehicle.
- VIN: The Vehicle Identification Number for the vehicle.
- Vehicle Model: The production model for the vehicle (e.g. Focus, Camry)
- Vehicle Make: The production company that made the vehicle (e.g. Ford, Toyota)
- Vehicle Year: The model year for the new vehicle.
- State: The state in which the vehicle is registered (in the United States).
- License Plate: The registered license plate number for the vehicle.
- Auto Type: Dropdown field to define the type of vehicle (passenger, police, street maintenance)
- Code Field: Dropdown field to define the Code Field (Auto-Vehicle Use, Business, City Roaming, Periodic, Shift)
- Address: The registered address for the vehicle.
- Vehicle Color: The exterior paint color for the vehicle.
- Comprehensive Deductible: The amount for the comprehensive deductible on the vehicle.
- Collision Deductible: The amount for the collision deductible on the vehicle.
- Cost New: The cost of the vehicle when new.
- Value of Vehicle: The current value of the vehicle.
- Policy Start Date: The beginning date for the policy on the vehicle.


- Policy End Date: The end date for the policy on the vehicle.
- Leased: Checkbox to determine if the vehicle is leased or not.
- Leased Start Date: If the vehicle is leased, this is the beginning date for the lease.
- Leased End Date: If the vehicle is leased, this is the end date for the lease.

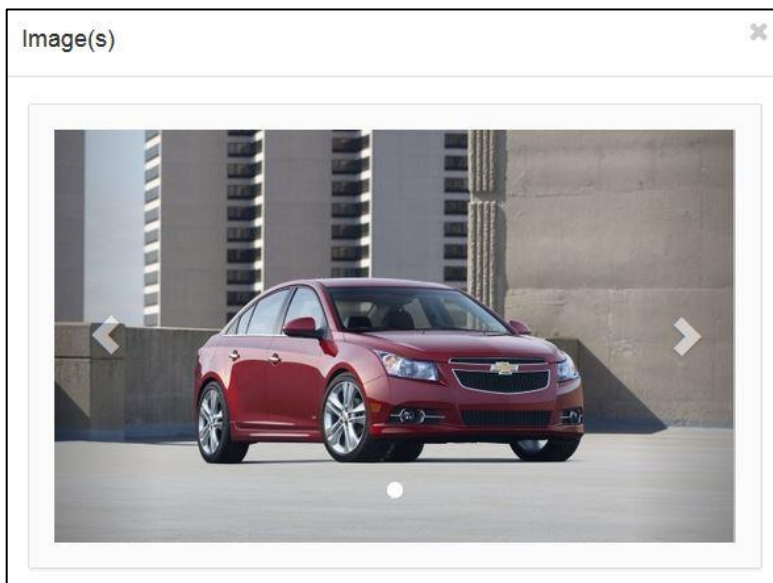
Click the **Add Image(s)** button to add images to the Vehicle record. Images can be in .JPG, .PNG, or .GIF format. Once clicked, the Upload Image window will appear.



To add an image, click the **Browse...** button and select the desired image. Once the image is selected, click the **Save** button to save the image to the current Vehicle record. The record will save automatically, without clicking the  icon in the claim toolbar.

Click the **See Image(s)** button to view all images attached to the current Vehicle record.

Select the Right ">" or Left "<" arrows to cycle through the image gallery for the current Vehicle record. Click the  icon in the top right corner to close the window.



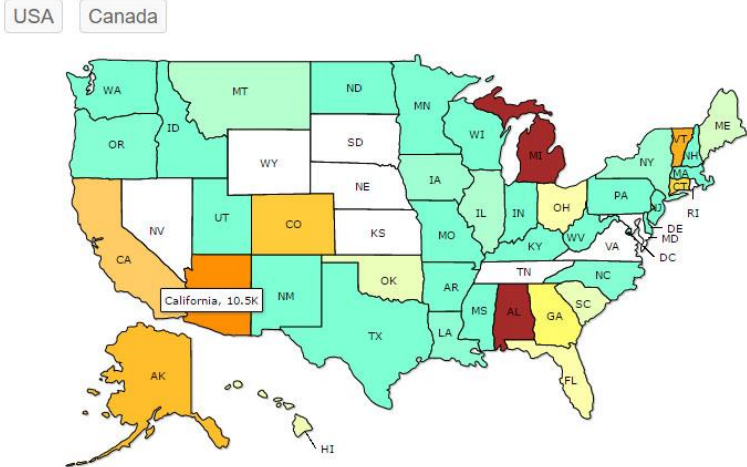
# Customer Specific Dashboards

These available dashboards are created for customers that have the Ventiv Claims Gateway module in their VENTIV CLAIMS system. These are sorted by Portfolio, Claim Metrics, Claim Trends, Policy Metrics, and Policy Trends.

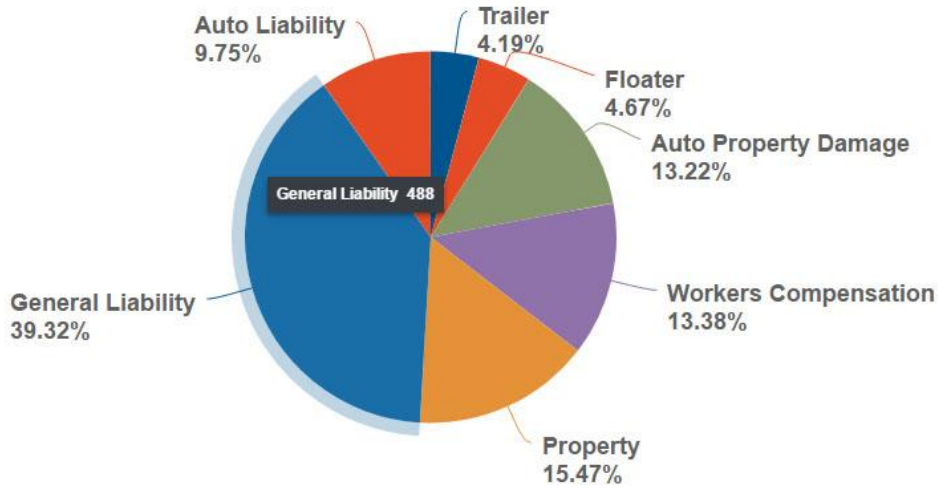
**NOTE:** These Dashboards are available with the purchase of VENTIV CLAIMS GATEWAY, and are not included in any other base VENTIV CLAIMS product.

## Portfolio

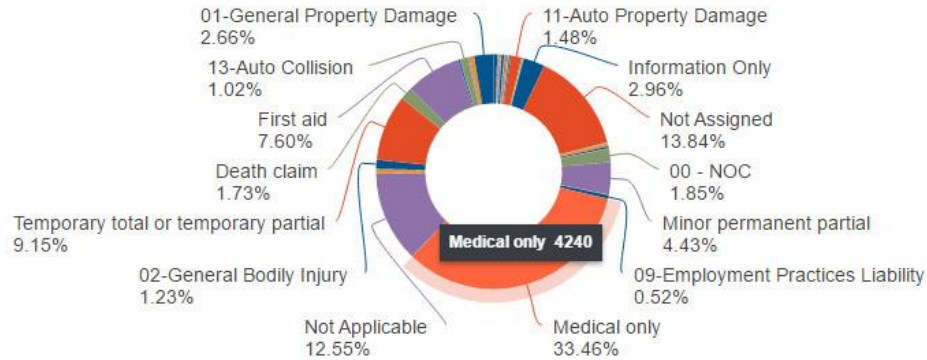
### Claims Map



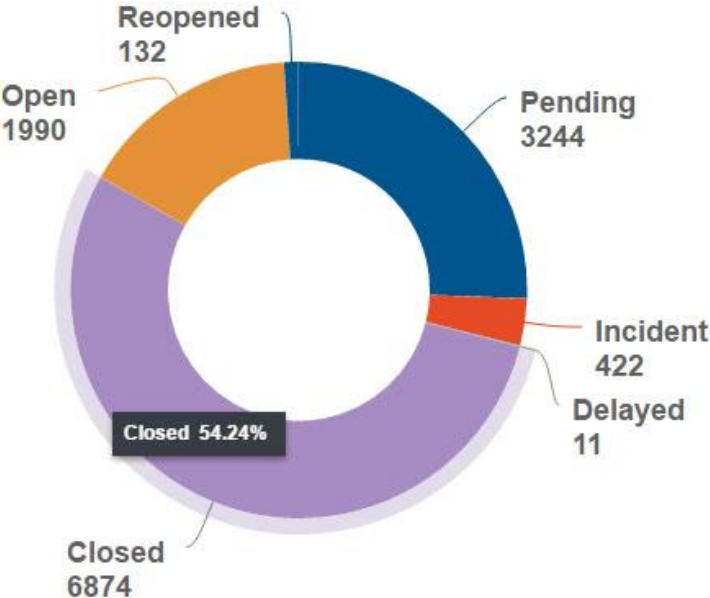
### Policy County by Line of Business



### Claim Count by Claim Type

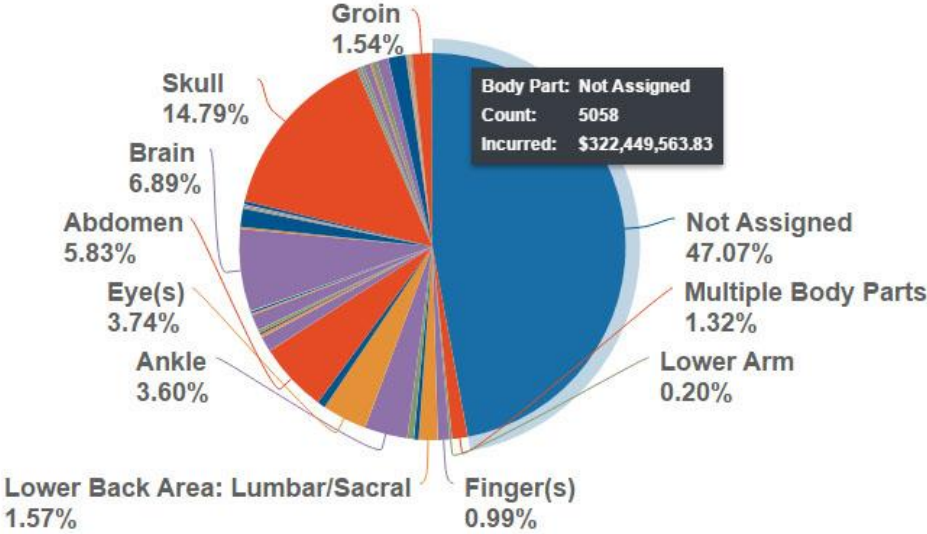


**Active Claims**

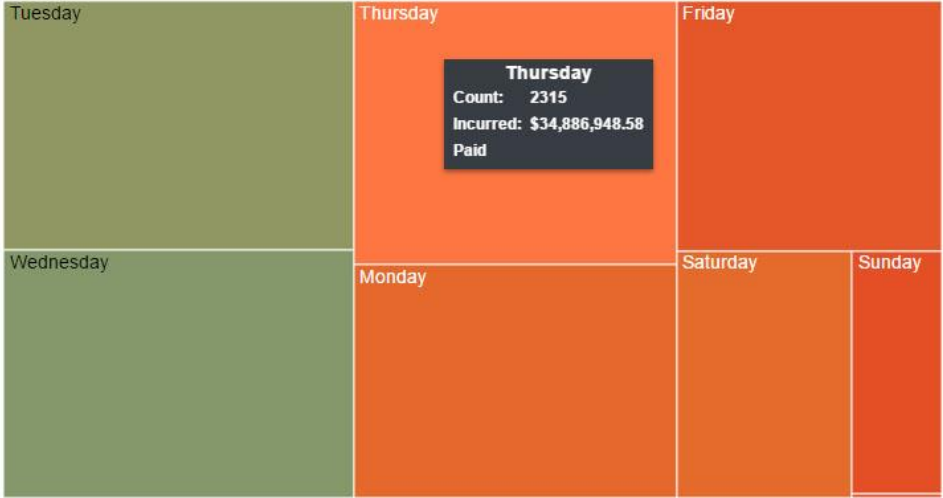


# Claim Metrics

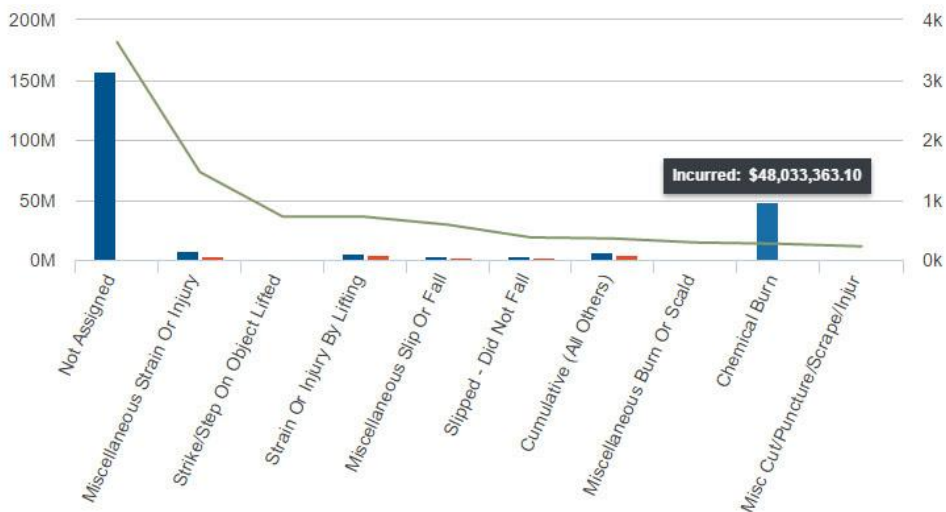
## Body Parts by Incurred Percentage



## Claims Frequency Heat



### Top 10 Accident Cause by Paid & Incurred



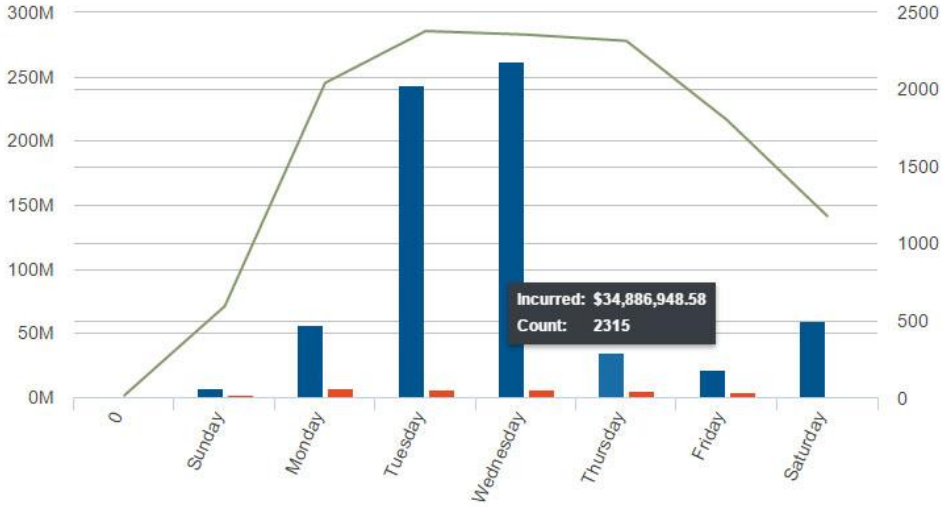
### Top 10 Agent of Accident by Paid & Incurred



### Top 10 Loss Types by Paid & Incurred

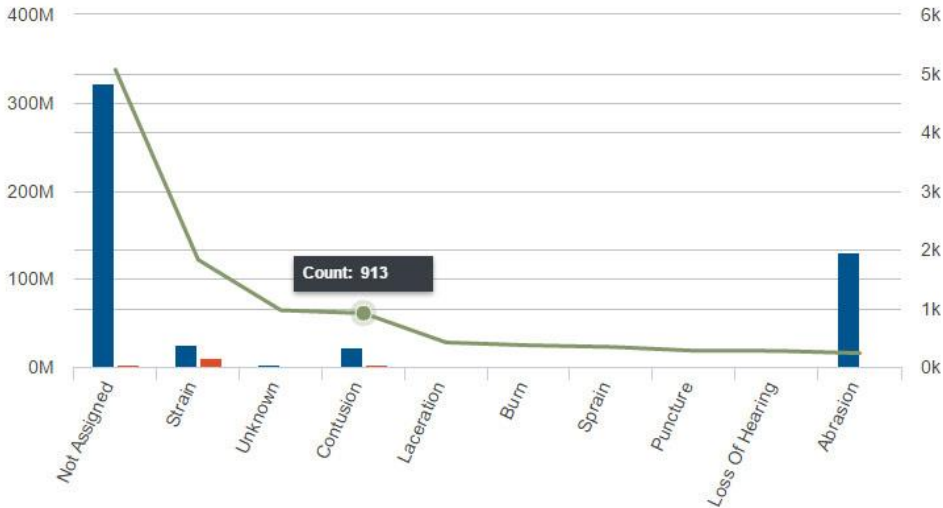


### Frequency by Weekday

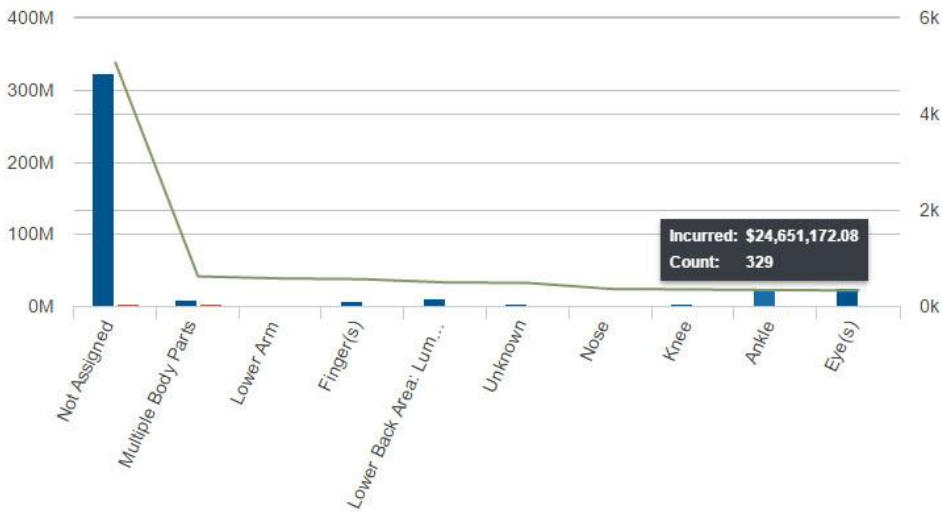




### Top 10 Loss Nature by Paid & Incurred

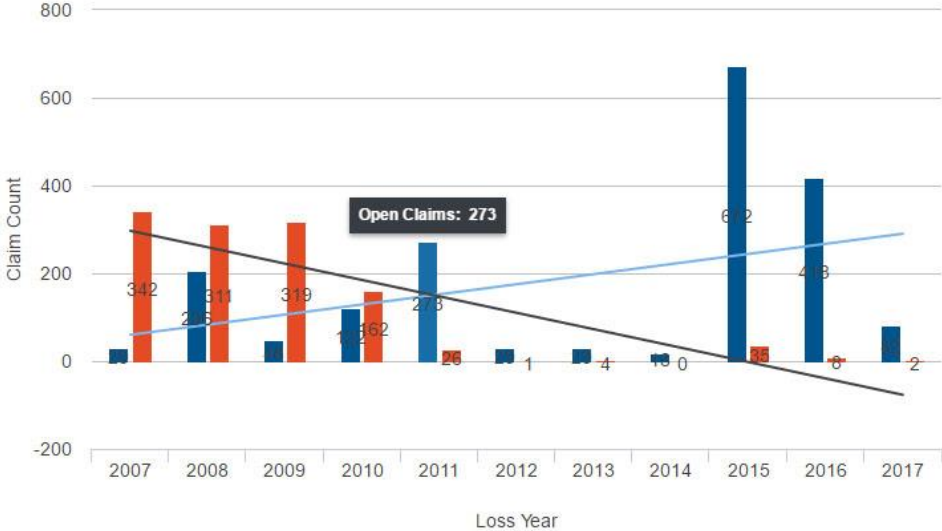


### Top 10 Body Parts by Paid & Incurred

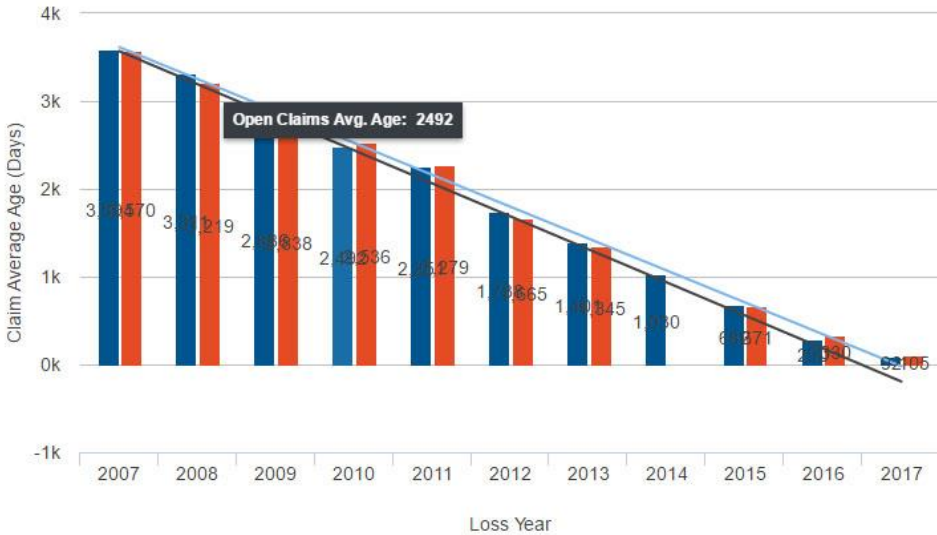


# Claim Trends

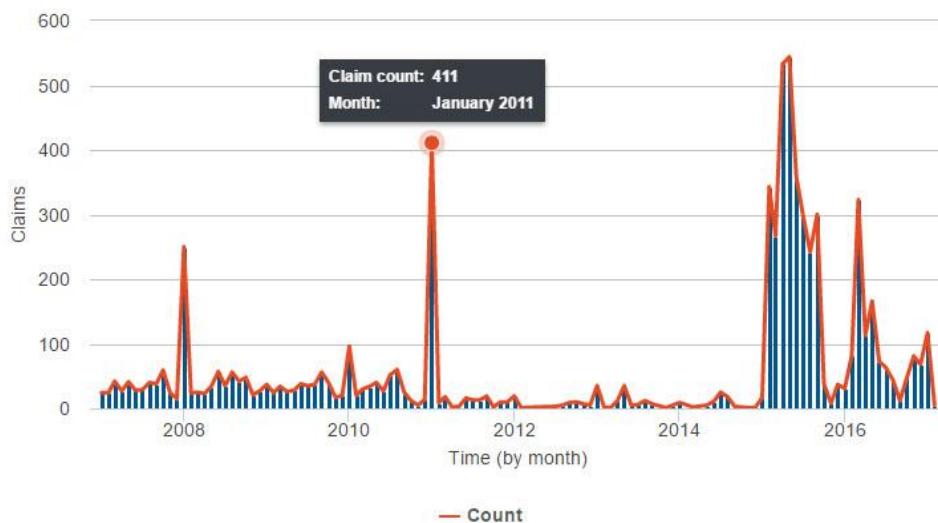
## Claim Count Trend over Years



## Claim Age Trend over Years

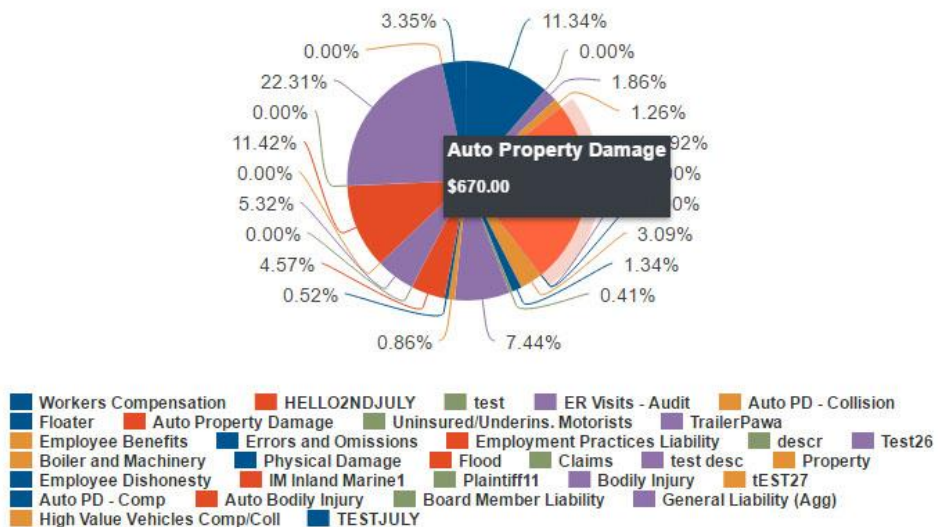


## Claims per Month

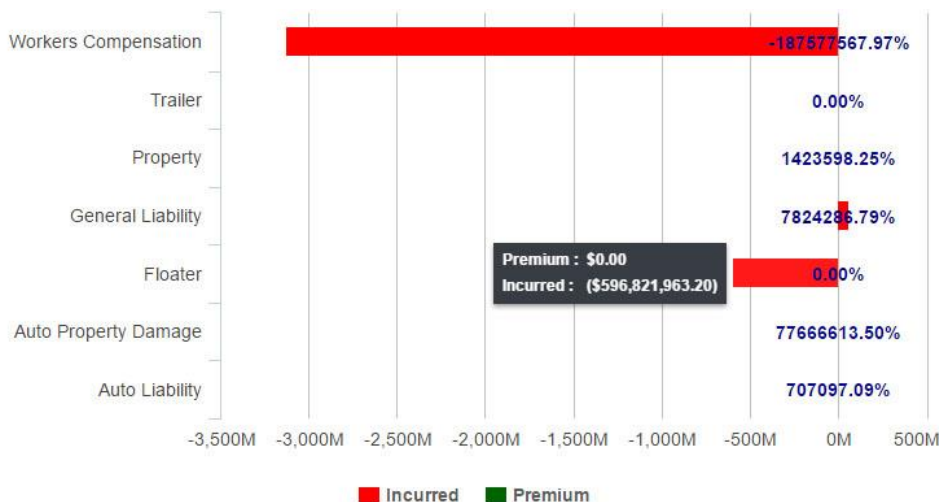


## Policy Metrics

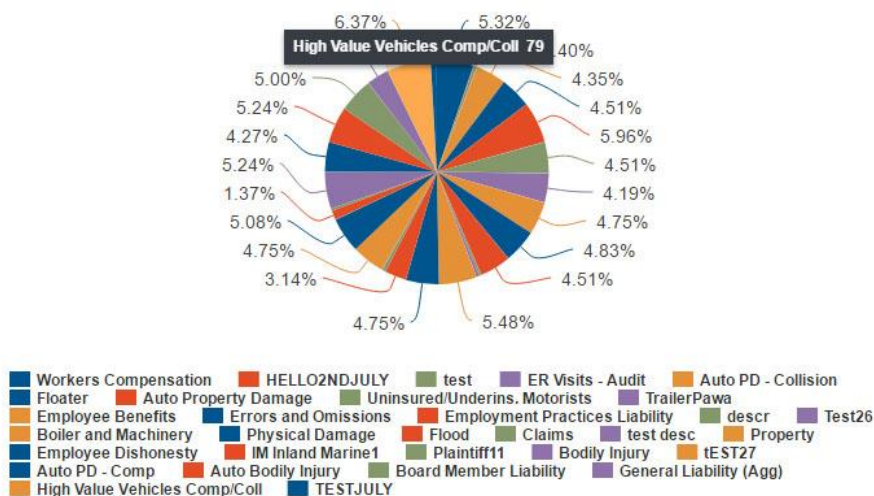
### Premium by Coverage



### Policy Premium Burn Down

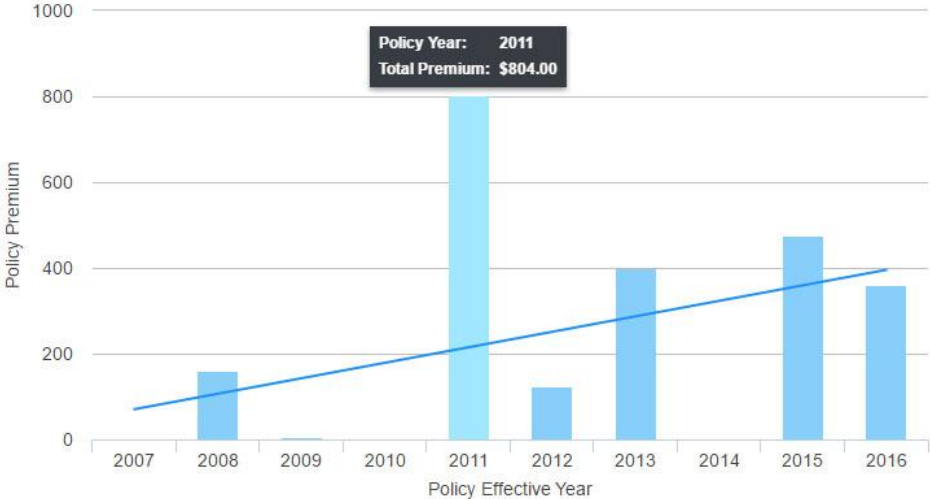


### Policy Count by Coverage

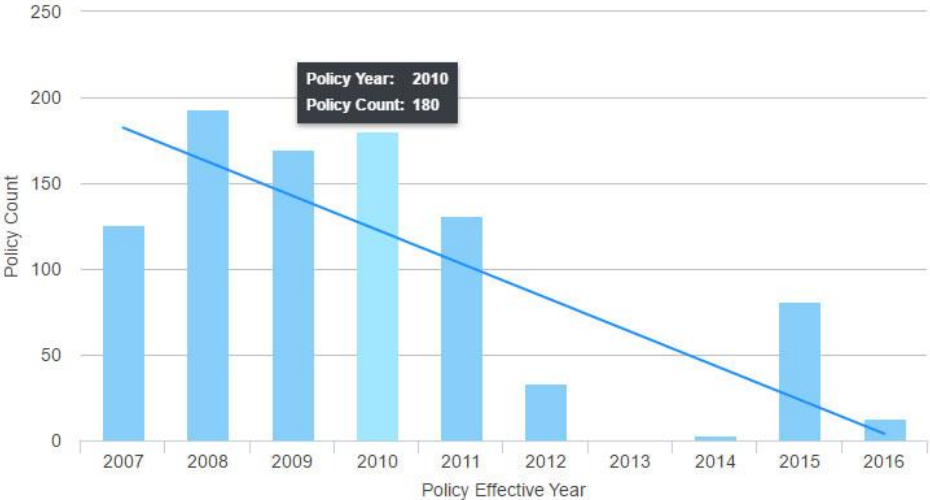


# Policy Trends

## Policy Premium Trend over Years



## Policy Count Trend over Years





## **VENTIV CLAIMS GATEWAY Data Analytics**

VENTIV CLAIMS GATEWAY is designed to offer users a single access point to access the reports in the Ad Hoc report scheduling and sharing capabilities.



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Atlanta, GA 30339

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