



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

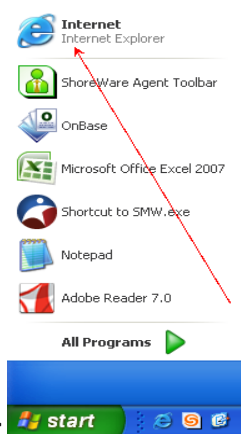
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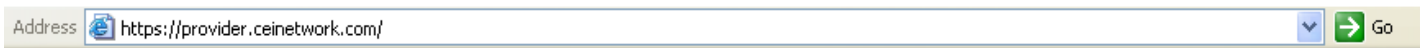
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Accessing the Provider Portal Website

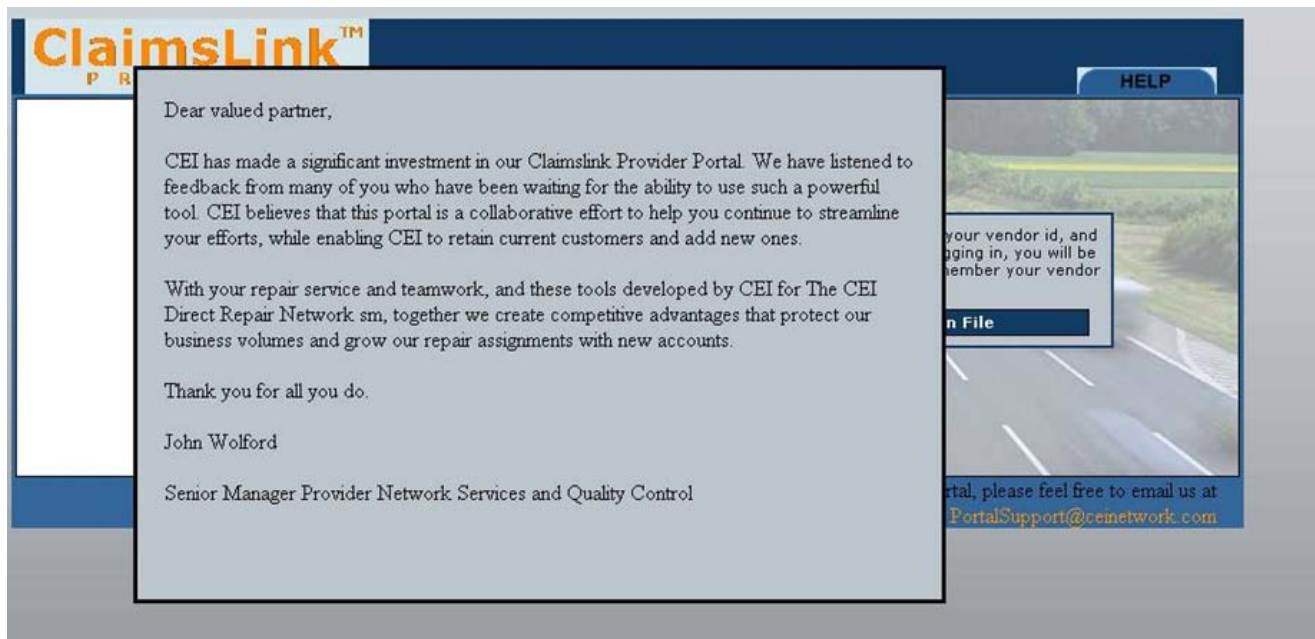
1. You need to click the  button on their desktop computer screen. (This is usually in the lower left corner)



2. Select  Internet Explorer to open a new internet browser
 - 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>



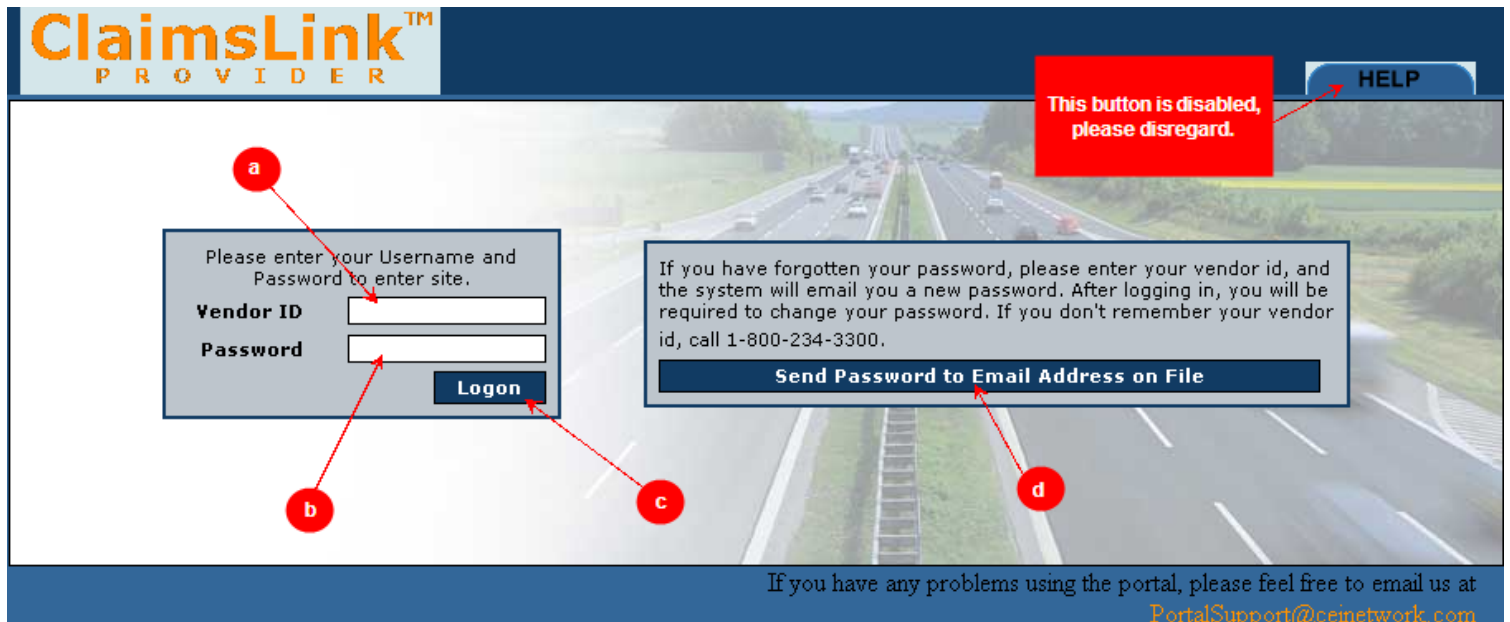
5. Click 



- 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

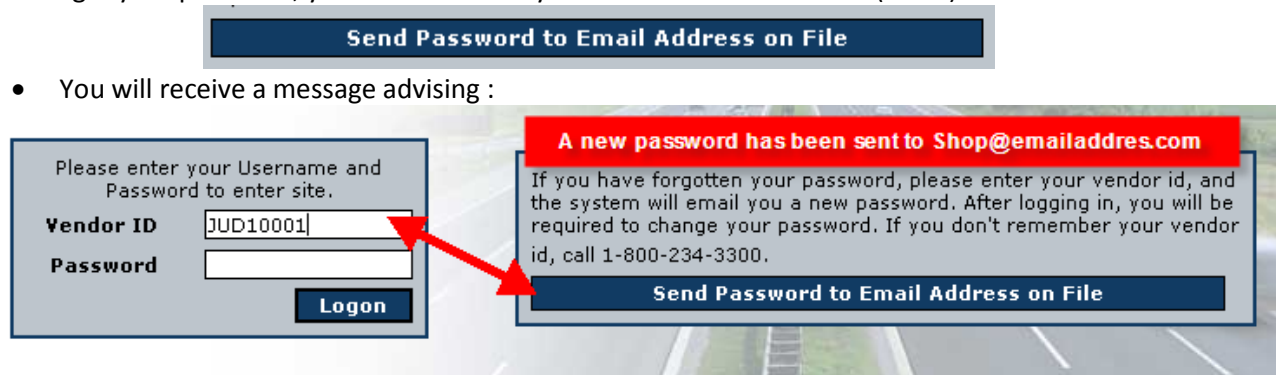
Logon Screen

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

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



- This will take you to the Shop Dashboard

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.

The dashboard features a top navigation bar with the ClaimsLink PROVIDER logo, a 'Welcome' message with a 'Shops Name' dropdown, and a 'LOGOUT' link. Below the navigation bar are tabs for 'SHOP DASHBOARD', 'CLAIMS LIST', and 'Instruction Manual', along with 'ABOUT US' and 'CONTACT US' links.

Section 1: 'Welcome To CEI's ClaimsLink Provider Portal!' with instructions on user selection and a table for user management.

Section 2: 'Alerts' table showing claim messages.

Section 3: 'Update your Shop's information' form for password changes.

Section 4: 'Shop Scorecard' table with a red arrow pointing to the 'Average Claim in State (\$)' row.

Each section has a different feature:

Section 1

Section 1: Welcome To CEI's ClaimsLink Provider Portal!

Below is the list of active users within your shop. Please choose one user to continue. This name will be applied to all actions performed during this session. You may also add new users, update current users information, or remove users at this time.

	First Name	Last Name
Select	<input type="text"/>	<input type="text"/>
Edit	<input type="text"/>	<input type="text"/>
Delete	<input type="text"/>	<input type="text"/>
Insert	<input type="text"/>	<input type="text"/>
Cancel	<input type="text"/>	<input type="text"/>

Legend:

- a. Enter first and last name
- b. Click **Insert** if the information 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

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!

a. Delete message (points to 'Delete' column)

b. Claim number for the message (points to '1234567' column)

c. Message advising "No Repairs" (points to the message text)

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 (points to 'Change Vendor Password' button)

b (points to 'Update your Shop's information' button)

c (points to 'Update your Shop's information' button)

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.

The screenshot shows the ClaimsLink PROVIDER portal interface. At the top left is the logo. At the top right, a welcome message displays 'Shops Name' and 'Users name'. Below this is a navigation bar with 'SHOP DASHBOARD', 'CLAIMS LIST', and 'Instruction Manual'. On the right side of the navigation bar are 'ABOUT US' and 'CONTACT US'. A 'LOGOUT' link is in the top right corner. Below the navigation bar is a search area with 'Quick Claim Access:' and a 'Go' button. Below the search area are buttons for 'Refresh Claim List' and 'Display Claim List on 1 Page'. There are two radio buttons: 'Things To Do' (selected) and 'All Claims'. Below this is a table with columns: Claim #, Vehicle, Plate #, VIN, Contact/Driver Name, Next Action Item, and Date Due. The table contains four rows of claims. Annotations 'a' through 'h' point to various elements: 'a' points to the Refresh button, 'b' to the search input, 'c' to the 'Display Claim List on 1 Page' button, 'd' to the 'Things To Do' radio button, 'e' to the 'All Claims' radio button, 'f' to the user information area, 'g' to the table header, and 'h' to the 'Submit Tear Down' action item.

- You can click the **Refresh** button on this screen to update your claims list
- You can enter the claim number to get quick access to the claim instead of searching through the claims list
- If you have more than one page of claims, you can click this button to view all claims on one page
- You can click on this and see only the claims you have an action to handle something in
- This radio button allows you to see all claims
- This shows the shop's name and the user logged into the site
- This is the claims list. You can sort by clicking on any of the column types
- 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

Submit Estimate

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



Welcome Shops Name
Current Portal User User Name
Current CEI Claim ID: 1234567

LOGOUT

SHOP DASHBOARD | CLAIMS LISTVEHICLE INFORMATION

Shop Estimate

CEI is ready to have you submit the repair estimate. Please fill the estimate information in below, and click the button below to proceed to uploading the estimate document and photos.

Vehicle in Shop Yes No

Date in Shop

Mileage

VIN

Plate #

The primary impact was reported to CEI as being (Rear). Is this correct? Yes No

<p>Estimator Name <input type="text" value="Mr"/></p> <p>Parts Cost <input type="text"/></p> <p>Body Labor Hours <input type="text" value="0"/></p> <p>Paint Labor Hours <input type="text"/></p> <p>Frame Hours <input type="text" value="0"/></p> <p>Paint and Materials <input type="text" value="\$0.00"/></p> <p>Sublet <input type="text"/></p> <p>Tax <input type="text"/></p> <p>Payout <input type="text"/></p> <p>Tow Charge <input type="text" value="\$0.00"/></p> <p>Body Rate <input type="text"/></p> <p>Miscellaneous <input type="text"/></p> <p>Description <input type="text"/></p> <p>Total Estimate (including tax) <input type="text" value="\$0.00"/></p> <p>Approx Days to Repair <input type="text" value="0"/></p>	<p>Major Damage <input type="text"/></p> <p>Unrelated Damage <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Damage Details <input type="text"/></p> <p>Decals <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Decal Descriptions <input type="text"/></p> <p>Opens <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Open Amount <input type="text" value="\$0.00"/></p> <p>Open Items <input type="text"/></p>
---	---

Save and Continue**Cancel Action and Return To Claim Summary**

- 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

The ShopEstimate Documents

An estimate and photos are needed to complete the action.

To Upload A Single Document...

Step 1 - Please choose a type of document to load in the list below:

Step 2 - Please choose a single file from your computer to send to CEI:

Step 3 - Please enter the amount on the document (Not needed for photos):

Step 4 - Upload the file using the button below:

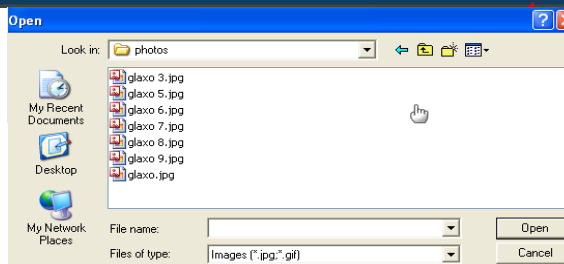
- Estimate and single photo upload:
 - Select the document type
 - The document will show in this box once it is selected
 - Click the **browse** button to *locate the document on your computer*
 - The amount of the document should be entered here if it is an estimate
 - Once all the fields are complete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

Microsoft Silverlight – A multiple photo uploading tool

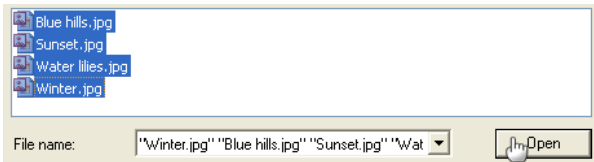
- If you do not have Microsoft Silverlight installed on your computer, you will see this:



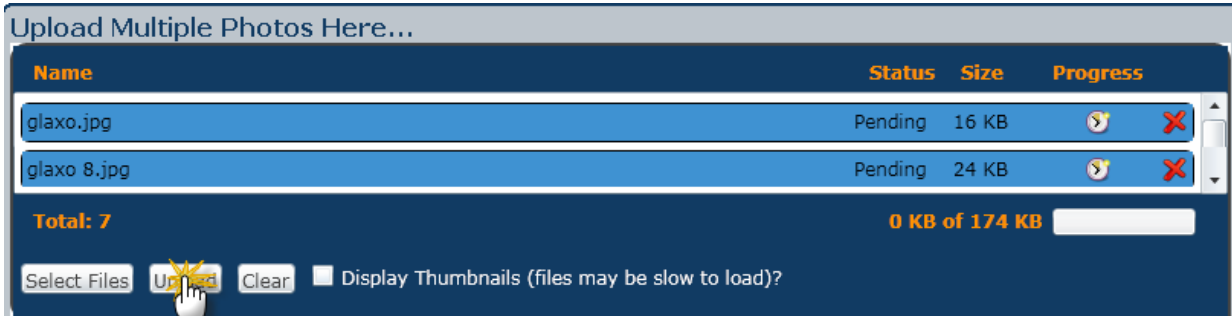
- If installed, you will see the following:



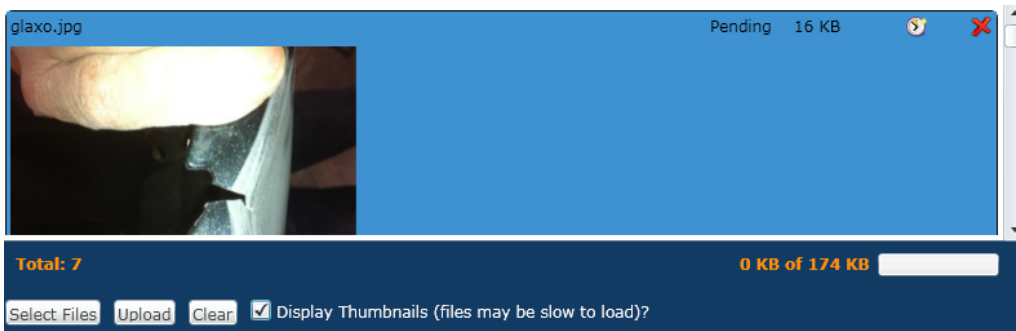
- Clicks **Select files** you will receive



- 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		Claim Document Summary	
	<u>Date</u>	<u>Amount</u>	
Estimate Submitted	2/17/2012	\$2,131.59	View Assignment Letter
Tear Down Authorized			Upload / View Estimate Results
Appraiser Estimate	No Appraiser		View Tear Down Authorization Letter
PO Issued	Repairs Not Approved Yet		Upload / View Tear Down Results
Vehicle in Shop		---	View Repair PO Letter
Repairs Completed		---	Upload / View Final Bill
Driver Picked Up Vehicle		---	

- 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)

Accept Tear Down Approval

This is where you accept your tear down approval.

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | VEHICLE INFORMATION

Get the Tear Down Purchase Order

The PO for the tear down is shown. You can proceed with the tear down. Remember, this PO is only for the tear down, and not for the repair. Please order any needed parts before scheduling an appointment if needed. Please make sure you schedule the appointment on a Monday, if at all possible. If you have any questions, please contact CEI at 1-800-234-3300

Vehicle in Shop Yes No

Date in Shop

Appointment Date

Hours Needed

CEI Tear Down PO #: 0

Open Amount

Current Pending Estimate Amount

All estimates will be reviewed and subject to revisions prior to repair, during repair and after repair completion.

Save and Continue Cancel Action and Return To Claim Summary

a. Fields must be filled out

b. You will then verify the figures and click

Save and Continue

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | Instruction Manual | ABOUT US | CONTACT US

Your Tear Down Authorization Number is

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

Current CEI Claim ID:

Vehicle Info: Silver 2009 Nissan Maxima VIN 1N4AA09C849767 Color Silver

Driver: []

Claim Summary		
	Date	Amount
Estimate Submitted	2/8/2012	\$859.86
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	

• 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.

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | VEHICLE INFORMATION

Obtain Tear-Down Appointment

Please set the agreed upon appointment date below. If you have any questions, please contact CEI at 1-800-234-3300

Vehicle in Shop Yes No

Date in Shop Null

Appointment Date Null

Hours Needed 2

CEI Tear Down PO #:

Open Amount \$400.00

Current Pending Estimate Amount \$977.67

All estimates will be reviewed and subject to revisions prior to repair, during repair and after repair completion.

Save and Continue Cancel Action and Return To Claim Summary

a. You must fill out correct information

- After these fields are complete you must click the

Save and Continue

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | Instruction Manual | ABOUT US | CONTACT US

You have advised CEI that the Tear Down appointment will be 2/14/2012

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

Current CEI Claim ID:
Vehicle Info: White 2011 Ford Escape Hybrid VIN 1FMCL...BKB79297 Color White
Driver: []

Claim Summary		
	Date	Amount
Estimate Submitted	1/31/2012	\$977.67
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

- From this screen you can print off your authorization letter

Waiting to Hear if Vehicle is in Shop

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

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | VEHICLE INFORMATION

Confirm Vehicle In Shop

Please confirm that the vehicle is in the shop, and ready for the teardown. If you have any questions, please contact CEI at 1-800-234-3300

Vehicle in Shop Yes No

Date in Shop 2/20/2012

Appointment Date 2/20/2012

Hours Needed 2

CEI Tear Down PO #:

Open Amount \$500.00

Current Pending Estimate Amount \$1,146.34

All estimates will be reviewed and subject to revisions prior to repair, during repair and after repair completion.

Save and Continue Cancel Action and Return To Claim Summary

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

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | Instruction Manual | ABOUT US | CONTACT US

You have advised CEI that the vehicle arrived at the shop on 2/20/2012

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

Current CEI Claim ID:

Vehicle Info: Red 2009 Ford Escape VIN 1FMCU99K22289 Color Red

Driver: []

Claim Summary		
	Date	Amount
Estimate Submitted	1/27/2012	\$1,146.34
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	

Submit Tear Down

This is where you enter teardown results.

ClaimsLink™ PROVIDER Welcome
Current Portal User:
Current CEI Claim ID: LOGOUT

SHOP DASHBOARD | CLAIMS LIST | VEHICLE INFORMATION

Obtain Tear-Down Results

Please enter the results of the tear down. If you have any questions, please contact CEI at 1-800-234-3300.

Vehicle in Shop Yes No

Date in Shop 2/13/2012

Appointment Date Null

Hours Needed 3

CEI Tear Down PO #:

Open Amount \$600.00

Current Pending Estimate Amount \$5,854.62

All estimates will be reviewed and subject to revisions prior to repair, during repair and after repair completion.

Shop Contact Mr

Did the tear down result in a supplement? Yes No

[Save and Continue](#) [Cancel Action and Return To Claim Summary](#)

If there is no additional:

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

Shop Contact Mr Faxed

Did the tear down result in a supplement? Yes No

[Save and Continue](#) [Cancel Action and Return To Claim Summary](#)

- 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

The screenshot shows the ClaimsLink Claims List page. At the top, there is a navigation bar with 'SHOP DASHBOARD | CLAIMS LIST | Instruction Manual' and a user welcome message. Below the navigation bar, a message states 'You have submitted your Tear Down result to CEI on 2/22/2012'. The main content area is divided into two sections: 'Claim Summary' and 'Claim Document Summary'. The 'Claim Summary' section contains a table with the following data:

Date	Amount
Estimate Submitted 2/13/2012	\$5,000.95
Tear Down Authorized Appraiser Estimate 2/14/2012	\$3,771.00
PO Issued	---
Vehicle in Shop	---
Repairs Completed	---
Driver Picked Up Vehicle	---

The 'Claim Document Summary' section contains several links: 'View Assignment Letter', 'Upload / View Estimate Results', 'View Tear Down Authorization Letter', 'Upload / View Tear Down Results', 'View Repair PO Letter', and 'Upload / View Final Bill'.

- 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

The screenshot shows a web form with the following fields and options:

- Shop Contact: Mr [dropdown] [text box]
- Did the tear down result in a supplement? Yes No
- Is this supplement for a parts price increase only? Yes No
- Supplement Amount: [text box]
- Labor Rate: [text box]
- Labor Amount: [text box]
- Supplement Items: [text area]
- Does the supplement include more opens? Yes No
- Save and Continue button

- 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

The screenshot shows the ClaimsLink PROVIDER dashboard with the following sections:


- Header: ClaimsLink PROVIDER, Welcome, Current Portal User, Current CEI Claim ID, LOGOUT
- Navigation: SHOP DASHBOARD, CLAIMS LIST, Instruction Manual, ABOUT US, CONTACT US
- Message: You have submitted your Tear Down result to CEI on 2/17/2012. Buttons: Add A Note To CEI, Finish and Return to Your Claims List
- Current CEI Claim ID: [text box]
- Vehicle Info: Blue 2011 Subaru Legacy VIN 4S3B [text box] B3226214 Color Blue
- Driver: [text box]
- Claim Summary Table:

	Date	Amount
Estimate Submitted	2/13/2012	\$5,529.12
Tear Down Authorized		
Appraiser Estimate	2/15/2012	\$5,854.62
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 (highlighted with an arrow)
 - Upload / View Tear Down Results
 - View Repair PD Letter
 - Upload / View Final Bill

- 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.



Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | VEHICLE INFORMATION

Obtain the Repair PO

The client has given approval to perform the repairs. If the vehicle is in the shop, please enter the In-Shop date and a Target Completion Date; otherwise, please set up an appointment with the driver to bring in the automobile for repairs. Please order all parts before scheduling the driver in for the repairs. Please make certain to schedule the repairs for a Monday. In the event the driver requires a rental, please instruct the driver to call CEI.

Repair Assignment Date

PO #	Service	PO Amount	Revised Estimate Amount
0	Repair	\$5,011.17	\$5,011.17
	Revised Estimate Supplement	\$775.57	\$0.00
	Total Repair Amount	\$5,786.74	

a

Shop Contact

Vehicle in Shop Yes No

Date in Shop

Repair Appointment Date

Target Date

b

- Once you verifies the figures, you have to complete the lower screen
 - You must advise if vehicle is in shop; if yes, date in and target date
 - 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**

The PO for the amount of \$6093.65 is 1234567.

Current CEI Claim ID
Vehicle Info: Silver 2011 Ford Fusion VIN 3FAHR198036 Color Silver
Driver: []


	Date	Amount
Estimate Submitted	2/3/2012	\$5,749.97
Tear Down Authorized		
Appraiser Estimate	2/6/2012	\$6,093.65
PO Issued		
Vehicle in Shop	2/2/2012	---
Repairs Completed		
Driver Picked Up Vehicle		

<input type="button" value="View Assignment Letter"/>
<input type="button" value="Upload / View Estimate Results"/>
<input type="button" value="View Tear Down Authorization Letter"/>
<input type="button" value="Upload / View Tear Down Results"/>
<input type="button" value="View Repair PO Letter"/>
<input type="button" value="Upload / View Final Bill"/>

- 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.



Welcome
Current Portal User:
Current CEI Claim ID:

LOGOUT

SHOP DASHBOARD | CLAIMS LIST
VEHICLE INFORMATION

Schedule the Repair Appointment

The Repair PO and approved amount is shown below. If you have already set up an appointment with the driver to bring in the automobile for the repair, enter that appointment date and an initial target date below; otherwise, please set up an appointment with the driver to bring in the automobile for repairs.

Repair Assignment Date

PO #	Service	PO Amount	Revised Estimate Amount
	Repair	\$1,995.00	\$0.00
Total Repair Amount		\$1,995.00	

Shop Contact

Vehicle in Shop Yes No

Date in Shop


Repair Appointment Date

Target Date

Save and Continue
Cancel Action and Return To Claim Summary

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



Welcome
Current Portal User:
Current CEI Claim ID:

LOGOUT

SHOP DASHBOARD | CLAIMS LIST | Instruction Manual
ABOUT US | CONTACT US

You have advised CEI that the Repair appointment will be 2/14/2012

[Add A Note To CEI](#) | [Finish and Return to Your Claims List](#)

Current CEI Claim ID:

Vehicle Info: Dark Blue P 2009 Ford F150 VIN 1FTRW09K82174 Color Dark Blue P

Driver: []

Claim Summary

	Date	Amount
Estimate Submitted	12/6/2011	\$1,995.00
Tear Down Authorized	No Opens	
Appraiser Estimate PO Issued	No Appraiser	
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](#)

- From this screen you can print off your PO letter

Waiting to Hear if Vehicle is in Shop

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

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | VEHICLE INFORMATION

Confirm the Vehicle is in the Shop

The Repair PO and approved amount is shown below. If the vehicle is in the shop, please indicate the date it arrived in the shop below.

Repair Assignment Date

PO #	Service	PO Amount	Revised Estimate Amount
	Repair	\$502.62	\$0.00
	Total Repair Amount	\$502.62	

Shop Contact

Vehicle in Shop Yes No

Date in Shop

Repair Appointment Date

Target Date

[Save and Continue](#) [Cancel Action and Return To Claim Summary](#)

a. You must fill out these questions

- Then click **Save and Continue**
- You will go to the Claim Summary page

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | Instruction Manual | ABOUT US | CONTACT US

You have advised CEI that the vehicle arrived at the shop on 2/20/2012

[Add Supplement](#) [Add A Note To CEI](#) [Finish and Return to Your Claims List](#)

Claim Summary		
	Date	Amount
Estimate Submitted	1/14/2012	\$502.62
Tear Down Authorized	No Opens	
Appraiser Estimate	No Appraiser	
PO Issued		
Vehicle in Shop	2/20/2012	---
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	

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

ClaimsLink™ PROVIDER

Welcome
Current Portal User: [] LOGOUT

SHOP DASHBOARD | Instruction Manual | ABOUT US | CONTACT US

Quick Claim Access: []

Refresh Claim List | Display Claim List on Page | Things To Do | All Claims

Claim #	Vehicle	Plate #	VIN	Contact/Driver Name	Next Action Item	Date Due
	2011 Ford Fusion	YF6D7J 3FAH	6BR167757	()	Submit Estimate	2/1/2012
	2010 Ford Fusion	KG3B7U 3FAH	R396415	()	Submit Estimate	2/1/2012

- After you complete this action, you will be on the claim summary page
2. You can also select the claim in the claims list

ClaimsLink™ PROVIDER

Welcome
Current Portal User: [] LOGOUT

SHOP DASHBOARD | CLAIMS LIST | Instruction Manual | ABOUT US | CONTACT US

Quick Claim Access: [] Go

Refresh Claim List | Display Claim List on 1 Page | Things To Do | All Claims

Claim #	Vehicle	Plate #	VIN	Contact/Driver Name	Next Action Item	Date Due
1234567	2011 Ford Fusion	YF6D7J 3FAH	6BR167757	()	Confirm Repair Completion	2/1/2012
1234567	2010 Ford Fusion	KG3B7U 3FAH	R396415	()	Submit Estimate	2/1/2012

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

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID: [] LOGOUT

SHOP DASHBOARD | CLAIMS LIST | Instruction Manual | VEHICLE INFORMATION

Checking the Status of the Repair
If the repair is complete, please fill out the form below. If the target date has changed, please make the change to this below as well. CEI will begin the payment process when all number are confirmed and the final repair invoice is uploaded.

Repair Assignment Date: 2/27/2012

PO #	Service	PO Amount	Revised Estimate Amount
	Repair	\$152.32	\$0.00
Total Repair Amount:		\$152.32	

Repair Complete: Yes No

Repair Start Date: [Null]

Completion Date: [Null]

Total Repair Amount: []

Has the vehicle been picked up by the driver? Yes No

Date Driver Picked Up Vehicle: [Null]

Has driver been contacted to pick up the vehicle? Yes No

Save and Continue | Cancel Action and Return To Claim Summary

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



The repair is scheduled to be complete on 3/5/2012

[Add Supplement](#) [Add A Note To CEI](#) [Finish and Return to Your Claims List](#)

- You will then be on the Generate Supplement screen

- You will need to browse your computer to locate the supplement document
- If you selects yes this is a PPI, then you will not be required to upload photos
- You will need to enter the data from your supplement paperwork into these fields
- If you need to leave the estimate open for additional, you can enter it in here. You can also enter comments
- 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



Confirm Supplement Approval

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

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | VEHICLE INFORMATION

Notify Shop

The supplement you submitted has been approved according to the amount noted below. Please confirm with CEI you have received this approval notification by filling out the form below, and you can proceed with the repairs. Thank you.

Vehicle in Shop Yes No

Is this supplement for a parts price increase only? Yes No

Supplement Amount

Labor Rate

Labor Amount

Purchase Order Number 0
Purchase Order Amount

Shop Contact

Date Notified

[Confirm](#) [Cancel Action and Return To Claim Summary](#)

- You need to verify the amount and click: Confirm

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

ClaimsLink™ PROVIDER

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | Instruction Manual | ABOUT US | CONTACT US

Your supplement approval number is 1234567 on 2/27/2012

[Add Supplement](#) [Add a Note To CEI](#) [Finish and Return to Your Claims List](#)

Current CEI Claim ID:
Vehicle Info: 2007 MERCURY MARINER VIN 4M2CU7KJ19991 Color
Driver: []

Claim Summary		
	Date	Amount
Estimate Submitted	2/27/2012	\$1,523.15
Tear Down Authorized	No Opens	
Appraiser Estimate	No Appraiser	
PO Issued		
Vehicle in Shop	2/27/2012	---
Supplement	2/27/2012	\$125.00
Repairs Completed		
Driver Picked Up Vehicle		---

Claim Document Summary	
View Assignment Letter	
Upload / View Estimate Results	
View the Independent Appraisal	
View Tear Down Authorization Letter	
Upload / View Tear Down Results	
View Repair PO Letter	
Upload / View Supplement Submitted	
Upload / View Final Bill	

Confirm Repair Completion

This is the vehicle completion screen.

ClaimsLink™
P R O V I D E R

Welcome
Current Portal User:
Current CEI Claim ID:

SHOP DASHBOARD | CLAIMS LIST | VEHICLE INFORMATION

Confirm the Repair is Complete

Repair Assignment Date 2/15/2012

PO #	Service	PO Amount	Revised Estimate Amount
	Repair	\$690.39	\$0.00
	Total Repair Amount	\$690.39	

Shop Contact Mr [] []
Vehicle in Shop Yes No
Date in Shop 2/13/2012 []
Repair Appointment Date Null []
Target Date 2/16/2012 []

Repair Complete Yes No
Repair Start Date 2/13/2012 []
Completion Date Null []
Total Repair Amount []
Has the vehicle been picked up by the driver? Yes No
Date Driver Picked Up Vehicle Null []
Has driver been contacted to pick up the vehicle? Yes No

Save and Continue **Cancel Action and Return To Claim Summary**

- You need to advise that the vehicle is complete, when you started the repairs, and when the repairs were completed
- When you answer 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 Silverlight 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.

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 summary 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.