

ImPyracle On-Line Claims Search & Review Training

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PennPRIME Staff



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Inservco Impyracle Website

www.inservco.net



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Procedures To Gain On-Line Access

- To access the Inservco Home Page, type www.inservco.net.
- Once the Home Page is accessed, click on “For Our Clients” from the menu on the left.

Who We Are
Inservco Insurance Services, Inc., a wholly owned subsidiary of Penn National Insurance, is a leading regional third-party claims administration firm providing integrated risk management services. Inservco currently serves more than 500 self-insured customers in Pennsylvania, New Jersey, West Virginia and Maryland.

Our Parent Company
As a subsidiary of [Penn National Insurance](#), Inservco benefits from the financial strength and support of our parent company. Penn National Insurance sells personal and commercial property-casualty insurance in PA, MD, DE, NJ, VA, NC, SC, TN and AL through a network of more than 750 independent agencies. The company wrote \$546 million in premium in 2003, achieved net income of \$35 million, and total assets of \$1.3 billion.

What We Do
Penn National Insurance created Inservco in 1980 to administer the workers' compensation claims for Dauphin County, PA. Since then, we have diversified into other lines of coverage (automobile liability, general liability and professional liability), and have expanded our service capabilities.

Superior Customer Service
Our mission and the foundation of our success has been superior service. We believe in developing a knowledge of our clients' industry and identifying the areas critical to their success. We then develop innovative solutions to meet our customers' needs and design customer-specific services.

Our Portfolio of Services
Inservco's portfolio of professional services includes: [claims management](#) and administration of workers' compensation, [medical professional liability](#), [general liability](#), [auto](#), [property](#) and [professional liability](#) claims, [safety](#)



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- Type your Inservco secured UserID and Password on the login screen, then click on “Client Login.”
Note: The UserID and Password are not case sensitive.
- If you have not read the Terms & Conditions of Use document, please do so before continuing.

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Easy online access to the information you need

Clients: Enter your login information in the spaces below

User ID

Password

Client Login

For login help call 1.800.356.0438 Ext.2021 Monday - Friday, 7:30 am - 4:30 pm ET

Corporate Home

[Privacy](#) [Terms & Conditions](#) All material protected by copyright © 2003 Inservco Insurance Services, Inc.

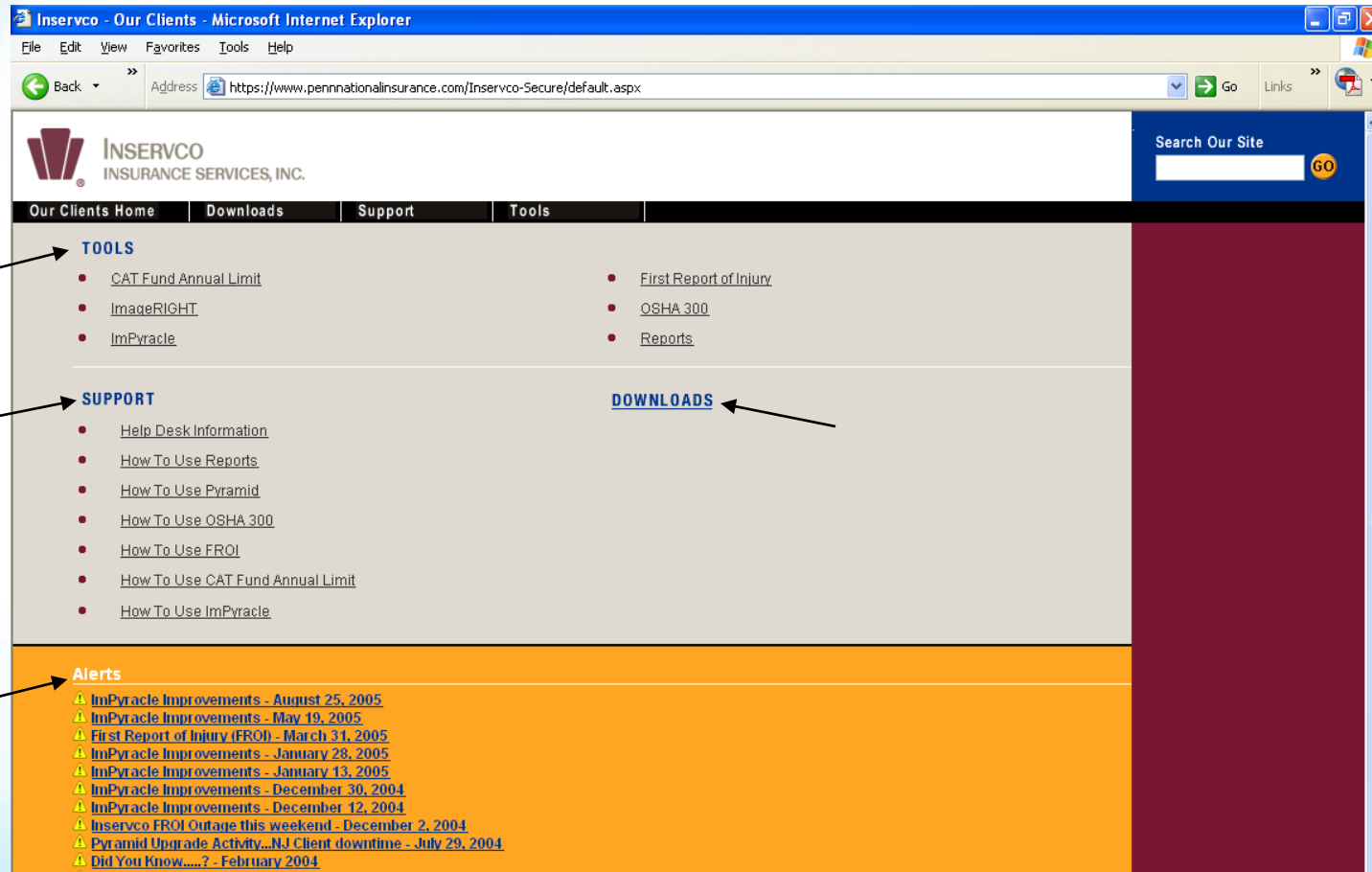
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- The main screen is divided into four informational sections:
 - Tools – applications available based on your security
 - Support – user manuals for each application and general Help Desk information
 - Downloads – configuration information needed for some applications
 - Alerts – announcements and informational area for items such as web site changes

- The screen may appear differently due to security access.



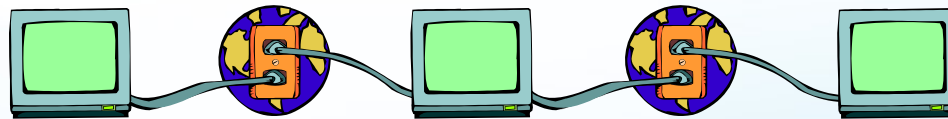
On-Line Claims Search & Review For All Coverage Lines



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Purpose

- Secured site for our members
- Application allows members to view claim information as well as images from Inservco's Pyramid and ImageRIGHT databases
- The tool allows view-only access to the user



- **Search Screen**
- Allows a user to search for claims within an authorized account.
- Search criteria include the following:
 - Account
 - Location
 - Status
 - Claim Number
 - Company Name
 - Identifier
 - Occurrence Date, and
 - Receive Date

The screenshot shows the ImPyracle search interface. The search criteria are: Account: 050 - Claremont Prop/Daily Express, Location: All Available, Status: All. The search results table is as follows:

	Account	Location	Claimant	Company	Claim Number	Identifier	Status	Occurred	Received
View	Claremont Prop/Daily Express	Daily Express	ALFRED...		DX000003	1000000004	Closed	6/15/1992	7/1/1992
View	Claremont Prop/Daily Express	Daily Express	BU		DX000007	4	Closed	8/8/1993	8/16/1993
View	Claremont Prop/Daily Express	Daily Express	CC		DX000009	2	Closed	7/28/1994	7/5/1995
View	Claremont Prop/Daily Express	Daily Express	CC		DX000012	2	Closed	1/17/1996	2/1/1996
View	Claremont Prop/Daily Express	Claremont Properties	EC		DX000013	1	Closed	5/2/1995	2/1/1996
View	Claremont Prop/Daily Express	Claremont Properties	FAI		DX000017	1	Closed	6/27/1996	7/10/1996
View	Claremont Prop/Daily Express	Daily Express	FE	JEFF	0500000008	1	72	8/11/2000	8/16/2000
View	Claremont Prop/Daily Express	Daily Express	FU		DX000001	2	37	2/17/1992	2/26/1992
View	Claremont Prop/Daily Express	Daily Express	HA		DX000008	2	32	2/10/1994	3/4/1994
View	Claremont Prop/Daily Express	Claremont Properties	HE		0500000004	1	30	12/19/1998	12/30/1998
View	Claremont Prop/Daily Express	Daily Express	HC		DX000011	1	37	1/1/1995	2/16/1995
View	Claremont Prop/Daily Express	Daily Express	HC		DX000010	2	32	6/1994	10/10/1994
View	Claremont Prop/Daily Express	Daily Express	INS		DX000015	2	33	1996	5/22/1996
View	Claremont Prop/Daily Express	Daily Express	INS		0500000002	2	33	1997	12/4/1997
View	Claremont Prop/Daily Express	Claremont Properties	KIB		0500000010	2	38	1990	8/19/2000

Callouts in the image indicate:

- Select search criteria (pointing to the search form)
- Click "View" to run the search (pointing to the View button)
- Select record link to open the claim (pointing to a View link in the table)
- Select column to sort (pointing to a column header in the table)



- **Claim Screen**

- Allows a user to view information for a single claim, associated claimants and financial summary.

- Fields include among others:

- Claim Number
- Status
- Close Date
- Policy
- Examiner
- Outstanding Reserve
- Paid
- Recovery
- Incurred, and
- Claimant Name

The screenshot shows a web browser window displaying the 'Impyacle' application. The browser address bar shows 'https://ntharris...servco-Secure/Applications/IMPYACLE/IMP-Claims.aspx'. The application header includes the 'INSERVCO INSURANCE SERVICES, INC.' logo and navigation links like 'Our Clients Home', 'Downloads', 'Support', and 'Tools'. Below the header is a navigation bar with tabs: 'Search', 'Claim', 'Payments', 'Reserves', 'Litigation', 'Notes', and 'Images'. The main content area displays claim details for 'Current Claim Number: DX000013'. The data is organized into several sections: 'Claim Information' (Account Number, Claim Number, Status, Occurrence Date, etc.), 'Financial Summary' (Indemnity, Medical, Rehab, Legal, Expense, Totals), and 'Claimant Information' (Name, Address, Birth Date, etc.). Callout boxes point to the navigation tabs, the 'Current Claim Number' field, the 'Claimant Information' section, the 'Financial Summary' table, and the 'Claim Information' section.

- **Payments Screen**
- Allows a user to search then view payment information for a claim and examine details for a particular payment.
- Grid fields include:
 - Type
 - Issued
 - Status
 - From
 - Thru
 - Check #
 - Payee Name
 - Paid and Requested, among others

The screenshot shows a web browser window displaying the 'Inservco - ImPyracle - Payments' page. The browser's address bar shows the URL: `http://ntharrist310/inservco-secure/Applications/IMP/IMP-Payments.aspx`. The page header includes the Inservco logo and 'INSERVCO INSURANCE SERVICES, INC.' with navigation links for 'Our Clients Home', 'Downloads', 'Support', and 'Tools'. Below this is a prominent orange 'ImPyracle' banner. A secondary navigation bar contains tabs for 'Search', 'Claim', 'Payments', 'Reserves', 'Litigation', 'Notes', and 'Images', with 'Payments' currently selected. A blue box on the right side of the page displays 'CLAIM INFO: 9010001-01 - Paul Jones'. The main content area features a search form with several fields: 'Minor Coverage', 'Payment Type', 'Payee Name', 'Category', 'Loss Expense', 'Check Number', 'Bank', 'Added From', 'To', and 'Status'. There is also a checkbox for 'Show Inactive Payments' and a red 'View' button. At the bottom of the page, there are links for 'Corporate Home' and 'Logout', and a footer with 'Privacy Terms & Conditions' and copyright information for '© 2005 Inservco Insurance Services, Inc.'. Three green callout boxes with black outlines provide instructions: one points to the 'Payments' tab with the text 'Select a tab to view'; another points to the search form fields with the text 'Choose data to limit your search'; and a third points to the 'View' button with the text 'Select payment to view'.

Inservco - Impyacle - Payments - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://ntharrist310/Inservco-Secure/Applications/IMPYRACLE/IMP-Payments.aspx>

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Our Clients Home Downloads Support Tools

ImPyacle

Search Claim **Payments** Reserves Litigation Notes Images

CLAIM INFO: 9010001

Category	Description	Min Cov	L/E	Pmt Typ	Indemnity	Total
PADBT	Attorney Disbursements	EXP	EXP	C	N	\$847.68
PAFB	Attorney Fees (billable)	EXP	EXP	C	N	\$17,895.50
PCRPT	Court Reporter	EXP	EXP	C	N	\$1,377.38
PCRPT	Court Reporter	EXP	EXP	V	N	(\$232.50)

Minor Coverage: Payment Type: Payee Name:

Category: Loss/Expense: Check Number:

Bank: Added From (mm/dd/yyyy): To (mm/dd/yyyy):

Status: Show Inactive Payments

Total of Selected Payments: \$19,888.06

Category	Type	Status	Check #	Issued	From	Thru	Payee Name	Payee ID	Requested	Paid	Address	City	State	Zip	Add By ID
PCRPT - Court Reporter	C	C	10907	7/23/2005	2/25/2005	2/25/2005			\$ 119.78	\$ 119.78		Beckley	WV	25801	PPISKDP
PAFB - Attorney Fees (billable)	C	C	10908	7/23/2005	10/4/2004	12/27/2004			\$ 2,575.00	\$ 2,575.00		Huntington	WV	25728	PPISKDP

Done Local intranet



Reserves Screen

Allows a user to view financial information for a claim. Grid fields include: Add Date, Status, Coverage, Net Change, Added By, Reason and Comment.

Select a tab to view

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Our Clients Home Downloads Support Tools

ImPyracle

Search Claim Payments **Reserves** Litigation Notes Images

CLAIM INFO: 9010001-01 - Paul Jones

Coverage	Status	Total	Reserve	Paid	Recovery
EXP	0	\$50,000.00	\$30,111.94	\$19,888.06	\$0.00
IND	0	\$165,000.00	\$165,000.00	\$0.00	\$0.00
TOTAL:		\$215,000.00	\$195,111.94	\$19,888.06	\$0.00

Add Date	Status	Coverage	Reserve	Added By	Reason	Comment
3/15/2005		EXP	\$35,000.00	ISLSC	Change in Evaluation	
3/15/2005		IND	\$150,000.00	ISLSC	Change in Evaluation	
1/21/2005		EXP	\$10,000.00	ISLSC	Litigation Filed	
1/21/2005		IND	\$10,000.00	ISLSC	Litigation Filed	
11/3/2004		EXP	\$5,000.00	ISLSC	Open Claim	Initial Reserve
11/3/2004		IND	\$0.00	ISLSC	Open Claim	Initial Reserve

Corporate Home Logout

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View record details



Notes Screen

Allows a user to view adjuster notes for a claim and examine details for a particular note.
Grid and Details include: Effective Date, Add Date, Event Code, User ID and Text.

View note details

Select a tab to view

Select record to view

Highlight signifies current record

	Effective Date	Add Date	Event Code	User ID	Text
View	9/26/2003	10/28/2002	DADJUST	CHMSSPAD	A
View	8/5/2003	8/5/2003	ADJUST	CHMSSPAD	A
View	7/31/2003	7/31/2003	ADJUST	CHMSSPAD	I
View	7/31/2003	7/31/2003	ADJUST	CHMSSPAD	I
View	3/25/2003	3/25/2003	ADJUST	CHMSSPAD	F
View	11/19/2002	11/19/2002	ADJUST	CHMSSPAD	A
View	11/12/2002	11/12/2002	ADJUST	CHMSSPAD	F
View	10/28/2002	10/28/2002	ADJUST	CHMSSPAD	A
View	10/24/2002	10/24/2002	ADJUST	CHSTZARI	A
View				STZARI	
View				STZARI	



Images Screen

Allows a user to view images associated with a claim. The "View" link allows the user to open a PDF document within the browser. Grid fields include: Date, Folder, Document and Pages.

Select a tab to view

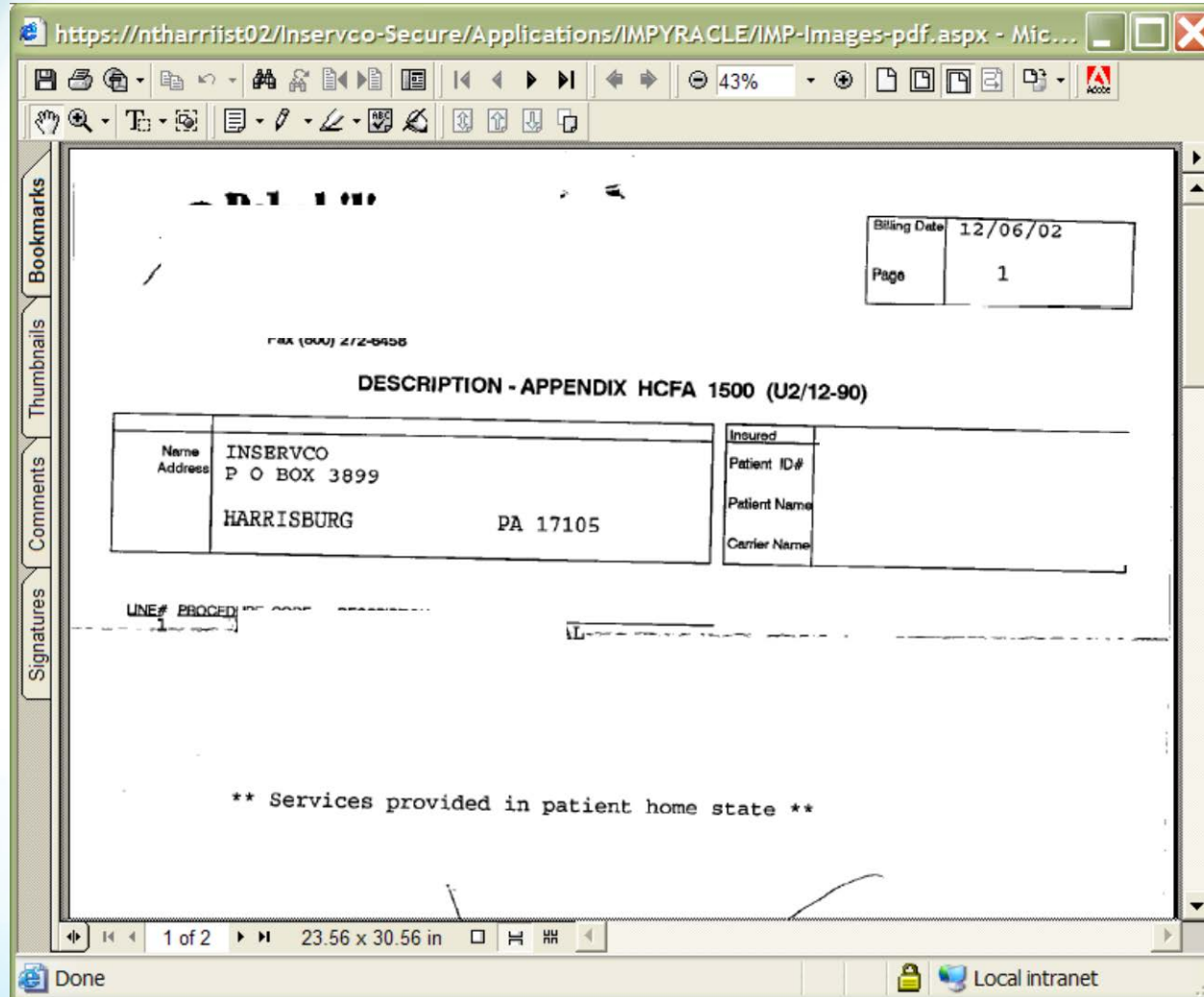
Select record to view

	Date	Folder	Document	Pages
View	12/27/2002	Medical	Denied Bill	7
View	12/26/2002	Medical	Medical Bill	5
View	12/26/2002	Medical	Medical Bill	3
View	12/26/2002	Medical	Medical Bill	6
View	12/23/2002	Medical	Medical Bill	2
View	12/23/2002	Medical	Medical Bill	3
View	12/23/2002	Medical	Medical Bill	3
View	12/19/2002	Medical	EOB	6
View	12/18/2002	Medical	Medical Bill	9
View	12/17/2002	Medical	Medical Bill	2
View	12/17/2002	Medical	EOB	2
View	12/13/2002	Medical	EOB	4
View	12/13/2002	Medical	Denied Bill	2
View	12/12/2002	Medical	EOB	2
View	12/12/2002	Medical	Denied Bill	4
View	12/11/2002	Miscellaneous	Miscellaneous	1
View	12/11/2002	Medical	Medical Bill	15
View	12/10/2002	Medical	EOB	6
View	12/10/2002	Medical	Miscellaneous	1
View	12/09/2002	Medical	EOB	2
View	12/09/2002	Medical	Medical Bill	4
View	12/05/2002	Medical	Medical Bill	6
View	12/05/2002	Medical	EOB	2
View	12/05/2002	Medical	Denied Bill	1
View	12/05/2002	Adjuster Correspondence	Adjuster Correspondence	1



PDF Page

Allows a user to view documents for a claim (User must have Adobe Acrobat Reader or similar PDF viewer in order to see the images). The back button on the browser directs the user back to the "Images" screen.



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Questions

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