# ClaimsLink Provider Portal Support

ClaimsLink Provider is a portal into our claims management system for which our providers (shops, soon to be appraisers) can directly access and update their assignments.

~CEI IT Department

**portalsupport@ceinetwork.com**

# Contents

**(The Table of Contents and FAQ are Hyperlinked to the Reference Page – To Use Hyperlink: Hover over Topic / Hold Down the Control Key [Ctrl] / Select Enter of Left Click on Mouse)**
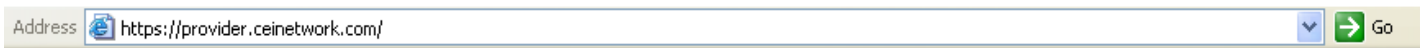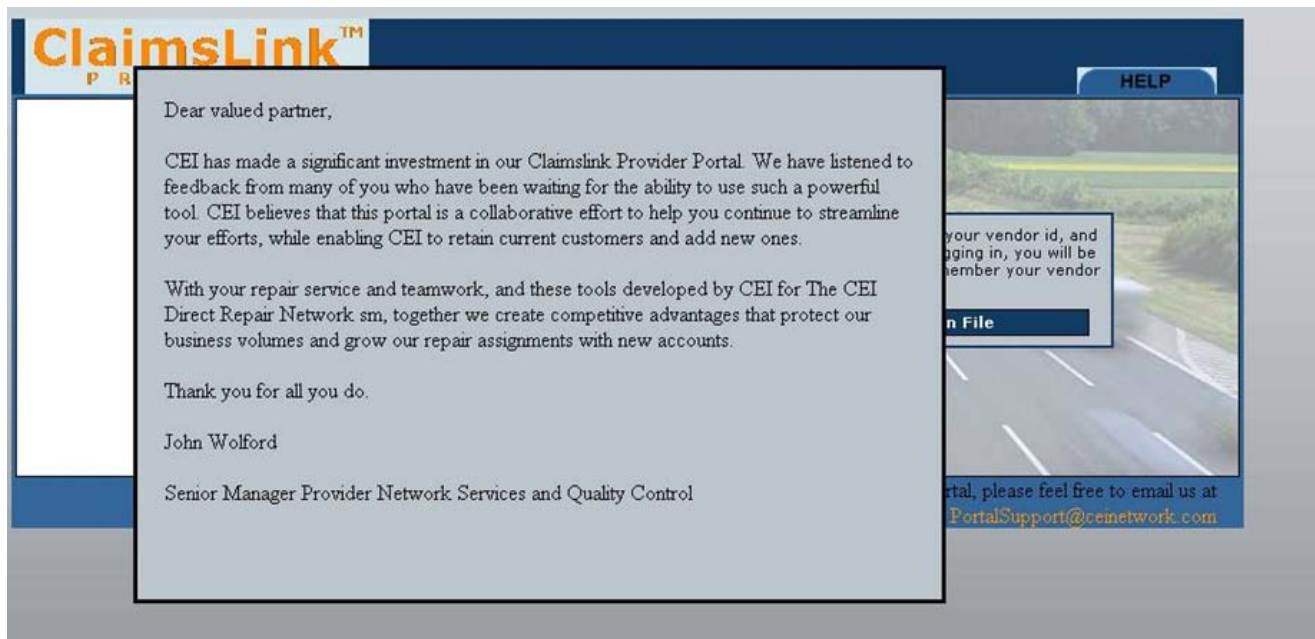
## Accessing the Provider Portal Website

1. You need to click the [start] button on their desktop computer screen. (This is usually in the lower left corner)
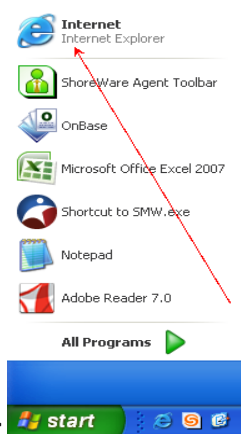


2. Select [Internet Explorer] to open a new **internet browser** [start]
   a. CEI recommends that the shops only use *Internet Explorer or Google Chrome*
      i. If you open another **internet browser** (i.e. *Firefox*) you may not have full access to the Provider Portal
3. clear the address bar
4. In the address bar enter the Website https://Provider.ceinetwork.com



Address https://provider.ceinetwork.com/

5. Click [Go]



Dear valued partner,

CEI has made a significant investment in our Claimslink Provider Portal. We have listened to feedback from many of you who have been waiting for the ability to use such a powerful tool. CEI believes that this portal is a collaborative effort to help you continue to streamline your efforts, while enabling CEI to retain current customers and add new ones.

With your repair service and teamwork, and these tools developed by CEI for The CEI Direct Repair Network sm, together we create competitive advantages that protect our business volumes and grow our repair assignments with new accounts.

Thank you for all you do.

John Wolford

Senior Manager Provider Network Services and Quality Control

- The Dear valued partner's letter will appear. Once you click on this letter it will clear and will not reappear for one year
- Next Screen will be the Logon Screen

## Logon Screen

The log in screen will be the first screen you will see every time they go on the portal, with the exception of the one time a year Dear Valued Partner's letter.
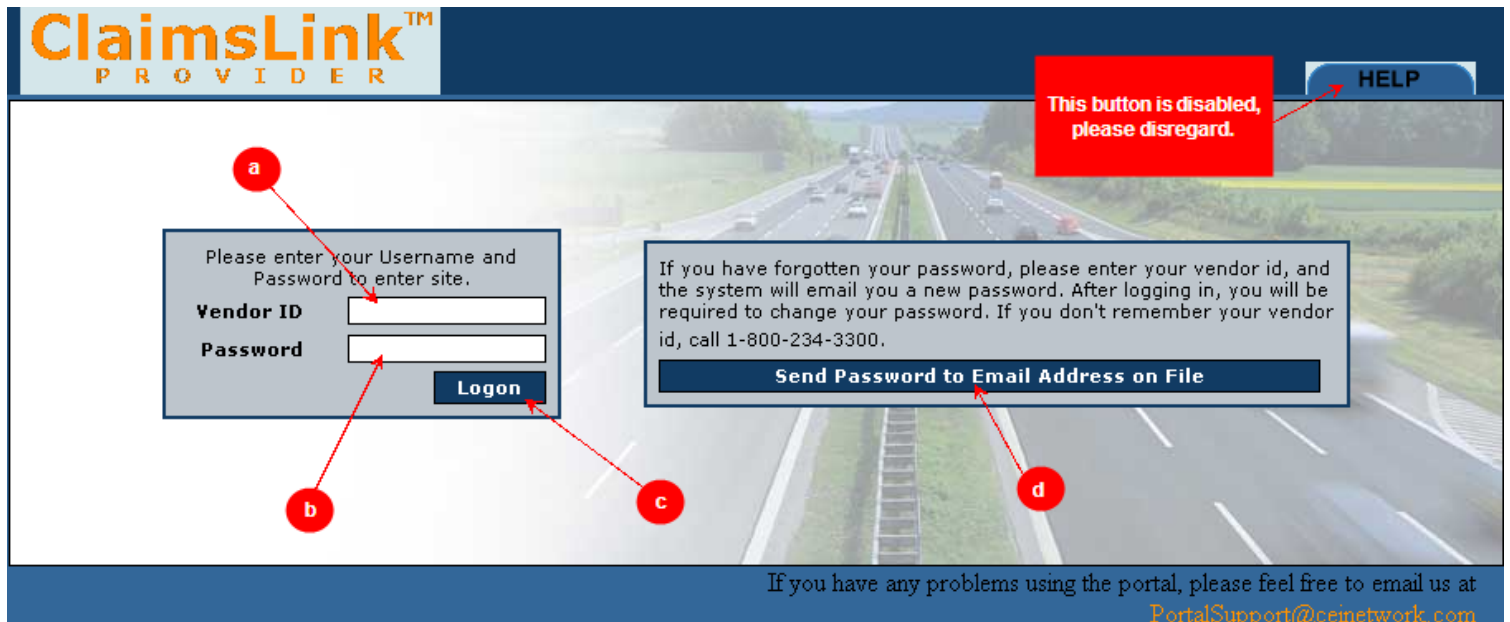


a. You need to enter your  Vendor ID which our Network Department provided them when you were signed up
   a. If you do not have your Vendor ID number call CEI at 1-800-234-3300
b. You need to enter your Password in this field.  You can change your password after the initial login
   a. ***Do not know password*** use the Forgot password section below
c. VendorID and Password entered: click the [Logon] button

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d. If you forgot your password, you  need to enter your VendorID into the field (Box a) and click the



- You will receive a message advising :
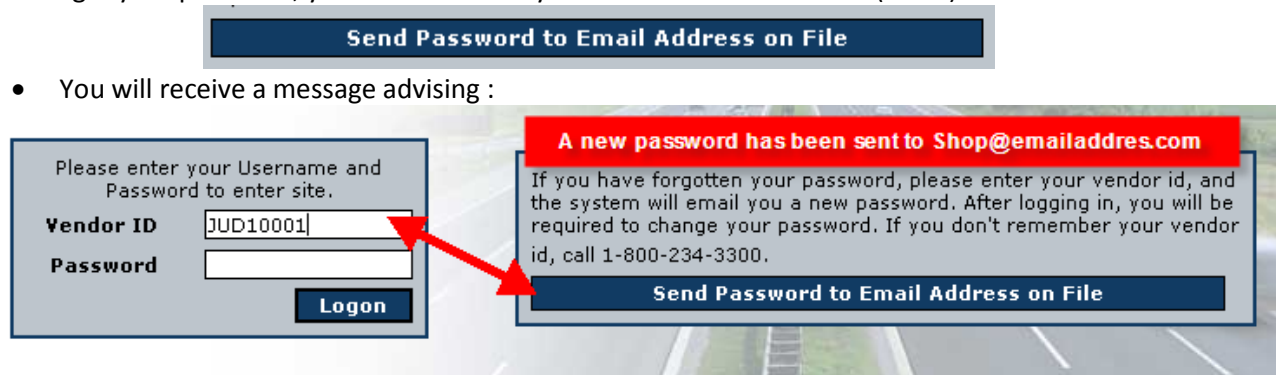


- This will take you to the Shop Dashboard

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## Shop Dashboard

This is the claim dashboard. Across the top there are different tabs; you can maneuver through the site (Except to the claims list) and open the Instruction Manual.



Each section has a different feature:

Section 1



a. Enter first and last name

b. Click Insert if the informaiton is correct and Cancel if it is incorrect

c.Once the name is entered you will see it here

d. If the name is not correct or needs to be removed the user can click Edit or Delete

e. The user must click Select next to their own name, this will take them to the claims list

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Section 2



**Alerts**

| | ClaimID | Message |
|---|---|---|
| Delete | 1234567 | Stop Repairs Alert: Turned in as is--Notice to stop work on Vehicle! |
| Delete | 1234567 | Stop Repairs Alert: Total Loss--Notice to stop work on Vehicle! |

c. Message advising "No Repairs"

a. Delete message          b. Claim number for the message

Section 3



**Update your Shop's information**

Please use the form below if you need to change your password.

New Password

Confirm New Password

**Change Vendor Password**

a. Enter new password and confirm the password below

b. After password is entered in both locations click Change Vendor Password

c. If shop information needs to be updated click on Update Your Shop's Information

Section 4



**Shop Scorecard**

| | |
|---|---|
| Claims Year-To-Date | 47 |
| Total Gross ($) | $91,593.31 |
| Average Claim ($) | $1,948.79 |
| Average Claim in AZ ($) | $2,001.78 |
| Average Claim in US ($) | $2,194.43 |
| Percent Actions you completed on the Provider Portal | 69.02 % |

This is your revenue with CEI. This information is real time. When a claim is closed out the figures change.

## Claims List

This is your claims list.  (**Reminder**: you must select your user name to get to this screen) This screen will allow you to see the claims you have actions to handle and also the claims you are waiting for status on.



a.  You can click the **Refresh** button on this screen to update your claims list

b.  You can enter the claim number to get quick access to the claim instead of searching through the claims list

c.  If you have more than one page of claims, you can click this button to view all claims on one page

d.  You can click on this and see only the claims you have an action to handle something in

e.  This radio button allows you to see all claims

f.  This shows the shop's name and the user logged into the site

g.  This is the claims list.  You can sort by clicking on any of the column types

h.  These are the action items you have on your list

| Provider Portal |
| --- |
| **Submit Estimate** |
| **Accept Tear Down Approval** |
| **Update Tear Down Appointment** |
| **Waiting to Hear if Vehicle is in Shop** |
| **Submit Tear Down** |
| **Accept Repair PO** |

| Provider Portal |
| --- |
| **Update Repair Appointment** |
| **Waiting to Hear if Vehicle is in Shop** |
| **No Action (See Instruction on how to handle)** |
| **Confirm Supplement Approval** |
| **Confirm Repair Completion** |
| **Confirm Repair Completion** |

- To get into a specific claim or action, click on the claim number

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## *Submit Estimate*

This is the screen where you will enter the estimate figures.



- You must fill in all fields. The fields that are in red are critical and must be completed
- Once the fields are completed, you must click Save and Continue to go to the document upload screen
    a. You can click the Cancel Action and Return to Claim summary to exit at anytime.

*Note: If you have a **no damage estimate** you will have to hit Save and Continue twice*

Once you are at the Document Upload screen you will do the following

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- Estimate and single photo upload:
  a. Select the document type
  b. The document will show in this box once it is selected
  c. Click the **browse** button to *locate the document on your computer*
  d. The amount of the document should be entered here if it is an estimate
  e. Once all the fields are complete click 
- Upload Multiple Photos:

**Microsoft Silverlight –** *A multiple photo uploading tool*

- If you do not have Microsoft Silverlight installed on your computer, you will see this:



- If installed, you will see the following:
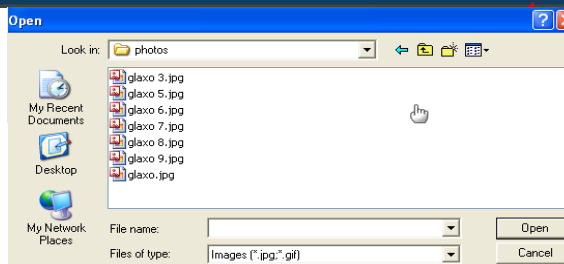




  a. Clicks <span style="color:red">Select files</span> you will receive
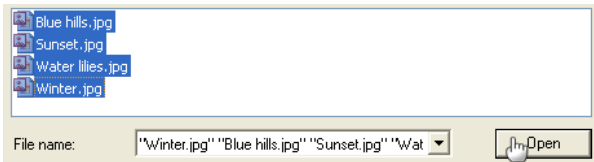
- Select the images needed and click Open

b. Once there, you will then have to click upload
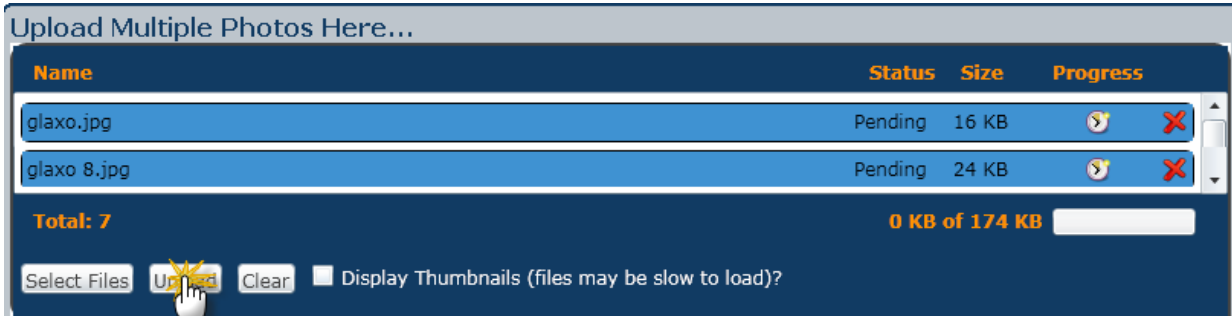


c. If you selects the wrong photos you can click on the clear button

d. If you click on the Display Thumbnails the images will appear in the box
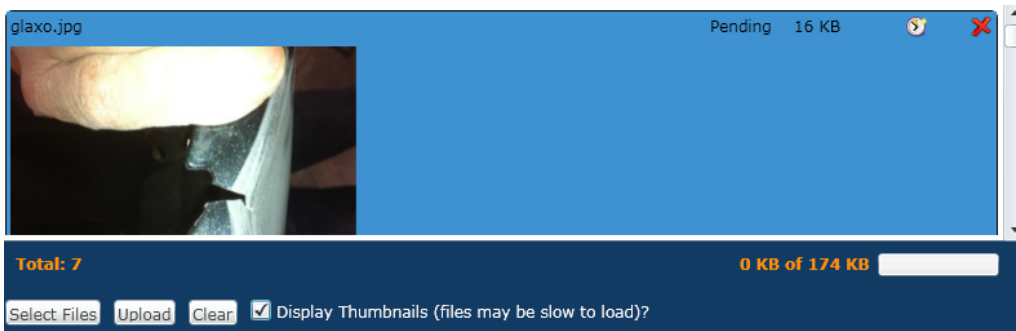


e. You can watch the progression as the photos are downloaded

- Once the photos and the estimate are uploaded to CEI, you needs to click on the

**CLICK HERE to Complete Action and Review Claim History**

- Once you complete these steps you will then go to the Claim Summary page

The Estimate has been sent to CEI in the Amount of $2,131.59 on 2/17/2012

Add A Note To CEI    Finish and Return to Your Claims List

### Claim Summary

| | Date | Amount |
|---|---|---|
| Estimate Submitted | 2/17/2012 | $2,131.59 |
| Tear Down Authorized | | |
| Appraiser Estimate | No Appraiser | |
| PO Issued | Repairs Not Approved Yet | |
| Vehicle in Shop | | --- |
| Repairs Completed | | |
| Driver Picked Up Vehicle | | --- |

### Claim Document Summary

View Assignment Letter

Upload / View Estimate Results

View Tear Down Authorization Letter

Upload / View Tear Down Results

View Repair PO Letter

Upload / View Final Bill

- If you need to return to the claims list you can click the Claims List button on the top left side of the screen

*Note: You do have the ability to attach a note to the claim, **however these notes are not sent to anyone specific and just sit in the calims***

*Note: You can print all letters as the document becomes active*

*Note: Deductible will be on all letters*

**.PDF –** *Adobe file format* (Your paperwork must be in this format in order to upload)

**.JPEG –** *Photo file format* (Your  photos must be in this format in order to upload)

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## *Accept Tear Down Approval*

This is where you accept your tear down approval.



a. Fields must be filled out
b. You will then verify the figures and click [Save and Continue]



- From this screen you can print your authorization letter and verify the PO number on the top of the page

## *Update Tear Down Appointment*

This is the screen that you can enter the driver's appointment.



a. You must fill out correct information

- After these fields are complete you must click the [Save and Continue]



- From this screen you can print off your authorization letter

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## *Waiting to Hear if Vehicle is in Shop*

This is the screen that you can enter when the vehicle came into the shop.



a.  Once a vehicle comes to the shop, you should enter the in shop date

*   Then click Save and Continue
*   You will then go to the claim summary page



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## *Submit Tear Down*

This is where you enter teardown results.



**If there is no additional:**

a. If you do not have additional, answer no to the supplement question



b. You will then go to the claim summary page, where you should click the Claims List button or the Finish and Return to Your Claims List button



c. Once you are back on the Claims list you will need to find the claim again to obtain your repair PO

**If there is a supplement:**

a. You have to answer yes to the supplement question
b. The screen will then open and you need to enter the teardown information



- Once all of the information is filled in, then click the **Save and Continue**

c. You then have to upload your documents. *(See Obtain Shop Estimate > Submit Estimate section)*

d. After everything is uploaded to CEI, click the button to complete the action

**CLICK HERE to Complete Action and Review Claim History**

e. You will then return to the claim summary screen



f. From this screen you can print any letter up to this point, view documents, and return to your claims list

## *Accept Repair PO*

This is where you confirms the approved figures and accepts the PO in order to repair the vehicle.



1. Once you verifies the figures, you have to complete the lower screen
   a. You must advise if vehicle is in shop; if yes, date in and target date
   b. If the vehicle is not in the shop and you have an appointment, what is the date
   - After these fields are complete, click Save and Complete



- You will see the PO on the top of the screen and can print your PO letter

## *Update Repair Appointment*

This is the screen that you can enter the repair appointment.



a.  You must answer these questions.  If the vehicle is in shop, then you have to enter a target date.
    - Once these questions are answered you need to click Save and Continue
    - Once you complete all the steps, you will go to the Claim Summary page



    - From this screen you can print off your PO letter

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## Waiting to Hear if Vehicle is in Shop

This is the screen that you can enter when the vehicle came into the shop.



a. You must fill out these questions
   - Then click Save and Continue
   - You will go to the Claim Summary page



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# Generate Supplement

If you need to enter a supplement you can get to the screen needed, 2 different ways.

1. You can enter the claim number in the quick claim access



- After you complete this action, you will be on the claim summary page

2. You can also select the claim in the claims list



- You will then go to the action and click: Cancel Action and Return to Claim Summary



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- Once you are on the claim summary screen, you will need to click: Add Supplement



- You will then be on the Generate Supplement screen



a. You will need to browse your computer to locate the supplement document
b. If you selects yes this is a PPI, then you will not be required to upload photos
c. You will need to enter the data from your supplement paperwork into these fields
d. If you need to leave the estimate open for additional, you can enter it in here. You can also enter comments
e. Once the information is complete, you can click the Add Supplement button. You will need to add the photos for any supplement other than a PPI

(See Obtain Shop Estimate> Submit Estimate for assistance)

- Once upload is complete click

**CLICK HERE to Complete Action and Review Claim History**

- Once that is complete, you will go to the Claim Summary page



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## *Confirm Supplement Approval*

This is the screen you will need to complete to get your PO for a supplement.



- You need to verify the amount and click: Confirm

  a. You will then go to the claim summary page with the PO on the top of the page

## *Confirm Repair Completion*

This is the vehicle completion screen.



a. You needs to advise that the vehicle is complete, when you started the repairs, and when the repairs were completed
b. When you answers the vehicle picked up questions, the provider portal sends a note into CEI advising if the vehicle is in the shop, if the driver was contacted, or if the vehicle has been picked up
   - You must enter the amount of the repairs
   - You will then be redirected to the upload document screen (See Obtain Shop Estimate> Submit Estimate/ single upload for assistance)

## *Frequently Asked Questions*

*Question*  **Do I need to download anything in order to access/use the ClaimsLink Provider Portal? What if I get a new computer? (LOGGING IN)**

Answer  ClaimsLink Provider Portal is a web-based application, so there is no software to download except the photo uploader if your computer does not already have that. If you get a new computer, you can simply type in (https://provider.ceinetwork.com) into the Internet Explorer browser address field to access the site.

*Question*  **How do I log in?  (LOGGING IN)**

Answer  You will enter your Vendor ID and your password (CEI provided this to you when setting you up with ClaimsLink Provider Portal.)

*Question*  **What if I forgot my password or Vendor ID?  (LOGGING IN)**

Answer   If you forgot your Password enter your Vendor ID and click the **Send Password to Email Address on File**.  If your forgot your Vendor ID call CEI at 1-800-234-3300 and a rep can provide the number to you. You can also send an email to portalsupport@ceinetwork.com, and a member from the team will get the information to you

*Question*  **What if I cannot get into the Claims List?  (SUPPORT)**

Answer  You must first click Select next to your user name to continue onto the Claims List screen.

*Question*  **How can I convert my paperwork into a .PDF file format? (SUPPORT/DOCUMENTS)**

Answer  You should have a Win2PDF program on their computer.  If not, you may have a different version or no version.  (If no version, you can download it.  There is a site at the end of the instruction manual that you can use.)  You have to select print on the dropdown menu, change the printer to the program needed, and then click OK.  You save document box will come up to change the location to where you want the document saved.

*Question*  **Why is my option to "upload many photos" missing? (SUPPORT/DOCUMENTS)**

Answer  If you are not using internet Explorer or Google Chrome the Microsoft Siverlight will not work.

*Question*  **Can I view documents that I faxed/emailed to CEI? (SUPPORT/DOCUMENTS)**

Answer  At this time a you can only view documents that were uploaded through the ClaimsLink Provider Portal.  If you faxed or emailed documents into CEI, you will have to call into CEI for the paperwork to be sent to them.

*Question*  **Does the final bill need a signature?  (SUPPORT/DOCUMENTS)**

Answer  No, you can just upload the final bill as is.

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*Question*      ***Can I still call CEI if I have an issue that I feel requires special handling or attention?     (SUPPORT/CALL CEI)***

Answer       Yes, if you have unique circumstances that you need to make CEI aware of, you should call.  However, we want to emphasize that you should use the ClaimsLink provider as much as possible.

*Question*      ***How do I upload paperwork after the action is completed?***

Answer       You can do a quick claim access from the claims list page.  You will then go to the claim summery page and can upload/view documents

*Question*      ***How can I update my shop information:***

| Contacts | Estimating Programs | Hours of Business |
|---|---|---|
| IT Programs | Mechanical Capabilities | Ownership |
| Paint Brands | | |

Answer       Once you log in, you will be on the shop dashboard.  On the lower left side there is a button that says, Update your Shop's Information.  Once you selects this button you can update their information

*Question*      ***How can I view my assignment letters?***

Answer       You  can do a quick claim access from the claims list page.  Once on the claims list you can do the quick claims assess and go to the claim summary page.  Your assignment letter and authorization letters can be accessed from there.

*Question*      ***Do you see the contact/driver's deductibles?***

Answer       You can only see the deductibles from the letters that you can print.  You are called at the time of the assignment to be advised of the deductible.