

Alert No. 2015-1

U.S. ASR Hip Settlement Alert – 1/8/15

## New EIF Claim Activity Menu Available

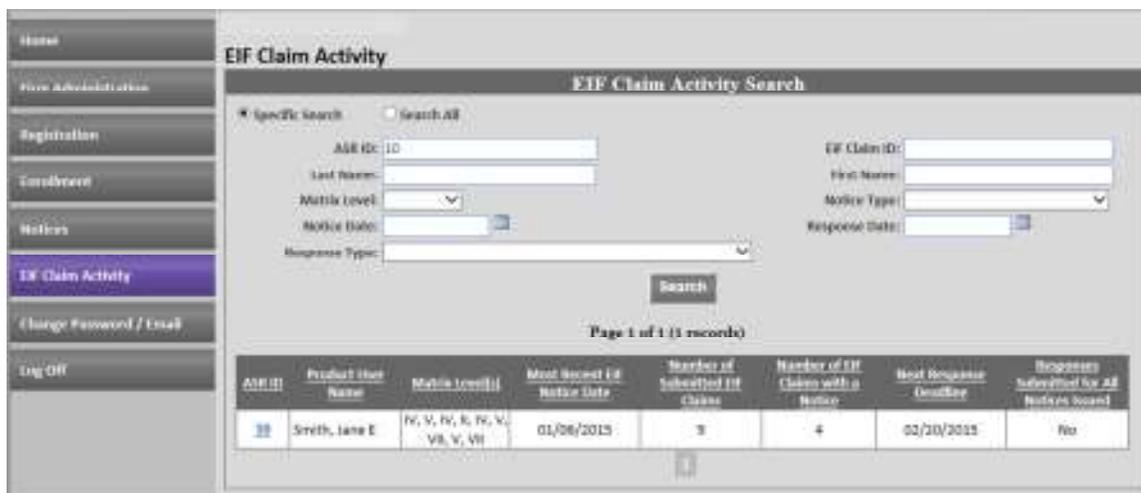
- 1. Introduction.** The Claims Processor added a new menu option to the ASR Portal for law firms and *pro se* Product Users for the processing of Extraordinary Injury Fund (“EIF”) claims. This new menu is entitled EIF Claim Activity and is available on the left-hand side of the screen.



This new menu on the ASR Portal will provide all of the necessary information about your submitted EIF Claims. You can check the status of your submitted claim(s) and view and respond to Notices when the Claims Processor starts issuing Notices. Please see **Alert No. 2014-9: Status of EIF Claims** for more information about the timing of issuing EIF Notices.

- 2. Determining a Claim Status and Viewing a Notice.**

(a) If you are an attorney, click on the EIF Claim Activity menu to open a search screen.

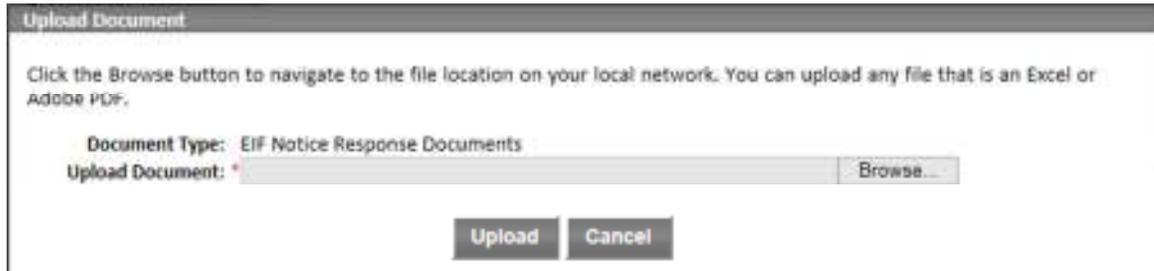






Respond/Contest/Appeal the Determination radio option, leave a Comment, and click the Submit button.

- (e) If you wish to upload new documents in response to the EIF Notice, click the Upload button, find the document on your computer or local network to provide to the Claims Processor, and click the Submit button.



If you need to upload more than one document, repeat this process for each additional document.

- 3. **Claim Statuses.** You will see one of these ten statuses in the Claim Status column on the Product User's EIF Claim Activity screen or on the EIF Claim Status attachment of an EIF Notice. In the event of a discrepancy between the Claim Status on the Product User's EIF Claim Activity screen and the EIF Claim Status attachment of an EIF Notice, the Product User's EIF Claim Activity screen will display the most current information.
  - (a) **Claim Started.** You started an EIF claim for a specific Matrix Level but did not subsequently upload a Green Claim Form for EIF Benefits including that claim. You must take action on a claim with this status for the Claims Processor to process that claim.
  - (b) **Claim Submitted.** You created an EIF claim for a specific Matrix Level and then uploaded a Green Claim Form for EIF Benefits that included that claim. A claim with this status is awaiting review by the Claims Processor.
  - (c) **Claim in Review.** The Claims Processor is actively reviewing the claim to determine eligibility and value if the claim is eligible. After it completes its review, the Claims Processor will issue an EIF Notice describing the outcome.
  - (d) **Notice Issued.** The Claims Processor issued an EIF Notice describing the outcome of its review of the EIF Claim. Click the View/Respond button in the Notice column to determine your next steps. After you have responded to the notice, the status will change to one of the options described below.
  - (e) **Determination Accepted.** The Claims Processor issued an EIF Notice, and you accepted the determination contained therein. If the EIF claim is eligible for payment, it will receive payment on the schedule described in Section 3 of **Alert No. 2014-9: Status of EIF Claims.**

- (f) **Determination Contested / Appealed.** The Claims Processor issued an EIF Notice, and you contested or appealed the determination contained therein. The EIF claim is awaiting a new review with the Claims Processor and/or Special Master. The Claims Processor will issue a new EIF Notice when the subsequent review is complete.
- (g) **Deficiency Response Submitted.** The Claims Processor issued an EIF Notice, and you submitted additional documents and/or responded to the incomplete finding in the Notice. The EIF claim is awaiting a new review with the Claims Processor. The Claims Processor will issue a new EIF Notice when the subsequent review is complete.
- (h) **Claim Reclassified.** The Claims Processor changed your submitted EIF claim to a different Matrix Level or Matrix Type. Review the EIF Reclassified Claim Notice for more information about the Claims Processor's decision. The EIF Claim remains with the Claims Processor and will receive a review of the new Matrix Level or Matrix Type, after which the Claims Processor will issue another Notice with the outcome of the claim.
- (i) **Claim Closed.** The Claims Processor stopped processing your submitted EIF claim and closed it from further processing. Review the EIF Closed Claim Notice for more information about the Claims Processor's decision.
- (j) **Claim Withdrawn.** The Claims Processor marked withdrawn your submitted EIF Claim at your request. The Claims Processor will not review the EIF claim further. Review the EIF Withdrawn Claim Notice for more information about the Claims Processor's decision.

If you disagree with or do not understand the status or of one of your EIF claims, contact the Claims Processor by one of methods described in Section 5 of this Alert, and we will investigate why the EIF Claim's status is different.

- 4. **Non – Portal Users.** If you are a law firm or *pro se* Product User that does not use the ASR Portal and submitted one or more EIF claims, you will receive Notices regarding those claims in the mail, and those notices will include a description of the status of other EIF claims you submitted. If you wish to know the status of a claim that has not yet received a Notice, contact the Claims Processor by one of the methods described in Section 5 of this Alert, and we will provide a status for the claim(s) requested.
- 5. **Questions.** If you have any questions about this Alert, call or email your assigned Claims Processor contact, email us at [claimsprocessor@usashipsettlement.com](mailto:claimsprocessor@usashipsettlement.com), or call 1 (877) 391-3169.