

## Frequently Asked Questions

### General Topics

#### ***Who is IntelliRisk® Services?***

The IntelliRisk Services group, a division of Chartis, is a team of insurance and technology professionals dedicated to providing policyholders of Chartis member companies with products and services to meet their information needs.

#### ***Are your products and services available to customers who do not have policies with member companies of Chartis?***

Our products and services are primarily offered as value-added services to brokers and policyholders of Chartis member companies. Requests for products and services by non-customers of Chartis companies are handled on an individual basis.

#### ***What is your approach to handling "garbage in/garbage out"?***

Our approach is proactive. IntelliRisk Services has a team of Data Quality Analysts who are dedicated to checking data on reports and systems to ensure accuracy. They also work closely with our customers, claim offices and 800 reporting service to review reporting procedures and identify and resolve any problems at the source.

#### ***Can I convert my claims history from a previous carrier(s) for use with IntelliRisk products?***

Yes, electronic data conversion services are available. Upon receipt of a sample layout, we will provide a feasibility analysis and time and cost estimate.

### Products & Services

#### ***What IntelliRisk products are currently available?***

Our suite of services is designed to help facilitate every step of the claim process. Customers can report a claim, run reports online, find nearby medical care providers, review claim detail, generate management reports or communicate with claim specialists, risk management information services experts, brokers and underwriters.

- **IntelliRisk®** - Generate a loss run when you need it, and view basic policy, claim and financial information via a flexible, customizable dashboard.
- **IntelliRisk® Advanced** – This sophisticated risk management system features detailed claim and financial information, adjuster activity notes, automated alerts, quick status reports, and advanced risk management analysis tools.
- **Data File Services** – Receive your loss data via File Transfer Protocol (FTP) in various formats for easy integration into your system, spreadsheet or other databases.
- **Data Conversion Services** – Convert historical information from self-insured or TPA systems to Commercial Insurance host systems, for viewing of complete loss history through the IntelliRisk suite of products.
- **First Notice of Loss** – Report U.S. based worker's compensation and property and casualty claims online. Information is automatically routed into the claims system and to the appropriate claim office for coverage verification and adjuster assignment.
- **Medical Provider Listing** - Easily locate nearby hospitals, doctors or other medical facilities through various searches, and pull up a map and directions with just a few keystrokes. View descriptions of state rules that apply to the direction of medical care such as provider selection, managed care options, and additional state-specific regulations.
- **IntelliRisk Wireless®** - Wireless access provides viewing of claim and financial data and adjuster notes, as well as access to Alerts. Access [www.intelliriskwireless.com](http://www.intelliriskwireless.com) from your BlackBerry or other Web enabled device.

***Can data be downloaded from IntelliRisk Advanced to other spreadsheets or other systems?***

Yes. IntelliRisk Advanced has a direct link to text pages or Microsoft® Excel® via "hot buttons" on various screens. From Excel, data can easily be saved into an ASCII format for integration with other systems.

***Is international claim data available?***

Yes. Claim data in IntelliRisk Advanced is updated daily from 30 countries and for multinational claims handled within the U.S. Data from remaining countries is updated monthly. Financial information is available in multiple currencies. Foreign data can be isolated or combined with domestic data for a complete program analysis.

***Is real-time data available in IntelliRisk Advanced?***

Yes, the majority of claim and payment data in IntelliRisk Advanced is real-time. Certain modules have month-end or prior valuation data available. Claim data from 30 countries is updated daily; data from remaining countries is updated monthly.

***What hardware and software do I need to access IntelliRisk Advanced?***

To access IntelliRisk Advanced, Internet access (either through an Internet service provider – ISP – or corporate Local Area Network – LAN) is required. For optimal performance, the following minimum requirements are recommended:

- Windows compatible
- Excel 2002 or higher
- Internet Explorer 5.5 - 128 bit encryption
- Resolution set at 1024 x 768
- High Speed Internet Access (i.e. Corporate Internet Connection, Cable/DSL)
- Pentium Based Machine
- 128 MB or higher RAM
- 50 MB free hard drive space

Please note that IntelliRisk Advanced response time will vary depending on your connection speed and memory capacity. Applications used concurrently with IntelliRisk Advanced will use available memory and may slow down response time.

***Can I access IntelliRisk Advanced via my company's network?***

Yes, with slight modifications to your corporate firewall, you can access IntelliRisk Advanced via your company's network. Generally, your company's Internet administrator makes this change.

***What ISPs does IntelliRisk Advanced support?***

IntelliRisk Advanced supports Internet Explorer 5.5 (or higher).

**Support Topics**

***Is training provided for the IntelliRisk systems?***

Yes. Onsite training is provided upon system installation. Annual regional training sessions are conducted for IntelliRisk Advanced customers.

***What about technical support?***

Our Technical Services Group supports all IntelliRisk Advanced and related products and services. Help Center coordinators and technical support analysts are and are available from 8 a.m. through 8 p.m., ET USA, Monday through Friday (on regular Chartis business days). From the U.S. call 1-800-767-2524. From outside the U.S. call 1-973-402-2802.

***What additional support is available?***

IntelliRisk Advanced is further supported by an online help facility that also contains video tutorials.

***Will a representative be assigned to my account to assist with any RMIS needs?***

Yes. A designated Solution Development Team supports all RMIS products and services. These insurance and technology professionals will work with you to help provide the right solutions to address all your RMIS needs.

***Want to hear more?***

For more information on RMIS or its products and services, contact us at:

Chartis  
IntelliRisk® Services  
5 Wood Hollow Road, 3<sup>rd</sup> Floor  
Parsippany, NJ 07054  
1-800-767-2524 (U.S.)  
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