



# Electronic Communications Committee

Chair: Cindy Granse  
VeriFacts

Vice Chair: Barry Dorn  
Dorn's Body and Paint



# **Electronic Communications Committee**

***San Jose - August 2006***

# EC Committee Members



**Cindy Schnier Granse, Chair**, CLAS Consulting

**Barry Dorn, Vice-Chair**, Dorn's Body & Paint

- **Alex Adegan**, uParts
- **Farzam Afshar**, VeriFacts
- **Eric Bickett**, FixAuto
- **John Bosin**, AKZO
- **Sean Carey**, FixAuto
- **Mike Condon**, Consulting
- **Lou Dilisio**, Automotive Industry Consulting
- **Jim Guthrie**, Mitchell
- **Gene Hamilton**, Sports & Imports
- **Brian Hemker**, Enterprise Logistics
- **David Horrock**, B&H Automotive
- **Fred Iantorno**, CIECA
- **Scott Jenkins**, Audatex
- **Curt Jingle**, Mitchell
- **Brent Johnson**, Chief
- **Mark Kovacs**, ProcessClaims
- **Susan Lane**, Mitchell
- **Harvey Lindauer**, Audatex
- **Bill Lopez**, OEConnection
- **Wayne Marsden**, ADA Houston
- **David McCreight**, Collision Resources
- **Rose Morrow**, OEConnection
- **Carlos Navarro**, CCC
- **Rick Palmer**, ComputerLogic
- **Bernard Sangenito**, N'Site Solutions
- **Joyce Schuenke**, Mitchell
- **Pete Tagliapetra**, NuGen I.T.
- **Chad Taylor**, Mitchell
- **Russell Thrall**, I-CAR
- **Robert Turner**, SceneAccess
- **Bruce Yungkans**, CCC



# *Update on Estimate Rekeying Solutions*



*Each Information Provider  
has been asked:*

- 1. Describe your solution**
- 2. Availability date**
- 3. Pricing info**
- 4. Customer adoption info**
- 5. Success stories**



## **Today's Presenters:**

- Audatex, Scott Jenkins**
- CCC, Bruce Yungkans**
- Mitchell, Chad Taylor**

# Audatex's Solution to Eliminate Estimate Rekey – ClaimsElement™

**Scott Jenkins**

**Maksim Ovsyannikov**

August 2<sup>nd</sup> 2006

# Audatex Solution

General Availability announced June 2006

- Allows repairers to download adjustor and repairer written claims directly into Shoplink
- Permission enabled
- Transactions can be updated and uploaded based on partner permissions
  - Repairers can create a supplement
- DRP and Non-DRP partner permissions available
  - All Audatex Insurance Clients have enabled download permission



# Audatex Solution - Search

## Embedded security in estimate retrieval (Download):

- Repairer stays within Shoplink in order to search for an estimate:
  - Data security is intact
  - Repairers only have visibility into sharable claims
  - Estimate of record remains intact
  - Repairers are only able to locate an estimate by referring to the information from the printed copy (no partner contact/intervention required)
  - Audatex implemented retrieval event log for security
  - Encrypted transmission of all estimates
  - Estimate available for download minutes after initial upload

# Audatex Solution - Retrieve

Estimate is retrieved directly into Shoplink:

- Estimate remains identical with an estimate of record:
  - All administrative information is un-altered
  - Damage data retains all original prices
  - Original rate profiles are downloaded with the estimate – no manual rate override
  - Estimate is placed in the shop or insurance profile (if match exists)
  - All reports are available
  - CIECA export functionality enabled
  - All general claim functionality enabled
  - Dialup or broadband connections supported

# Audatex Claim Element – Market Feedback

Initial use shows 15 downloads per shop in the 1<sup>st</sup> month of availability

- Rapid adoption is occurring with extremely positive response

Savings of least 30 minutes per downloaded estimate from initial users

- Current rapid adoption will increase time savings

## Client Feedback:

“Ability to retrieve an electronic version of an estimate via ClaimsElement has significantly improved my daily workflow. Instead of spending time re-keying insurance estimates into Shoplink, I am now able to retrieve them with a click of a button, directly from within the estimating application. I am impressed with the new and innovative functionality within ClaimsElement, which saves my business at least half-an-hour every time I avoid manual rekey.”

– Kathie Wright, Walled Lake Collision

ClaimsElement is available through a monthly subscription. Can be purchased individually or part of a bundle



A faint, light-colored world map is centered in the background of the slide, showing the continents of North America, South America, Europe, Africa, and Asia. The map is overlaid on a light beige background with subtle orange swooshes.

# Audatex ClaimsElement™ Demonstration

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# Thank you!

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August 2<sup>nd</sup>, 2006



*Questions???*

# CCC Pathways

## Auto Workfile Entry via EZNet Communications

- The Auto Workfile Entry (AWE) feature saves you time by eliminating the need to re-key estimates.
- Once the workfile replica has been imported into another CCC Pathways unit, the estimator can work on that estimate.
- The latest version of this feature allows you to import a copy of a CCC Pathways staff-written estimate into Repair Facility units via EZNet.
- If you already have the Auto Workfile Entry feature, you will automatically get the Auto Workfile Entry via EZNet communications.



# CCC Pathways

Pathways staff-written estimates will print with the claim number and unique reference number in the upper right hand corner.

07/25/2006 at 09:54 AM  
12345

0AA2020630101  
1xms0ohe

D-51 MBXUSER&TL  
Glendora Office

## SUPPLEMENT OF RECORD 2 WITH SUMMARY

Written By: Bruce Yungkans #123ABC 07/25/2006 09:54 AM  
Adjuster: Supervisor

**Insured:** LESTER SCARDIVARDI

**Claim #**0AA2020630101





# CCC Pathways

To request a workfile replica from your Pathways unit:

1. Click on the Compose icon from the toolbar.  
This will present a Request tab
2. Select the Retrieve Workfile Replica from the Request selection field
3. Select an Insurance Company then enter a Claim Number and its Retrieval Code
4. Click Select
5. Click the Submit button

*The workfile replica will be sent into the InBox and then into the In Process section of the Pathways unit.*



Company	Claim Number	TL Stat	
ABC Company	12345	100%	
DEF Company	67890	95%	
GHI Company	11111	90%	
JKL Company	22222	85%	
MNO Company	33333	80%	
PQR Company	44444	75%	
STU Company	55555	70%	
VWX Company	66666	65%	
YZA Company	77777	60%	
BCD Company	88888	55%	
EFG Company	99999	50%	

USER	001
------	-----

Request Selection:

### Total Loss Response

Retrieve Workfile Replica

Select From:

--	--

Claim Number	
--------------	--

09ix400b

Select

Deselect

Files Selected:

Submit

Cancel

Help

[Previous](#)

Open



*Questions???*



# Eliminate Estimate Rekey: Mitchell's Solution

Chad Taylor  
August 2<sup>nd</sup> 2006



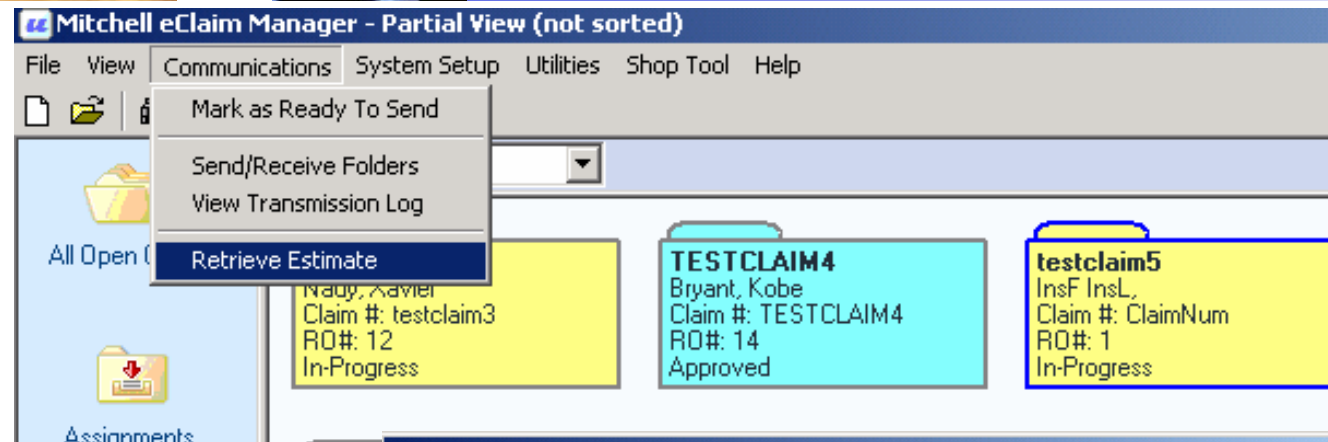
# Estimate Re-Keying: Overview

## Mitchell's hosted solution:

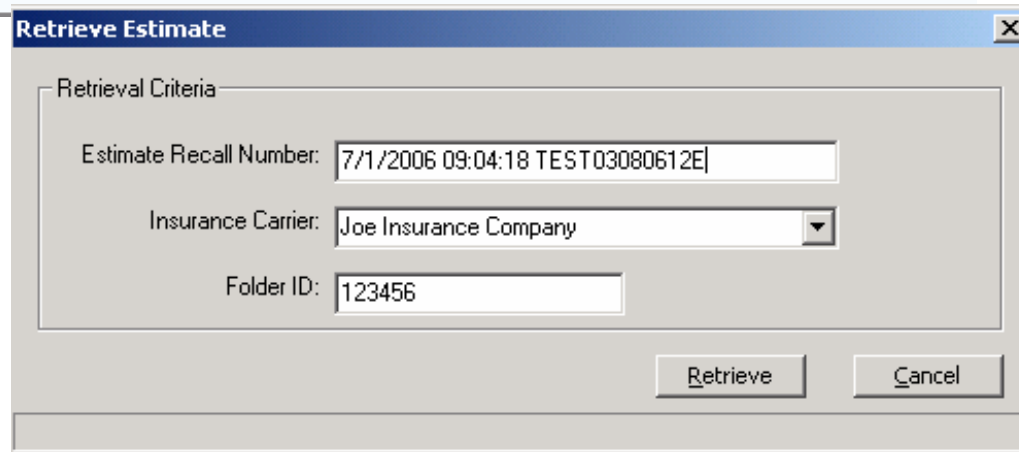
Provides an easy-to-use solution for the business partners to access estimates in a controlled, and secure manner.

- **Access: Carriers grant shop access based on type**
  - Program shops only
  - Any shop using UltraMate Premier Suite
- **Security:**
  - Shops have access to estimates provided that they have the estimate identifiers from printed estimate (a.k.a. estimate 'recall number')
  - Shops can access only the estimate that they are retrieving.
- **Supplements and Correction Uploads:**
  - Shops can upload supplements and/or corrections against a carrier originated estimate if authorization has been given by the carrier.

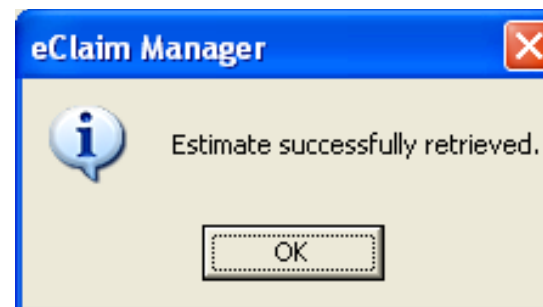
# Estimate Re-Keying: Body Shop Workflow



From the communications menu, the shop selects "Retrieve Estimate"



The shop enters information from the printed estimate and selects "Retrieve".



Permission rules are checked – Mitchell Host delivers the estimate to the shop.



# Estimate Re-Keying: Overview

## Project Status

- Physical Transfer Method: Available NOW (deployed pre-CY2000)
- Host Download Method: Combined the release with the next version of the UltraMate Premier Suite, releasing in Jan 2007.
- Beta available at NACE 2006.
- Mitchell continues to work with carriers to establish the download/upload rules for their business partners.

## Pricing

- Physical Transfer Method: FREE
- Host Communication Method: One time activation fee + monthly subscription based on quantity of estimates downloaded.



*Questions???*



# Summary – Download As of 8-2-2006



	Download (Brand X-to-X)	Potential Pricing
Audatex	<b>Available Now</b>	Can be purchased individually or as part of a bundle.
CCC	Fall 2006 for DRP & non-DRP	<b>\$169</b> <b>One-time Fee</b>
Mitchell	Available Now for one insurer's DRP; <b>Jan 2007 expansion for all. Beta Availability at NACE '06</b>	<b>One time activation fee + monthly subscription based on quantity of estimates downloaded.</b>

# Summary – Physical File As of 8-2-2006



	<b>Physical File (Brand X-to-X)</b>	<b>Pricing</b>
<b>Audatex</b>	<b>No Current Plans</b>	<b>N/A</b>
<b>CCC</b>	<b>Available Now</b>	<b>\$169 One-time Fee</b>
<b>Mitchell</b>	<b>Available Now</b>	<b>Free</b>



# What's next?

*Research on solutions  
for elimination of  
Supplement Rekeying  
will be presented at  
the Las Vegas CLC meeting*



# Thank You!