

Alert No. 2014 – 5

U.S. ASR Hip Settlement Alert – 3/26/14

## *Tips for Uploading Documents on the Online Portal*

1. **Introduction.** To enroll in the U.S. Program, represented and *pro se* claimants must submit the Required Submissions described in Section 4.1 of the Settlement Agreement on or before April 1, 2014. As the deadline approaches, the Claims Processor expects the volume of users logging into the Portal and uploading documents to increase. The Claims Processor has tested its bandwidth and can assure you that the Portal has the capacity to withstand this increase in activity. If you have experienced difficulty when uploading documents using the online Portal, the Claims Processor encourages you to assess your connection speed to determine whether that is the source of the issue. This Alert provides further guidance on steps you can take to reduce the time it takes to upload required documents.
2. **Tips for Uploading Documents on the Online Portal.**
  - (a) **Submit Large PDF Files in Small Batches.** If your connection to the Portal times out when you attempt to upload large PDF files, try breaking your files into smaller PDFs and uploading those individually. The size of the PDF in KBs or MBs affects the upload speed, not the number of pages in the PDF. The ASR Portal does not limit the size of the files you can upload, but larger files may time out depending on your connection speed. We recommend that you do not try to upload a PDF larger than 50 MBs to ensure efficient and timely uploads.
  - (b) **Reduce File Size of PDF Files Before Uploading.** Certain versions of Adobe and other PDF software allow users to reduce file sizes. PDF files that are small in size upload more quickly than large files. To see if you have the ability to compress PDF files in your version of Adobe, consult the “Help” function of that application.
  - (c) **Shorten the File Name of the PDF Before Uploading.** The ASR Portal allows users to upload documents with names that are up to 60 characters long, including letters, numbers, periods and dashes. You will receive an error message if you attempt to upload a document that has a name longer than 60 characters. If that occurs, rename the document so that the number of characters used, including periods and dashes, does not exceed 60 characters.
  - (d) **Upload Available Documents On a Rolling Basis Before the Enrollment Deadline Date.** The Required Submissions for Enrollment include: (1) an Enrollment Form; (2) a full valid Release signed by the Product User and any spouse or Legal Representative, if applicable; (3) a Dismissal with Prejudice Stipulation, if the claimant filed a hip-related lawsuit against DePuy; (4) an Orange Claim Form; (5) a Blue Claim Form; (6) a Red Claim Form, if the claimant is seeking a PART B Award for a Bilateral ASR Revision Surgery; and (7) contemporaneous medical records from ASR Index and ASR Revision

Surgeries, including records that identify the device that was implanted in the Product User, the history and physical records, operative reports, anesthesia records and discharge summaries.

The Claims Processor encourages you to upload all available documents as you receive them. You do not have to wait until you have all available documents to begin uploading them and you may submit them on a rolling basis.

**(e) Focus on Submitting Records Required on or Before April 1, 2014.** Section 4.1.3.6 of the Settlement Agreement requires the submission of contemporaneous medical records by April 1, 2014, including the Admission, History and Physical Examination Records, Discharge Summaries, and Anesthesia Record and Operative Reports pertaining to any ASR Index Surgery and ASR Revision Surgery. Footnote 6 to this section allows an “EUSC or their counsel, who may not yet physically possess all of the documents required” to enroll and submit these contemporaneous Medical Records “to the Claims Processor no later than thirty (30) calendar days after the Enrollment Deadline date.” Under these circumstances, attorneys will have until May 1, 2014, to provide these Contemporaneous Medical Records. The Enrollment Form asks you to certify that you have “or will” provide the required documents, so you may sign and submit the Enrollment Form in good faith, even if you do not upload the medical records until after April 1, 2014.

**(f) Assess your Upload Connection Speed with your Firm’s IT Department.** If you have attempted to upload documents using the online Portal and your connection has timed out, you may wish to contact your IT Department to determine your upload connection speed before the Enrollment Deadline Date. If you or your firm cannot assess your upload connection speed, visit [www.speedtest.net](http://www.speedtest.net) to determine your upload speed. Your upload connection speed will determine how quickly you are able to transmit electronic files to the Claims Processor database.

**3. Questions.** If you have any questions about this Alert, call or email your assigned Claims Processor contact, email us at [claimsprocessor@usarhipsettlement.com](mailto:claimsprocessor@usarhipsettlement.com), or call 1 (877) 391-3169. If you need help troubleshooting the document upload process, it may be helpful to have your upload connection speed and file size ready so that your Claims Processor contact may help you quickly resolve the issue.