



Electronic Communications Committee

Chair: Cindy Granse
VeriFacts

Vice Chair: Barry Dorn
Dorn's Body and Paint



**Electronic
Communications
Committee
San Francisco, CA
September 2005**



EC Committee Members

Cindy Schnier Granse, Chair, VeriFacts Automotive

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

- **Eric Bickett, FixAuto**
- **John Bosin, AKZO**
- **Mike Condon, Allstate**
- **Lou Dilisio, Automotive Industry Consulting**
- **Jim Guthrie, ARMS**
- **Gene Hamilton, Sports & Imports**
- **Brian Hemker, Enterprise Logistics**
- **David Horrock, B&H Automotive**
- **Fred Iantorno, CIECA**
- **Scott Jenkins, ADP**
- **Curt Jingle, ARMS**
- **Brent Johnson, Chief**
- **Mark Kovacs, ProcessClaims**
- **Susan Lane, Mitchell**
- **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, ARMS**
- **Pete Tagliapetra, NuGen I.T.**
- **Chad Taylor, Mitchell**
- **Russell Thrall, I-CAR**
- **Robert Turner, SceneAccess**
- **Bruce Yungkans, CCC**



Accomplishments

- Rekeying Task Force met in Chicago
- Developed a “White Paper” entitled:

“Clarification of End-User Requirements for Estimate Rekeying”

- Finalized in July and posted on CIC’s website www.ciclink.com



Rekeying Scenarios

■ Scenario #1: “Offsite”

- ◆ Paper or faxed estimate is rekeyed without estimate originator present

■ Scenario #2: “Face-to-Face”

- ◆ Paper estimate is rekeyed while estimate originator is present

Scenario #1 is most common



**How can
estimate data be
transferred
electronically
to eliminate
estimate re-keying?**



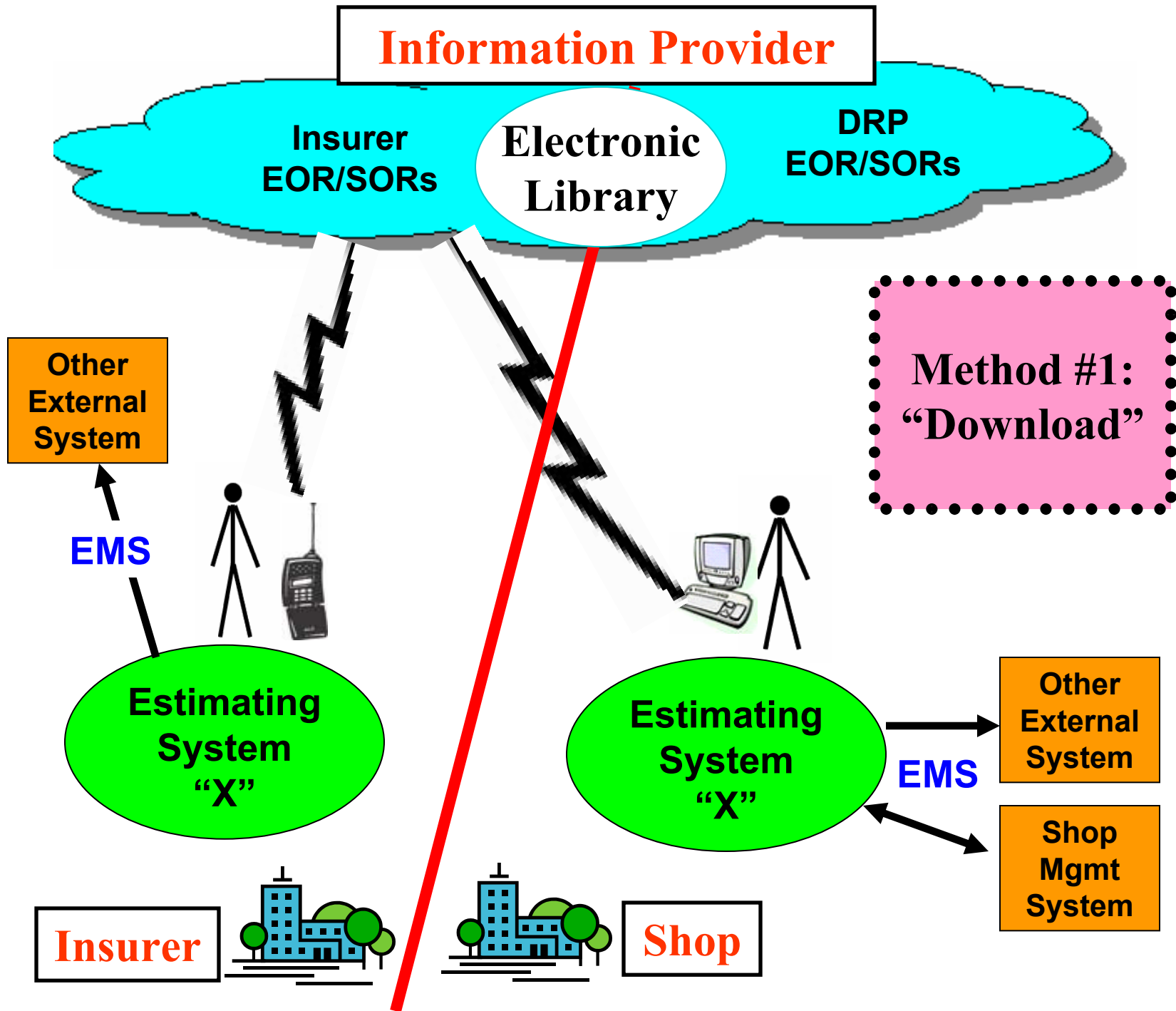
Estimate Transfer Methods

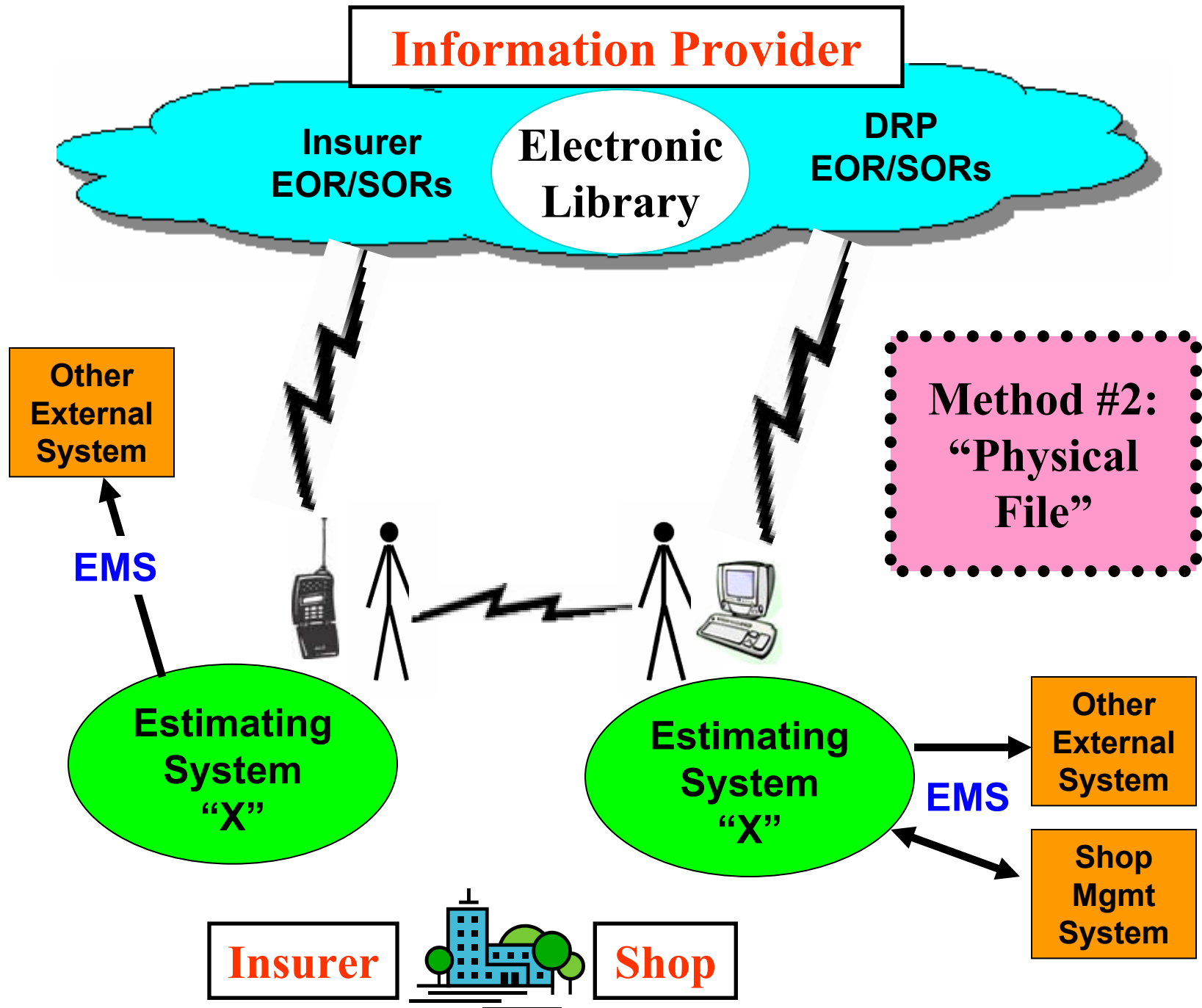
■ Method #1: “Download”

- ◆ Access and download estimate data from “electronic library”

■ Method #2: “Physical File”

- ◆ Estimate data transferred via thumb drive, diskette, USB cable, etc.







Status Update

- ADP, Scott Jenkins
- CCC, Bruce Yungkans
- Mitchell, Chad Taylor



ADP's Solution to Eliminate Estimate Rekey

Scott Jenkins

Sr. Director

Strategic Partner Liaison

September 2005

ADP Solution

ADP Estimating – Currently available today for DRP Partners

- Allows DRP partners to download, update and upload transaction
- Permission enabled
- Migration to ADPE in underway
- Spring 2006 will include non-DRP partners

Shoplink – Available April 2006 General Release

- Allows repairers to download adjustor and shop written claims directly into Shoplink
- Permission enabled
- Transaction can be updated and uploaded based on partner permissions
- DRP and Non-DRP partner permissions available

ADP Solution - Search

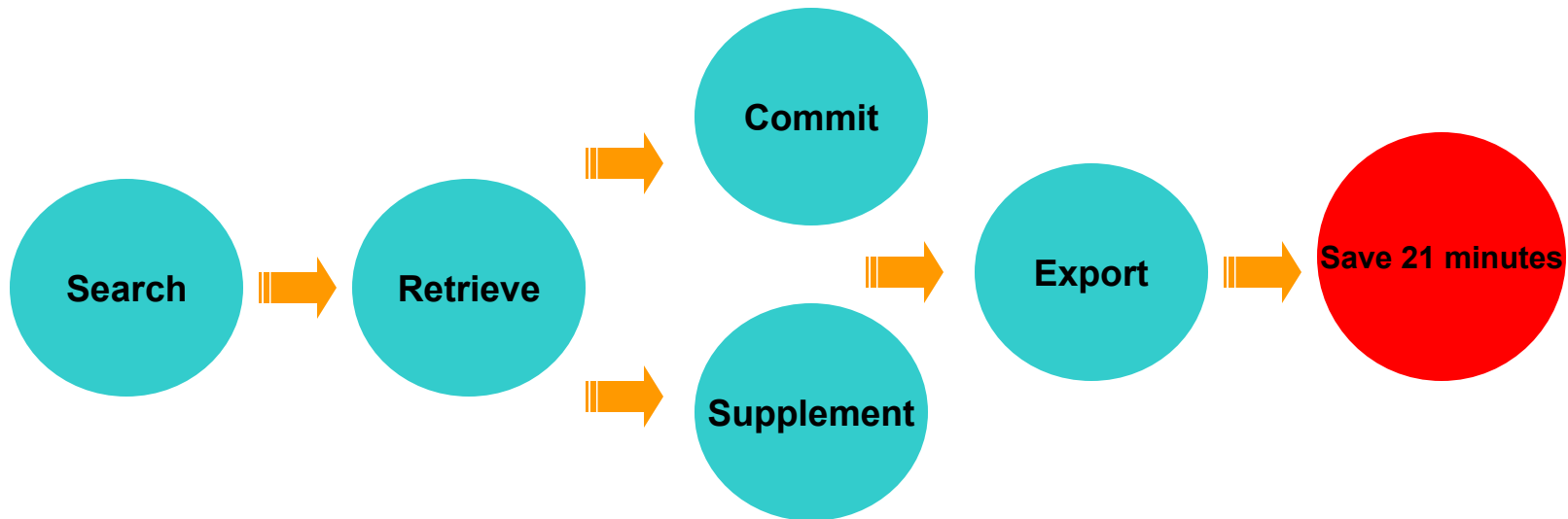
- ▶ **Embedded security in estimate retrieval (Download):**
 - ▶ **Repairer stays within Shoplink in order to search for an estimate:**
 - Member-data security is intact
 - Shops only have visibility into sharable claims
 - Estimate of record remains intact
 - Repairers are only able to locate an estimate by referring to the information from the printed copy (no partner contact/intervention required)
 - ADP implemented retrieval event log for security
 - Encrypted transmission of all estimates
 - Immediate availability after upload

ADP Solution - Retrieve

- ▶ **Estimate is retrieved directly into the estimating application:**
 - ▶ 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 in the insurance profile (if match exists)
 - All reports are available
 - CIECA export functionality enabled
 - All general claim functionality enabled
 - Dialup or broadband connections supported

ADP Solution - Supplements

- ▶ **Supplements are allowed on all retrieved claims:**
 - ▶ Shop follows standard supplement process:
 - Fax
 - Upload (if DRP and if permitted by insurance company)



Next Steps

- ▶ Development currently underway
- ▶ ADP working with insurance partners to ramp up approval process
- ▶ Beta starting early 2006
- ▶ Demonstration will be available at NACE 2005



Thank you!

Scott Jenkins

Sr. Director

Strategic Partner Liaison

Automatic Data Processing, Inc.

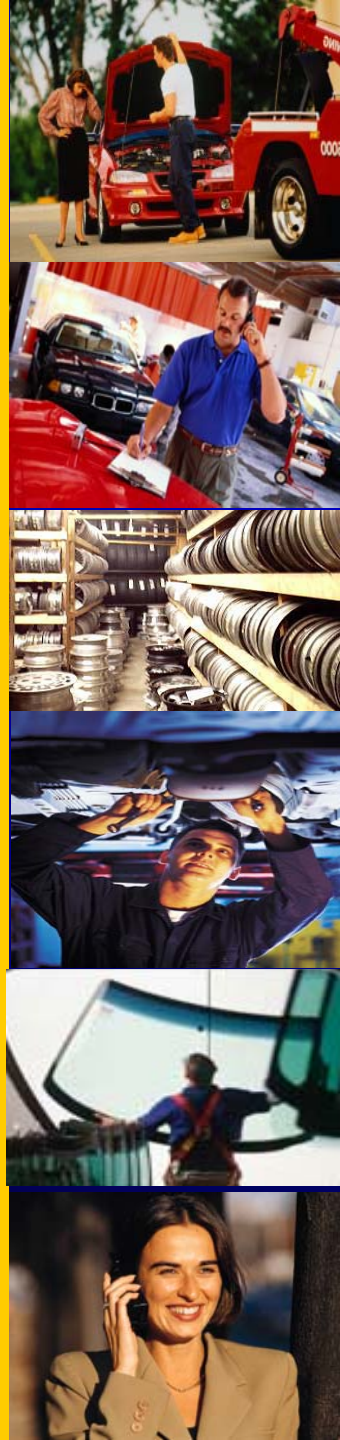
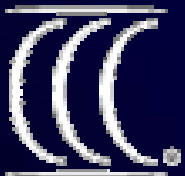
Scott_A_Jenkins@ADP.com

(309) 664-0848

September 2005

CIC EC Committee Re-keying Initiative

CCC Information Services



The CCC Solution

- **Auto Workfile Entry (AWE) – Phase I**
 - Available today in controlled release
 - Full general availability October 2005
- **Auto Workfile Entry – Phase II**
 - Available November 2006

Auto Workfile Entry – Phase I

- **File-based solution to minimize re-keying of estimates by repair facilities**
- **Allows the exchange of estimates between any Pathways unit**
 - **Insurance**
 - **Repair Facility**
 - **Independent Appraiser**



CCC Pathways AWE Phase I Workflow



Auto Workfile Entry – Phase II

- **Extends the capabilities of Phase I**
- **Provides for direct transmission of the estimate workfile through the EZNet network**



CCC Pathways AWE Phase II Workflow



Caveats

- All exchanges are initiated by the “owner” of the estimate
- Current plans only support Pathways to Pathways exchange



Thank You



Mitchell International

Estimate Re-Key Solution

CIC September 2005

Mitchell's Estimate ReKey Solution will support both:

- Direct File Transfer (USB drive, e-mail, disk, etc.), and a
- Hosted Solution for estimate retrieval.

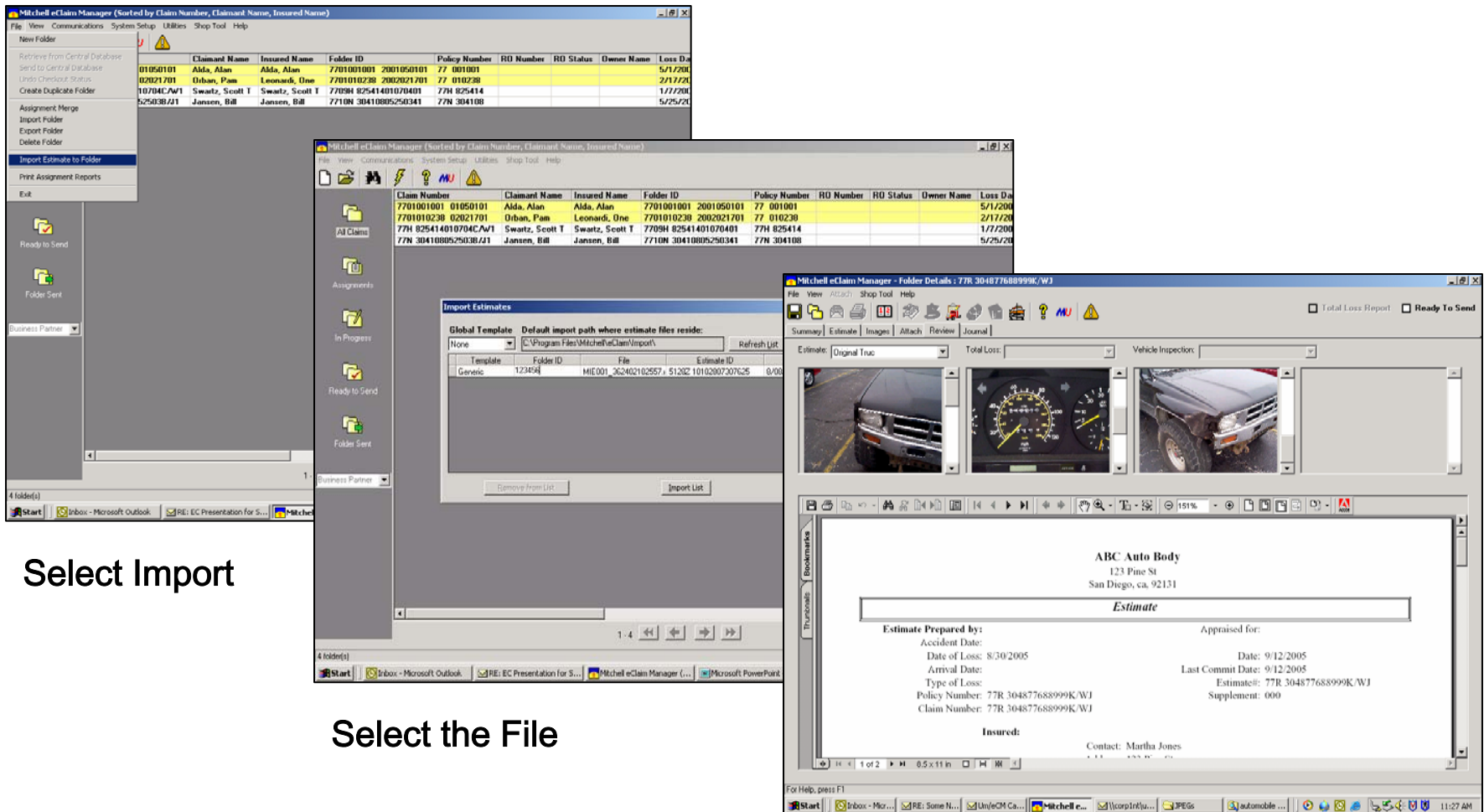
The technical solution will be flexible to enough to support estimate transfer for pre-authorized repairers for:

- DRP, and
- non-DRP

The Hosted Solution solution will support for pre-authorized repairers:

- Direct pull
- 1x carrier approvals

Direct File Transfer can be easily accomplished today using the UltraMate Premier Suite (estimates, images, ...)

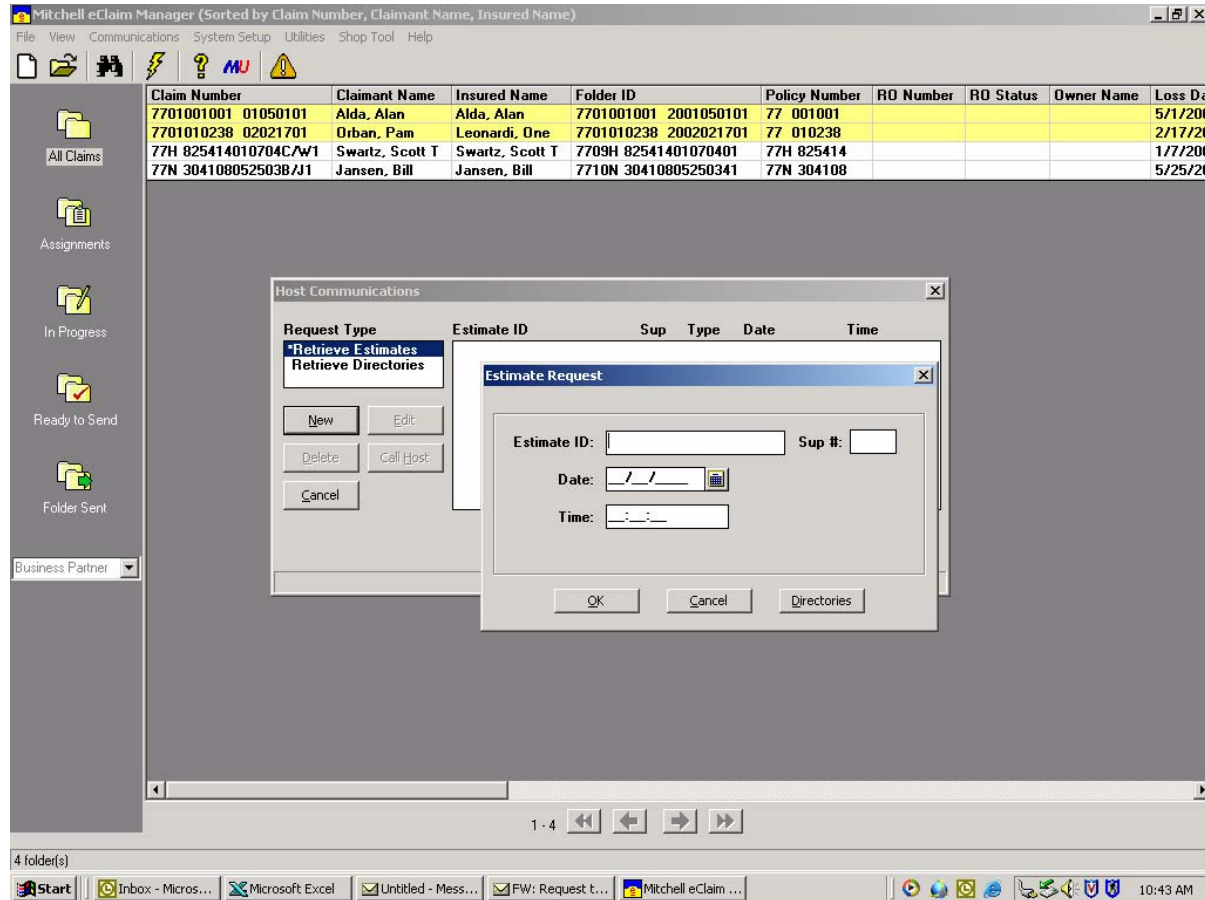


Select Import

Select the File

Complete

Host Retrieval can be easily accomplished in mid-2006 using the UltraMate Premier Suite.



1. Select Download,
2. Enter Identifiers from Hard Copy,
3. Complete

The top left of the slide features a collage of three images: a close-up of a document with text, a person's hands working on a laptop, and two men in business attire standing and talking.

Thank you!

Mitchell International
Estimate Re-Key Solution

CIC September 2005

Summary



	Download	Physical File
ADP	Available Now in ADPE for DRP; April 2006 for Shoplink DRP & non-DRP	No Current Plans
CCC	November 2006 for DRP & non-DRP	October 2005
Mitchell	Available Now for one insurer's DRP; Mid-2006 expansion for others, DRP & non-DRP	Available Now