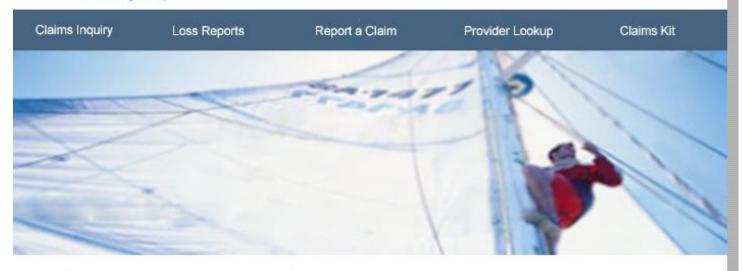


# Argo OnLine

Member Argo Group



Forgot Login?
Need help with Argo Online?
Contact Us

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# **Claims Inquiry**

#### What is the Claim Inquiry Solution?

The Claim Inquiry Solution provides detailed claims information such as injury and loss details, injury descriptions, loss location information, total paid amounts, reserve history as well as file notes. This information allows customers to review each claim and/or to review the account results.

Some notes are blocked to external users privacy laws. Please contact your claims adjuster or with specific questions regarding claims notes..

#### **Argo Online ID/ Password Information**

- User ID's and password cannot be updated or changed by the user.
- ID's remain active if signed in at least once every 90 days
- ID can be reset by emailing <a href="mailto:ArgoOnline@argogroupus.com">ArgoOnline@argogroupus.com</a>



## **Claims Inquiry offers the following options:**

- o Online Inquiry The Claims Inquiry Solution/ Claim notes and adjuster information
- o Reports Loss reports by policy number or Argo Online access
- o Reserve Inquiry Inquiry of claims based on reserve criteria

ARGONAUT INSURANCE Member Argo Group	COMPANY	Claims Inquiry		
Online Inquiry	Reports	Reserve Inquiry		

#### Online Inquiry: Search for claims, review claim notes and email the adjuster handling the specific claim.

- To search by last name enter the entire last name or a OR a portion of the last name using a % in front and in back to query all records that include the entered characters
- To search by claim number enter the number as follows XX-XXXXXX
- Date Range or Loss Range enter the date in the following format MM/DD/YYYY
- This field allows entry of one or both dates.
- To display claims for a specific date of loss enter the date in the first field only
- To display claims with a date of loss equal to or less than add the date in the second date display.
- If the same date is entered in both field you will receive only those losses for that specific date.
- If you leave all fields blank and select **Find** at the bottom of the page all claims for all policies with Argonaut will be displayed.
- Claimant's name
- Insured Name
- Claim Number (this functions as a Hyperlink and when selected takes the user to the claim notes)
- Specialist aka Adjuster
- Injury Date
- Service Division (this is an internal number)
- Type ( claim type MO /Indemnity )
- Status (Open/Closed/Reopened) (Status of G is a Closed Medical Only Claim)
- Total Incurred Loss
- Litigation

The Claim Index Page provides a list of all claims based on user id access. An index of all losses for a policy holder will be displayed including the following information. From this page users can view claim details, reserve details and file notes. To do this select the claim number which is a hyperlink and select from the drop down in the left hand corner, File Notes, Claim Detail or Reserve History.



### **Claim Details**

The claim detail page provides the following information:

Adjuster name
Claim Number
Claim Type
Claim Status
Policy Number & Policy Term
Jurisdiction
Injury Description
Cause of Injury
Reserves, Paid /Total Incurred and Outstanding

#### **Claim Details continued**

This page can be saved as a pdf document and attached to an email to be used for safety committee meetings or department meetings with the policy holder or agent.

Claim Number	Claim Type
Coverage Type	Claim Status
Argonaut Specialist	
Insured Name	
Policy Number	
Policy Term	
Claimant Name	
Address	
City, ST - Zip	

#### Reserves / Payments

	Total Reserves	Total Paid	Total Outstanding
Indemnity / Loss	0	0	0
Medical	0	0	0
Allocated	0	0	0
Unallocated		0	
Total	0	0	0

#### Injury / Loss Details

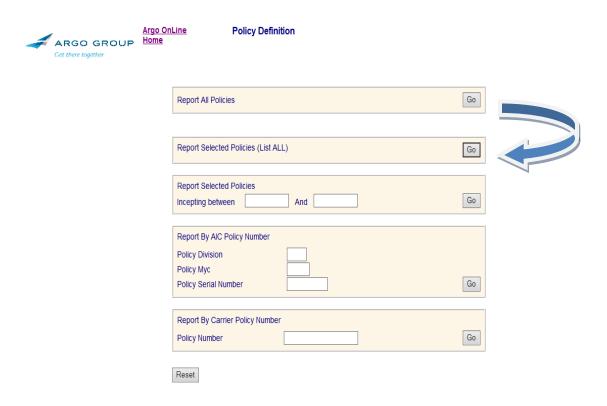
Date of Injury / Loss	Time of Day
Employment State	Class Code
Date of Birth	Social Security Number
Date Reported to Employer	Date Reported to Insurer
Gender	Compensability
Current Temporary Rate	
Lost Time Days	Transitional Days
Date of Denial	Litigation?
Injury Description	
Cause of Injury	
Nature of injury	
Part Of Body	

#### **Loss Location Details**

Locati	on
Locati	on Sublevel 1
Locati	on Sublevel 2
Locati	on Sublevel 3

Loss Reports can be access from the Reports section on the Main Page

To search by policyholder name Select Report Selected Policies (List All)



Users can search for a specific policyholder by name followed by checking the All Box and then Selecting Search



# All policies associated with a users access will then be displayed and the user will have the option to select Claim Parameters

Claim Parameters

## Options for displaying or exporting the loss report are available on the Claim Reports Option Page



## Claim Reports Option

	Claim Type	✓Medical Only	✓Indemnity	☑General Liability	☑Commercial Auto		
	Claim Status	Open	OClosed	●ALL	Litigated Only		
	Loss Date Range			То			
	Incurred Date Range			То			
	Reserve Amount Range	0		То			
	Policy Display Option			ude only Policies with include policies with			
	Cause of Injury	ABSORPTION, IN	GESTION OR I S BURN OR SC	NHALATION - MISCE ALD-HEAT OR COLE	F OR COLD EXPOSURES ELLANEOUS CAUSES D EXPOSURE	<b>\$</b>	
	Nature of Injury	AIDS ALL OTHER CUM ALL OTHER OCC ALL OTHER SPEC	UPATIONAL DI	SEASE		Ĉ	
	Part of Body	ABDOMEN INCLU ANKLE ARTIFICIAL APPL BODY SYSTEMS	IANCE	E BODY SYSTEMS		ĵ.	
Sort Orde	Date Of I	Name njury/Loss		Ĵ	UP		
	Primary l	Location	Display Repo	ort Display Sum	mary Export		
				4			