

ImPyracle On-Line Claims Search & Review Training

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Inservco Impyracle Website

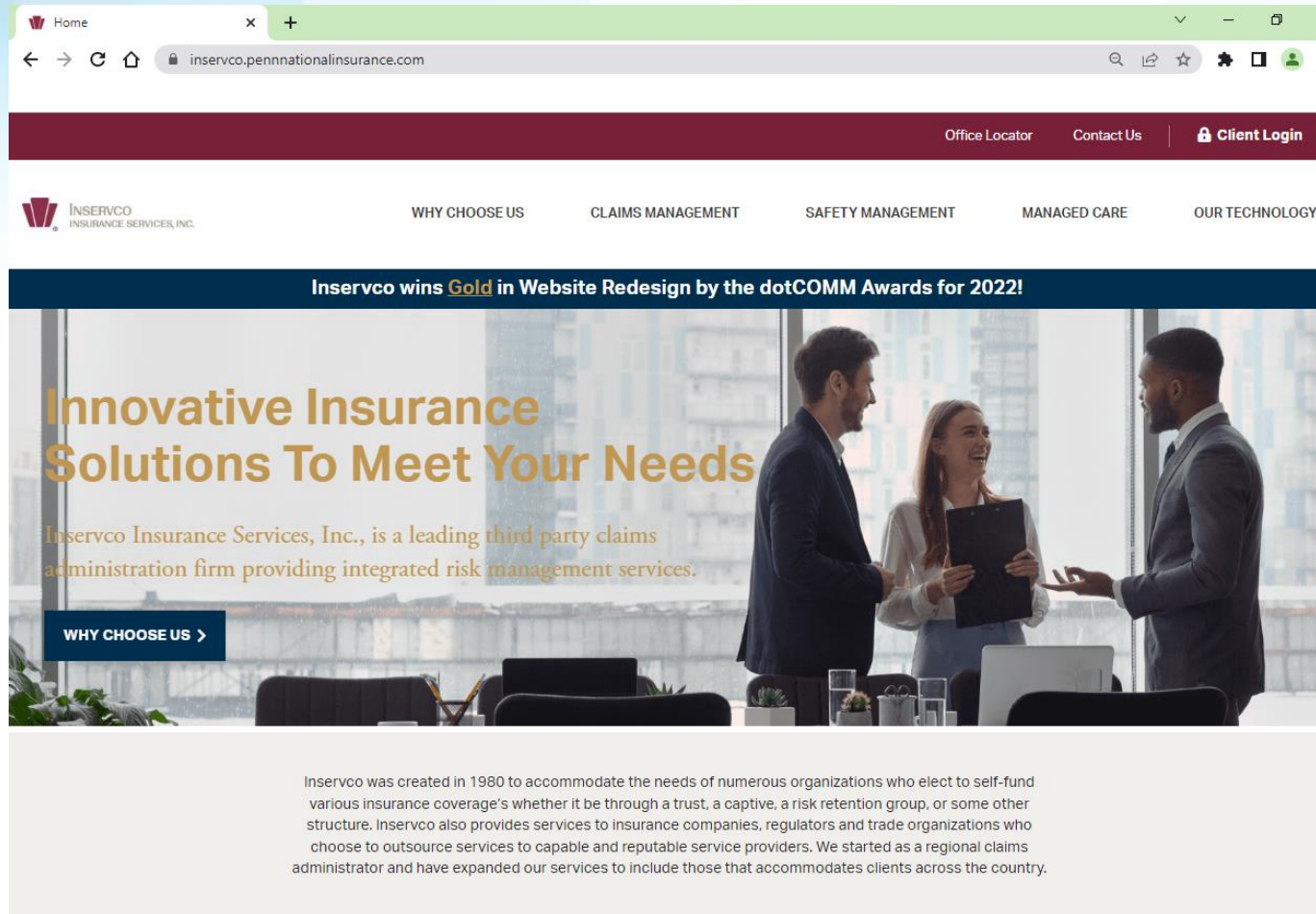
<https://inservco.pennnationalinsurance.com/>



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Procedures To Gain On-Line Access

- To access the Inservco Home Page, type <https://inservco.pennnationalinsurance.com/>
- Once the Home Page is accessed, click on “Client Login” from the header bar on the right.




- Type your Inservco secured UserID and Password on the login screen, then click on “Client Login.”
Note: The UserID and Password are not case sensitive.
- If you have not read the Terms & Conditions of Use document, please do so before continuing.

Inservco - Login - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address <https://www.pennnationalinsurance.com/Inservco-Secure/Login.aspx?ReturnUrl=%2fInservco-Secure%2fdefault.aspx> Go Links >>

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Easy online access to the information you need

Clients: Enter your login information in the spaces below

User ID


Password

Client Login

For login help call 1.800.356.0438 Ext.2021 Monday - Friday, 7:30 am - 4:30 pm ET

Corporate Home

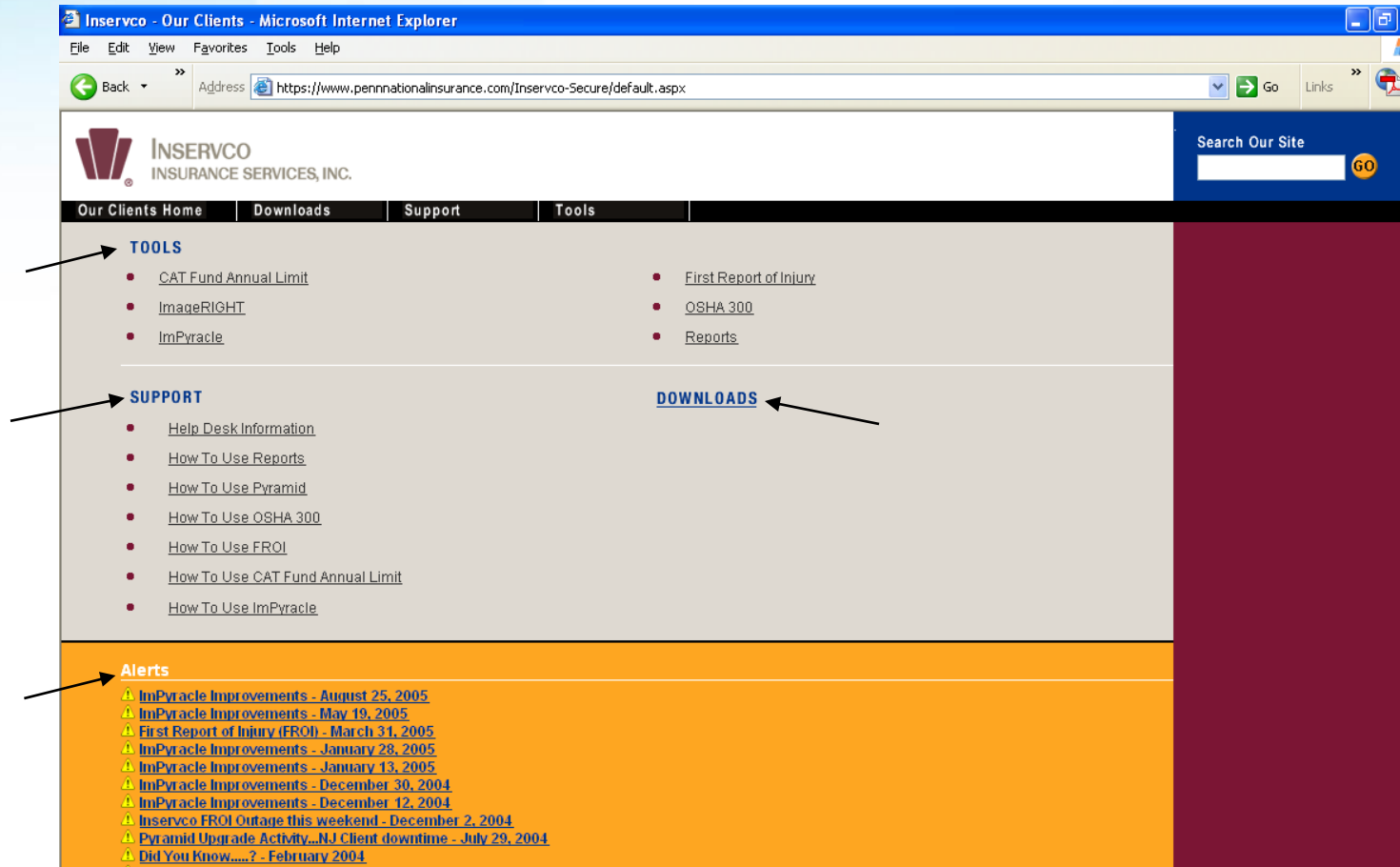
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- The main screen is divided into four informational sections:
 - Tools – applications available based on your security
 - Support – user manuals for each application and general Help Desk information
 - Downloads – configuration information needed for some applications
 - Alerts – announcements and informational area for items such as web site changes
- The screen may appear differently due to security access.



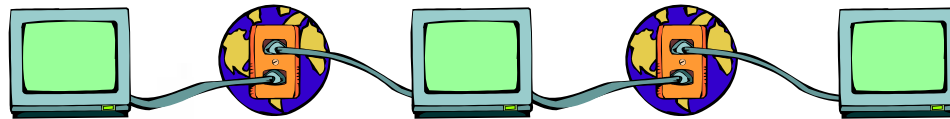
On-Line Claims Search & Review For All Coverage Lines



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Purpose

- Secured site for our members
- Application allows members to view claim information as well as images from Inservco's Pyramid and ImageRIGHT databases
- The tool allows view-only access to the user



- **Search Screen**

- Allows a user to search for claims within an authorized account.
- Search criteria include the following:
 - Account
 - Location
 - Status
 - Claim Number
 - Company Name
 - Identifier
 - Occurrence Date, and
 - Receive Date

The screenshot shows the ImPyrcle search interface in a web browser. The address bar shows the URL: <https://ntharrist02/Inservco/Applications/IMPYRCLE/IMP-Search.aspx>. The page header includes the Inservco logo and navigation links: Our Clients Home, Downloads, Tools. The main content area is titled "ImPyrcle" and contains a "Search" section. This section has input fields for Account (050 - Claremont Prop/Daily Express), Location (All Available), and Status (All). Below these are fields for Claim Number, Last Name, Company Name (Liability), Identifier, Occurrence Date (mm/dd/yyyy), and Receive Date (mm/dd/yyyy). A "View" button is located to the right of the date fields. Below the search criteria is a table of search results. The table has columns: Account, Location, Claimant, Company, Claim Number, Identifier, Status, Occurred, and Received. The first few rows of the table are as follows:

Account	Location	Claimant	Company	Claim Number	Identifier	Status	Occurred	Received
Claremont Prop/Daily Express	Daily Express	AL...		DX000003	1...	Closed	8/15/1992	7/1/1992
Claremont Prop/Daily Express	Daily Express	BU...		DX000007	4...	Closed	8/8/1993	8/16/1993
Claremont Prop/Daily Express	Daily Express	CO...		DX000009	2...	Closed	7/28/1994	7/5/1995
Claremont Prop/Daily Express	Daily Express	CO...		DX000012	2...	Closed	1/17/1996	2/1/1996
Claremont Prop/Daily Express	Claremont Properties	EC...		DX000013	1...	Closed	5/2/1995	2/1/1996
Claremont Prop/Daily Express	Claremont Properties	FA...		DX000017	1...	Closed	6/27/1996	7/10/1996
Claremont Prop/Daily Express	Daily Express	FE...	IEFF	0500000008	1...	Closed	8/11/2000	8/16/2000
Claremont Prop/Daily Express	Daily Express	FU...		DX000001	2...	Closed	2/17/1992	2/26/1992
Claremont Prop/Daily Express	Daily Express	HA...		DX000008	2...	Closed	2/10/1994	3/4/1994
Claremont Prop/Daily Express	Claremont Properties	HE...		0500000004	1...	Closed	2/19/1998	12/30/1998
Claremont Prop/Daily Express	Daily Express	HO...		DX000011	1...	Closed	7/1/1995	2/16/1995
Claremont Prop/Daily Express	Daily Express	HO...		DX000010	2...	Closed	6/1994	10/10/1994
Claremont Prop/Daily Express	Daily Express	IN...		DX000015	2...	Closed	1996	5/22/1996
Claremont Prop/Daily Express	Daily Express	IN...		0500000002	2...	Closed	1997	12/4/1997
Claremont Prop/Daily Express	Claremont Properties	KI...		0500000010	2...	Closed	2000	9/19/2000

Callouts from the image:

- Select search criteria:** Points to the search input fields.
- Click "View" to run the search:** Points to the "View" button.
- Select record link to open the claim:** Points to the "View" link in the first row of the table.
- Select column to sort:** Points to the "Status" column header in the table.



- **Claim Screen**

- Allows a user to view information for a single claim, associated claimants and financial summary.

- Fields include among others:

- Claim Number
- Status
- Close Date
- Policy
- Examiner
- Outstanding Reserve
- Paid
- Recovery
- Incurred, and
- Claimant Name

Select a tab to view

Current Claim Number

Claimant Information

Financial Summary

Claim Information

Financial Summary		Indemnity	Medical	Rehab	Legal	Expense	Totals
O/S Reserve Amount		\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Paid Amount		\$ 5,256.59	\$ 11,042.41	\$ 0.00	\$ 0.00	\$ 0.00	\$ 16,298.91
Recovery Amount		\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Incurred Amount		\$ 5,256.59	\$ 11,042.41	\$ 0.00	\$ 0.00	\$ 0.00	\$ 16,298.91

Claimant Information		Claimant Suffix	
Claimant Name		Claimant Suffix	001
Address		Comment	
City, State Zip		Occupation	
Identifier		Department	
Birth Date	1/1/1900	Injury	52 - Strain
Claimant Status	Closed	Part of Body	43 - Back - Disc
AWW	5.41	Receive Date	2/1/1996
Benefit Amount		Close Date	



- **Payments Screen**

- Allows a user to search then view payment information for a claim and examine details for a particular payment.

- Grid fields include:
- Type
- Issued
- Status
- From
- Thru
- Check #
- Payee Name
- Paid and Requested, among others

The screenshot shows a web browser window titled "Inservco - ImPyracle - Payments - Microsoft Internet". The address bar shows "http://ntharist310/inservco-secure/Applications/IMP/IMP-Payments.aspx". The page header includes the Inservco logo and "INSERVCO INSURANCE SERVICES, INC.". Below this is a navigation bar with links: "Our Clients Home", "Downloads", "Support", and "Tools". The main content area has a tabbed interface with tabs: "Search", "Claim", "Payments" (selected), "Reserves", "Litigation", "Notes", and "Images". A "CLAIM INFO: 9010001-01 - Paul Jones" label is visible. The "Payments" tab contains a search form with fields: "Minor Coverage:", "Category:", "Bank:", "Status:", "Payment Type:", "Loss/Expense:", "Added From:", "To:", "Payee Name:", and "Check Number:". There is a checkbox for "Show Inactive Payments" and a "View" button. A callout points to the "Payments" tab with the text "Select a tab to view". Another callout points to the search fields with the text "Choose data to limit your search". A third callout points to the "View" button with the text "Select payment to view". The footer includes "Corporate Home", "Logout", "Privacy", "Terms & Conditions", and "All material protected by copyright © 2005 Inservco Insurance Services, Inc.". The status bar shows "Done" and "Local intranet".



Inservco - Impyracle - Payments - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Mail Print Word Excel PowerPoint Outlook

Address http://ntharri310/Inservco-Secure/Applications/IMPYRACLE/IMP-Payments.aspx

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Our Clients Home Downloads Support Tools

ImPyracle

Search Claim **Payments** Reserves Litigation Notes Images

CLAIM INFO: 9010001

Category	Description	Min Cov	L/E	Pmt Typ	Indemnity	Total
PADBT	Attorney Disbursements	EXP	EXP	C	N	\$847.68
PAFB	Attorney Fees (billable)	EXP	EXP	C	N	\$17,895.50
PCRPT	Court Reporter	EXP	EXP	C	N	\$1,377.38
PCRPT	Court Reporter	EXP	EXP	V	N	(\$232.50)

Minor Coverage: Payment Type: Payee Name:

Category: Loss/Expense: Check Number:

Bank: Added From (mm/dd/yyyy): To (mm/dd/yyyy):

Status: ☒ Show Inactive Payments

Total of Selected Payments: \$19,888.06

Category	Type	Status	Check #	Issued	From	Thru	Payee Name	Payee ID	Requested	Paid	Address	City	State	Zip	Add By ID
PCRPT - Court Reporter	C	C	10907	7/23/2005	2/25/2005	2/25/2005			\$ 119.78	\$ 119.78		Beckley	WV	25801	PPISKDP
PAFB - Attorney Fees (billable)	C	C	10908	7/23/2005	10/4/2004	12/27/2004			\$ 2,575.00	\$ 2,575.00		Huntington	WV	25728	PPISKDP

Done Local intranet



Reserves Screen

Allows a user to view financial information for a claim. Grid fields include: Add Date, Status, Coverage, Net Change, Added By, Reason and Comment.

Inservco - Impyracle - Reserves - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address http://ntharist310/inservco-secure/Applications/IMPYRACLE/IMP-Reserves.aspx

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Our Clients Home Downloads Support Tools

ImPyracle

Search Claim Payments **Reserves** Litigation Notes Images

CLAIM INFO: 9010001-01 - Paul Jones

Coverage	Status	Total	Reserve	Paid	Recovery
EXP	O	\$50,000.00	\$30,111.94	\$19,888.06	\$0.00
IND	O	\$165,000.00	\$165,000.00	\$0.00	\$0.00
TOTAL:		\$215,000.00	\$195,111.94	\$19,888.06	\$0.00

Add Date	Status	Coverage	Reserve	Added By	Reason	Comment
3/15/2005		EXP	\$35,000.00	ISLSC	Change in Evaluation	
3/15/2005		IND	\$150,000.00	ISLSC	Change in Evaluation	
1/21/2005		EXP	\$10,000.00	ISLSC	Litigation Filed	
1/21/2005		IND	\$10,000.00	ISLSC	Litigation Filed	
11/3/2004		EXP	\$5,000.00	ISLSC	Open Claim	Initial Reserve
11/3/2004		IND	\$0.00	ISLSC	Open Claim	Initial Reserve

Corporate Home Logout

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Select a tab to view

View record details



Notes Screen

Allows a user to view adjuster notes for a claim and examine details for a particular note.
Grid and Details include: Effective Date, Add Date, Event Code, User ID and Text.

View note details

Select a tab to view

Select record to view

Highlight signifies current record

	Effective Date	Add Date	Event Code	User ID	Text
View	9/26/2003	10/28/2002	DADJUST	CHMSSPAD	A
View	8/5/2003	8/5/2003	ADJUST	CHMSSPAD	A
View	7/31/2003	7/31/2003	ADJUST	CHMSSPAD	I
View	7/31/2003	7/31/2003	ADJUST	CHMSSPAD	rding her correspo
View	3/25/2003	3/25/2003	ADJUST	CHMSSPAD	ed back and asked
View	11/19/2002	11/19/2002	ADJUST	CHMSSPAD	I be having PT ordered
View	11/12/2002	11/12/2002	ADJUST	CHMSSPAD	cal bills related to her
View	10/28/2002	10/28/2002	ADJUST	CHMSSPAD	Dr. Mathews, they indica
View	10/24/2002	10/24/2002	ADJUST	CHSTZARI	
View				STZARI	
View				STZARI	The WCJ has accepted the joint C&R resolution on this claim. Our liability



Images Screen

Allows a user to view images associated with a claim. The “View” link allows the user to open a PDF document within the browser. Grid fields include: Date, Folder, Document and Pages.

Inservco - ImPyracle - Images - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Me

Address <https://ntharrist02/Inservco-Secure/Applications/IMPYRACLE/IMP-Im> Go Links

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Our Clients Home Downloads Support

ImPyracle

Search Claim Payments Reserves Litigation Notes Images

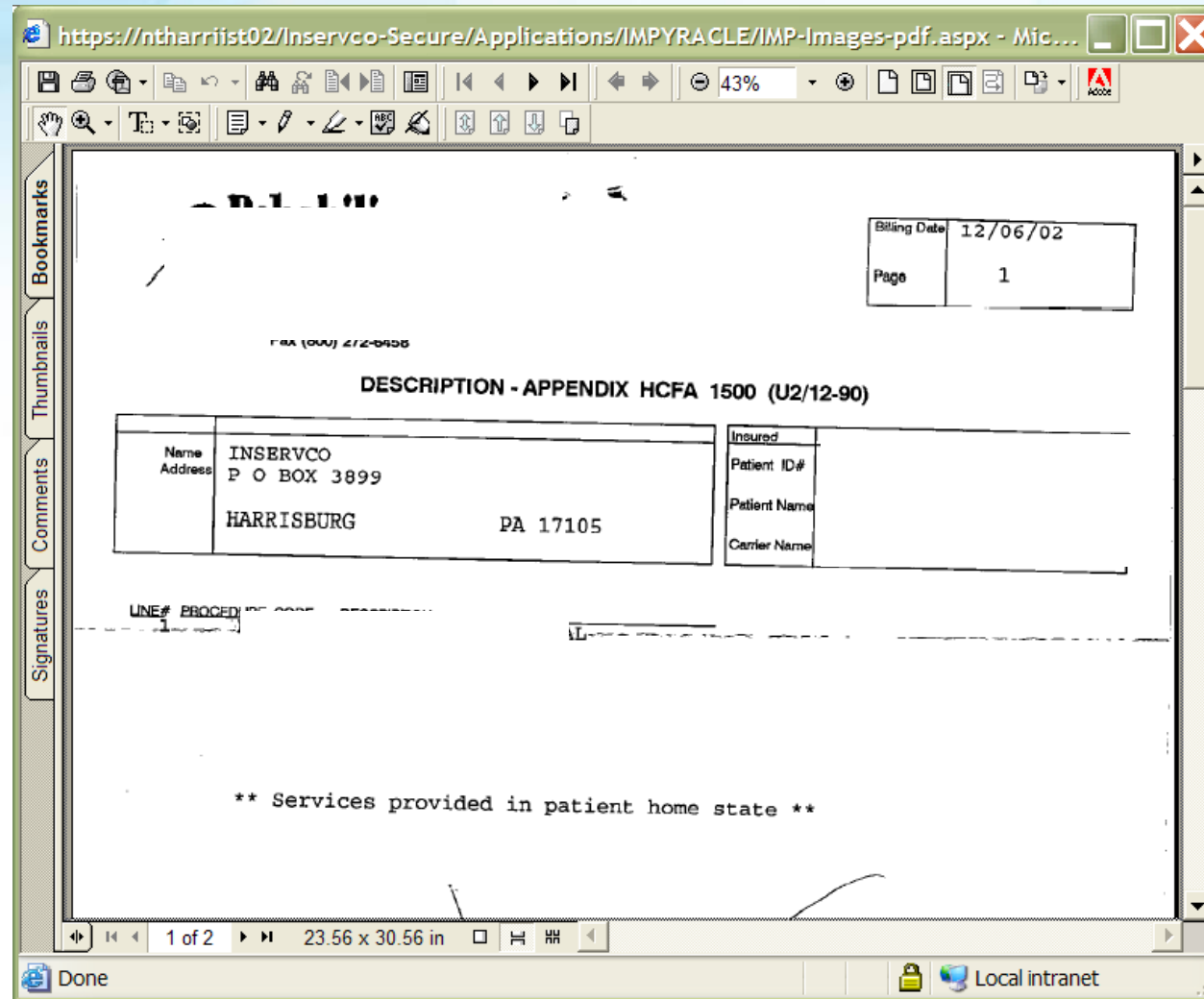
Current Claim Number: 2570000177

	Date	Folder	Document	Pages
View	12/27/2002	Medical	Denied Bill	7
View	12/26/2002	Medical	Medical Bill	5
View	12/26/2002	Medical	Medical Bill	3
View	12/26/2002	Medical	Medical Bill	6
View	12/23/2002	Medical	Medical Bill	2
View	12/23/2002	Medical	Medical Bill	3
View	12/23/2002	Medical	Medical Bill	3
View	12/19/2002	Medical	EOB	6
View	12/18/2002	Medical	Medical Bill	9
View	12/17/2002	Medical	Medical Bill	2
View	12/17/2002	Medical	EOB	2
View	12/13/2002	Medical	EOB	4
View	12/13/2002	Medical	Denied Bill	2
View	12/12/2002	Medical	EOB	2
View	12/12/2002	Medical	Denied Bill	4
View	12/11/2002	Miscellaneous	Miscellaneous	1
View	12/11/2002	Medical	Medical Bill	15
View	12/10/2002	Medical	EOB	6
View	12/09/2002	Miscellaneous	Miscellaneous	1
View	12/09/2002	Medical	EOB	2
View	12/09/2002	Medical	Medical Bill	4
View	12/05/2002	Medical	Medical Bill	6
View	12/05/2002	Medical	EOB	2
View	12/05/2002	Medical	Denied Bill	1
View	12/05/2002	Adjuster Correspondence	Adjuster Correspondence	1



PDF Page

Allows a user to view documents for a claim (User must have Adobe Acrobat Reader or similar PDF viewer in order to see the images). The back button on the browser directs the user back to the "Images" screen.



Questions

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