ImPyracle On-Line Claims Search & Review Training

INSERVCO
INSURANCE SERVICES, INC.

Originally Presented by:

Nancy White, Systems Support Specialist, Inservco

Angela Bailey, CSO Team Leader Inservco

Amy Zeiders, Claim Service Manager

Staci Ulp, President Inservco

PennPRIME Staff

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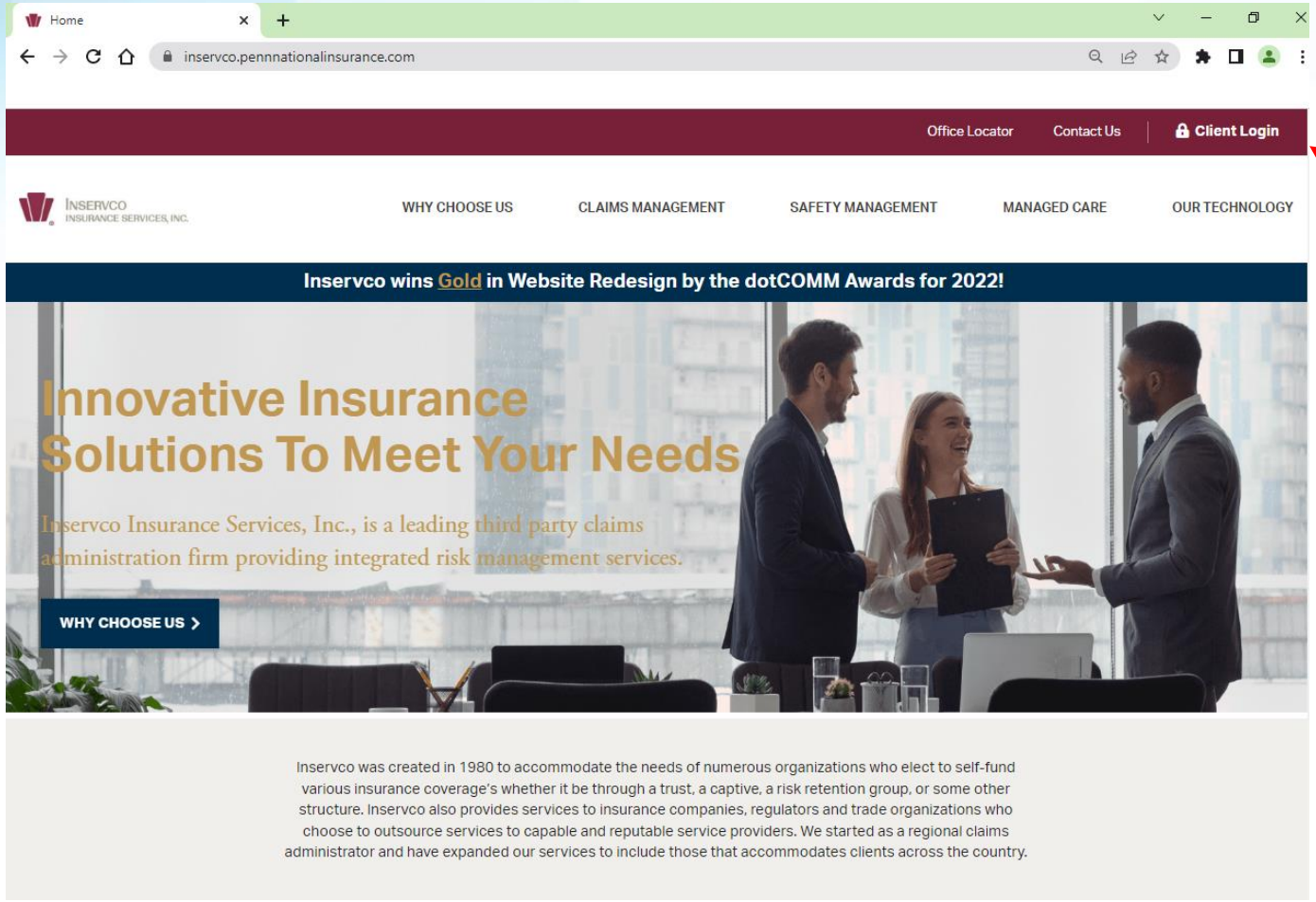
Inservco Impyracle Website

https://inservco.pennnationalinsurance.com/

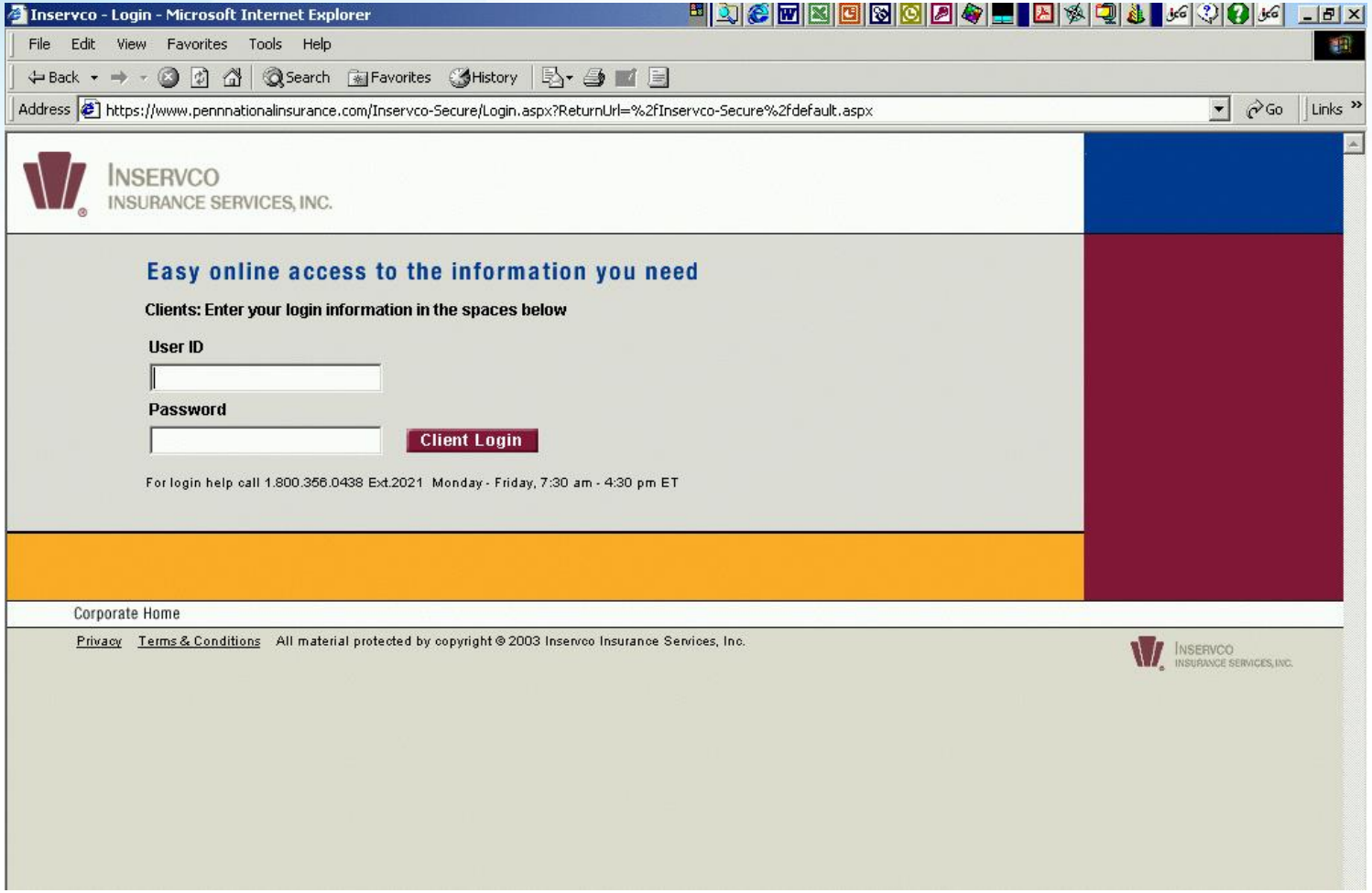
Procedures To Gain On-Line Access

- 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.



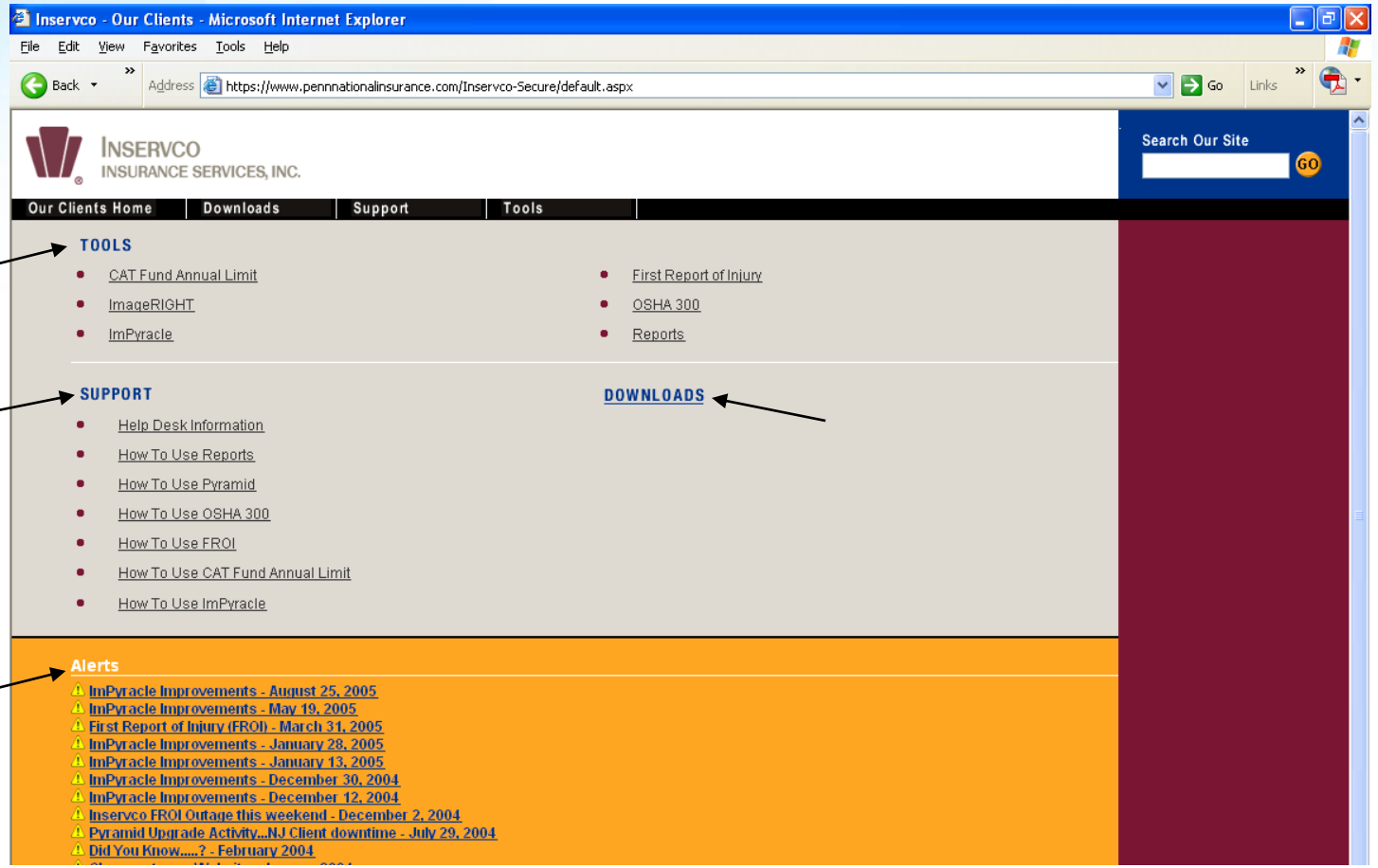
- Type your Inservco secured UserID and Password on the login screen, then click on “Client Login.”
  Note: The UserID and Password are not case sensitive.

- If you have not read the Terms & Conditions of Use document, please do so before continuing.



- 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

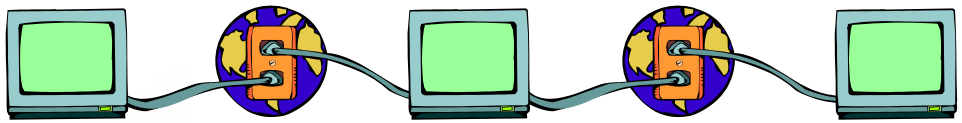
- The screen may appear differently due to security access.



On-Line Claims Search & Review For All Coverage Lines

Purpose

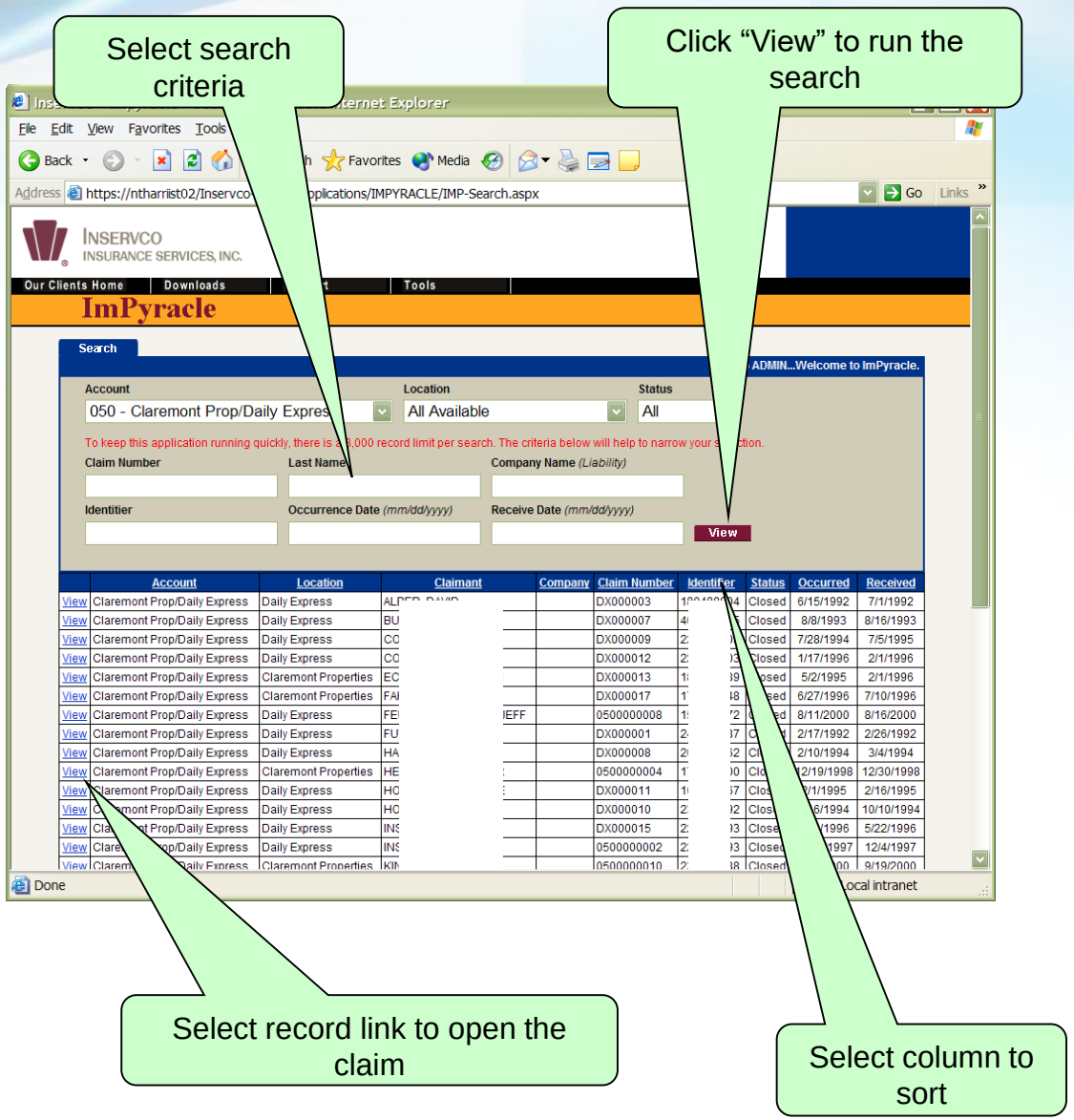
- Secured site for our members
- Application allows members to view claim information as well as images from Inservco's Pyramid and ImageRIGHT databases
- The tool allows view-only access to the user



- ***Search Screen***

- Allows a user to search for claims within an authorized account.

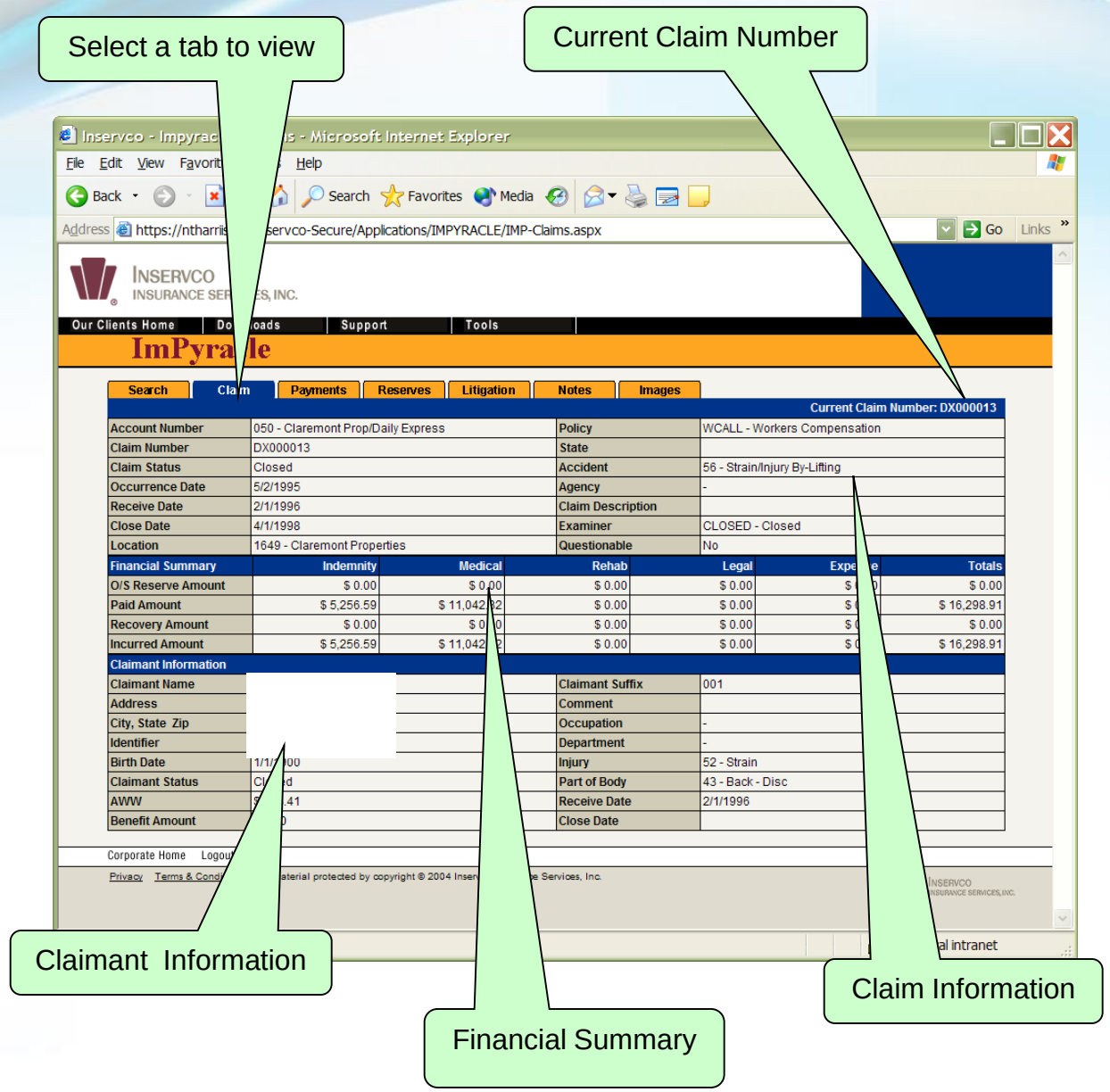
- Search criteria include the following:
- Account
- Location
- Status
- Claim Number
- Company Name
- Identifier
- Occurrence Date, and
- Receive Date



- ***Claim Screen***

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

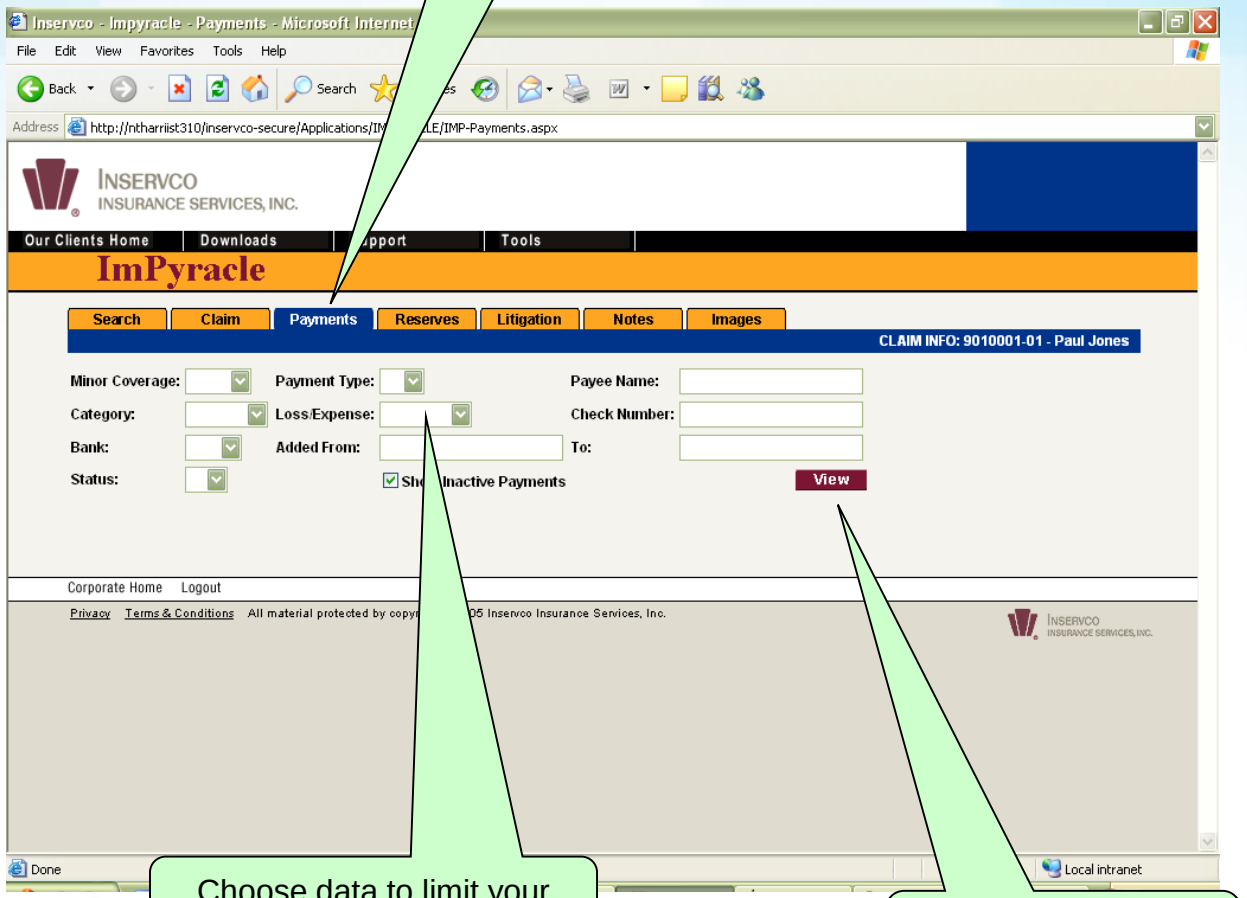
- Fields include among others:
- Claim Number
- Status
- Close Date
- Policy
- Examiner
- Outstanding Reserve
- Paid
- Recovery
- Incurred, and
- Claimant Name

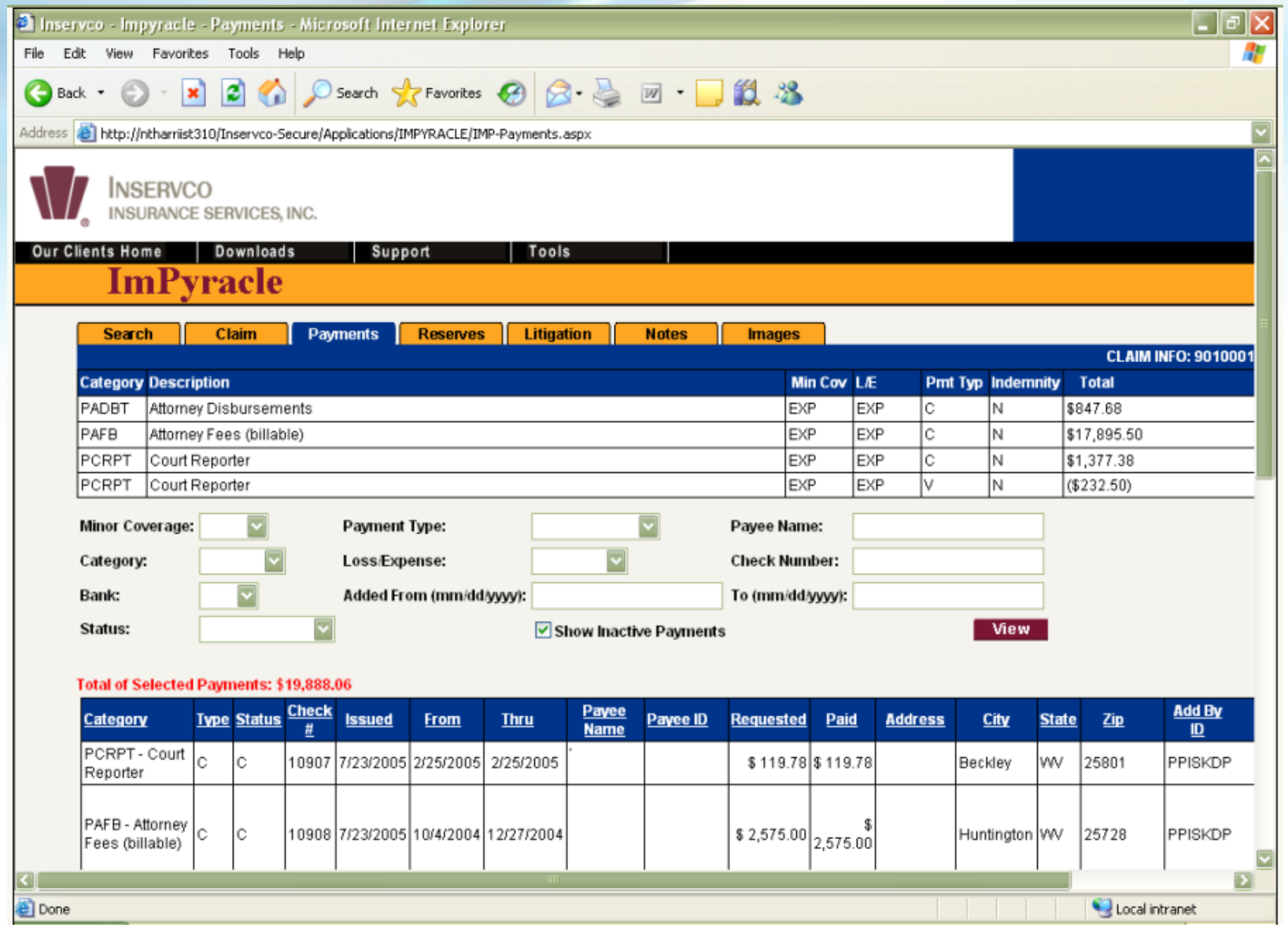


- ***Payments Screen***

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

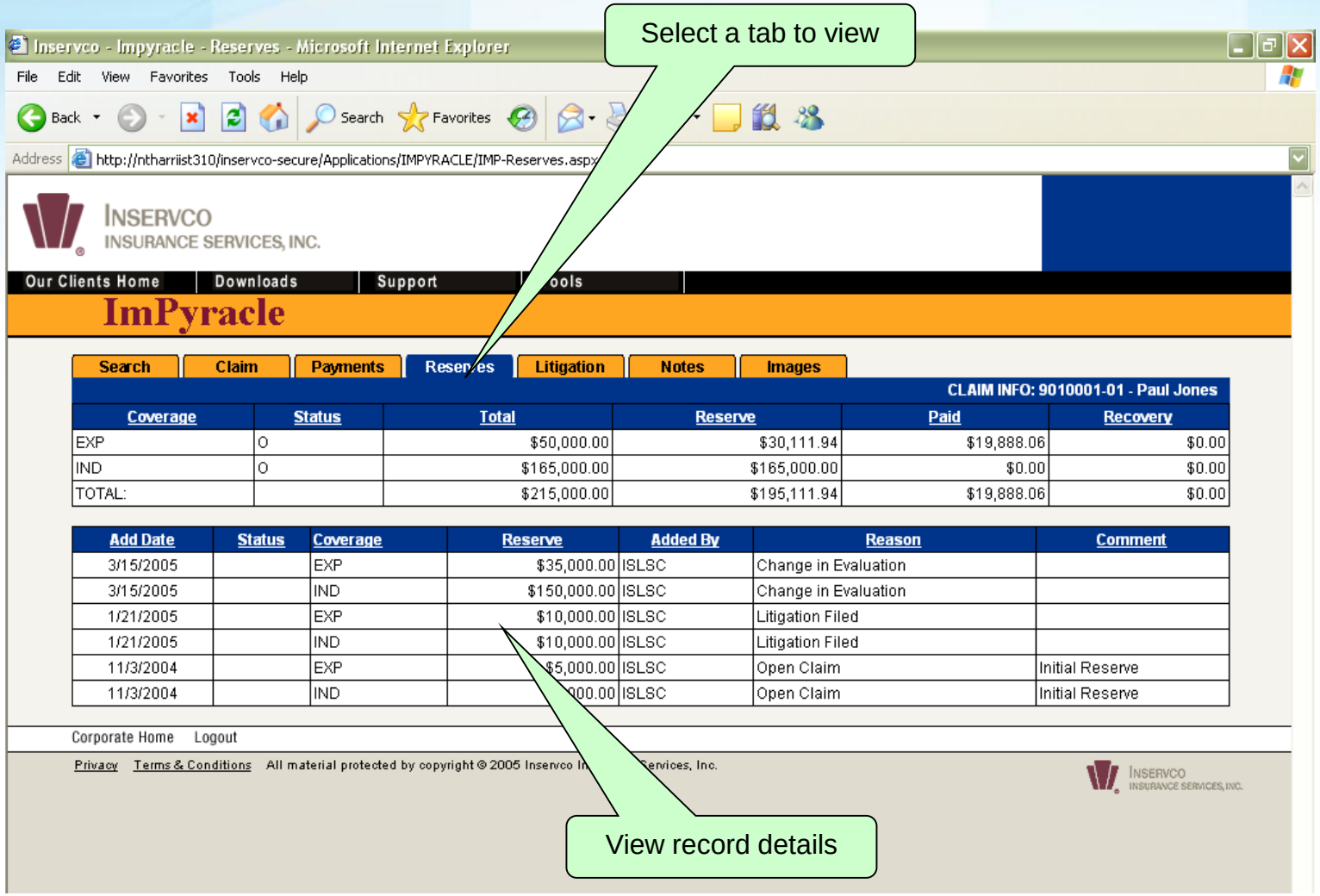
- Grid fields include:
- Type
- Issued
- Status
- From
- Thru
- Check #
- Payee Name
- Paid and Requested, among others




Inservco - Impyracle - Payments - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://ntharriist310/Inservco-Secure/Applications/IMPYRACLE/IMP-Payments.aspx
INSERVCO
INSURANCE SERVICES, INC.
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
View
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

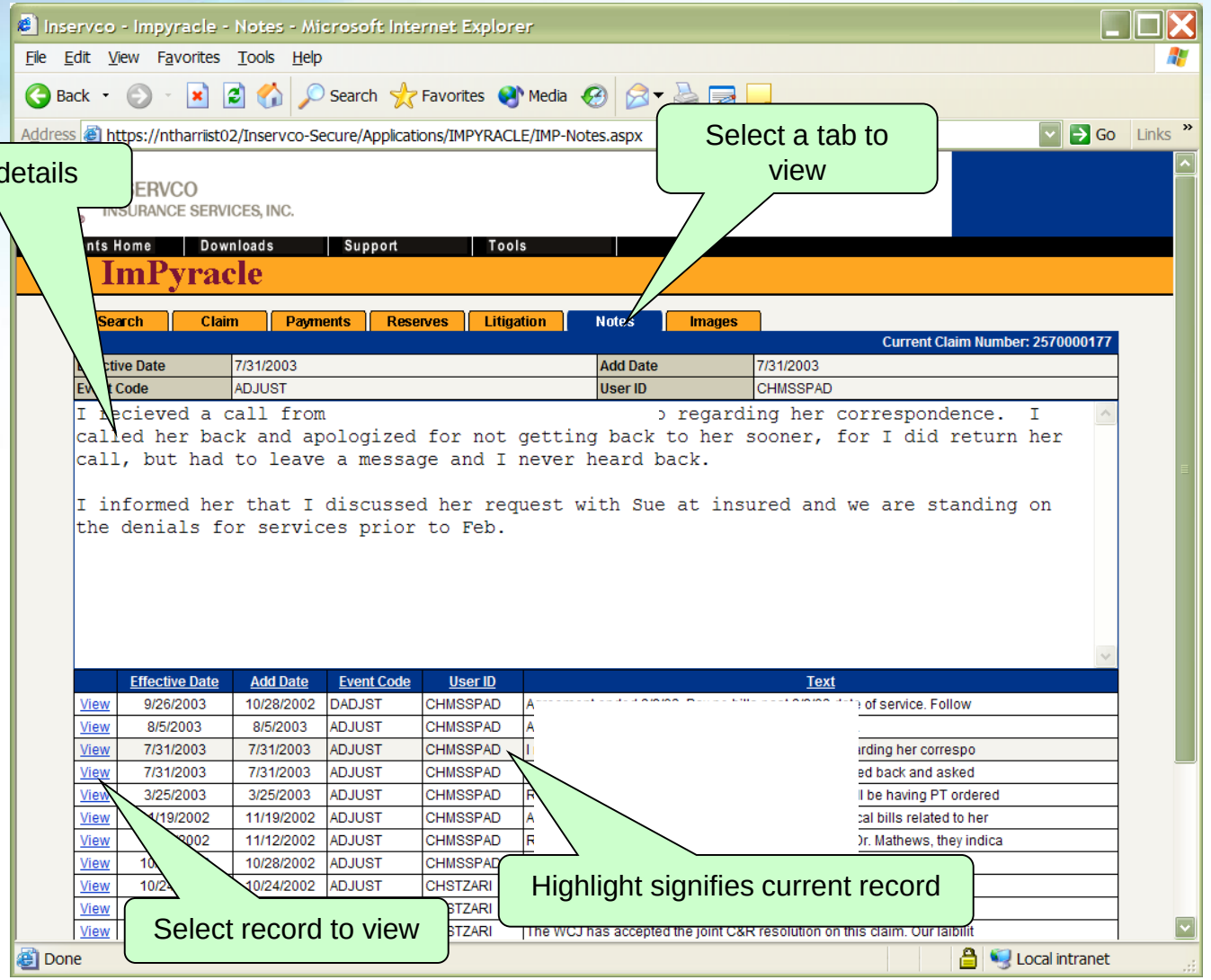
Reserves Screen

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



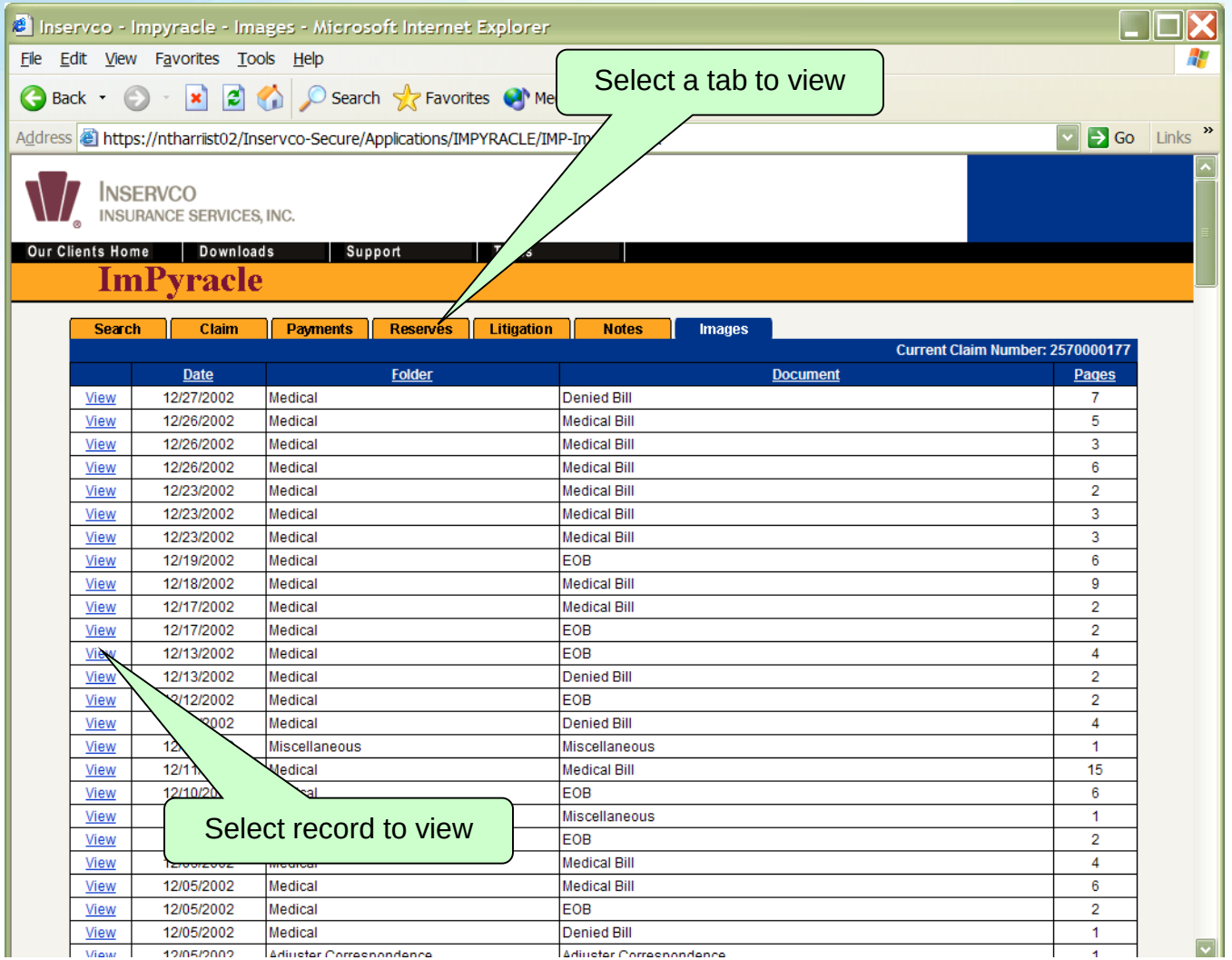
Notes Screen

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.



Images Screen

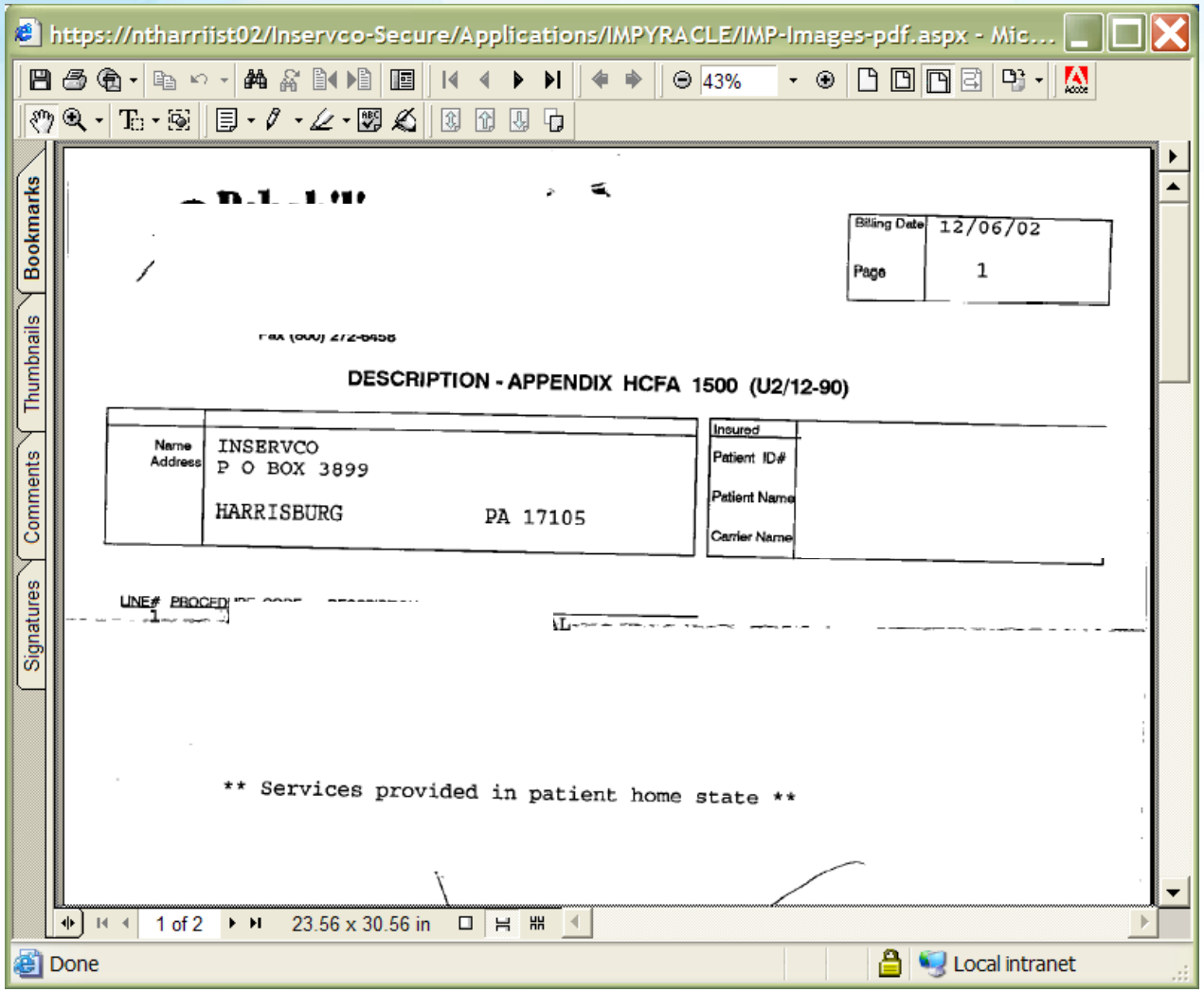
Allows a user to view images associated with a claim. The “View” link allows the user to open a PDF document within the browser. Grid fields include: Date, Folder, Document and Pages.



	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	2002	Medical	Denied Bill	4
View	12	Miscellaneous	Miscellaneous	1
View	12/11	Medical	Medical Bill	15
View	12/10/20	cal	EOB	6
View			Miscellaneous	1
View			EOB	2
View			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

CONTACT INFO:

Insurance Services Director
PennPRIME Insurance Trust
414 North Second Street
Harrisburg, PA 17101
Toll Free within PA: (800) 848-2040 ext. *258
Direct: (717) 236 9469 ext. *258
Fax: (717) 231-9296