

CLASS INFORMATION

Title: Claims Processing I

Date: Thursday, July 8, 2010

Time: 1:00 p.m. (MDT)

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CLASS OUTLINE

Title- Claims Processing I

Topic #1 Setting up a new claim

- Claim Alert
- Multiple claims per order
- Entering the new Claim Detail
- Shipper versus Claimant

Topic #2 Order Information

- SIT Information
- Recurring Billing
- Order Details
- Military Information
- Order Personnel
- Order Notes
- Claims Grid

Topic #3 Entering Claim Items

- Damage Types
- Item Status
- Denial Codes
- Itemizing lists versus grouping items