

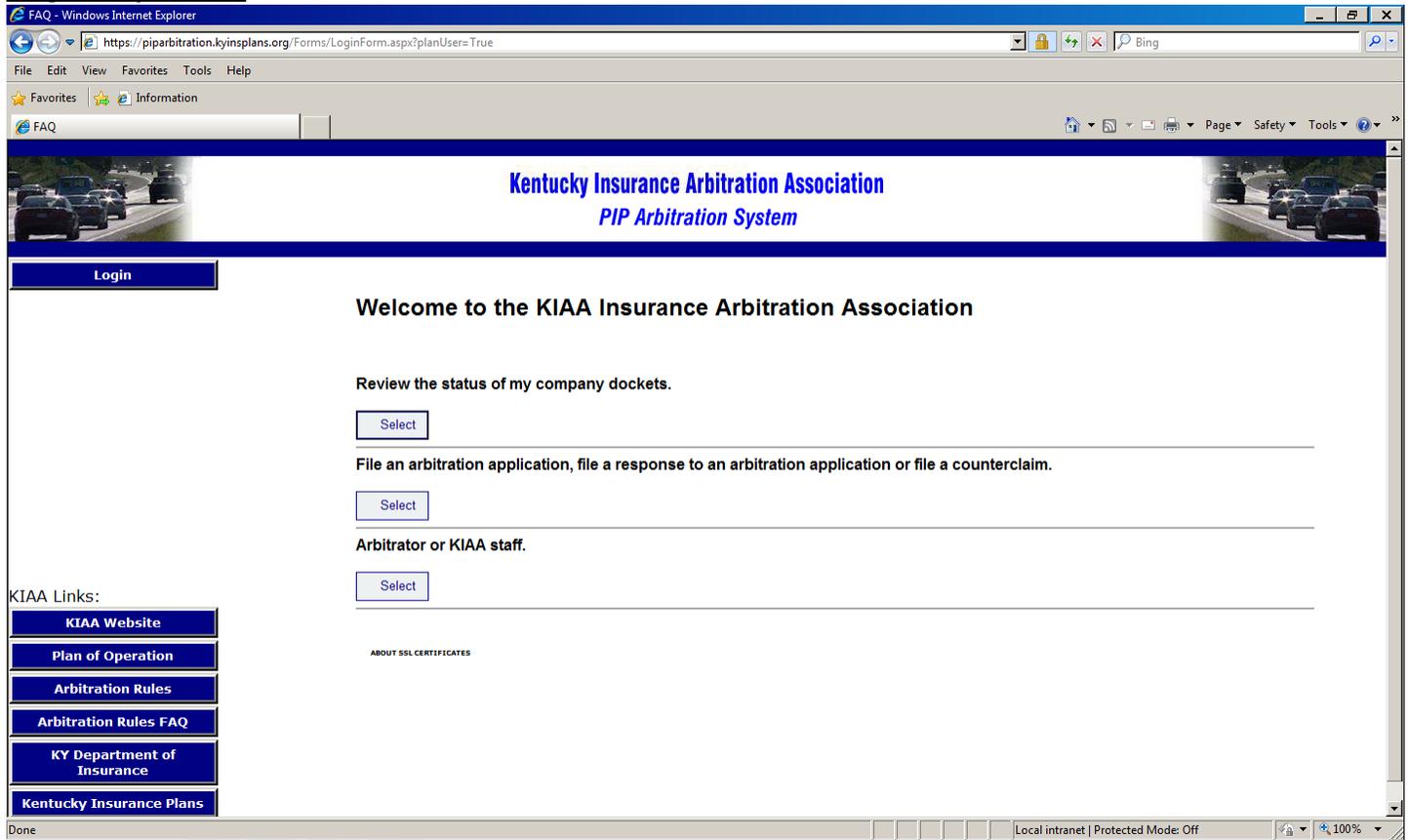
Kentucky Insurance Arbitration Association

PIP Arbitration System

Online Filing System User Guide

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Log-in options:



- 1. Review the status of my company dockets:** This selection provides overview information only. It allows authorized users to check the status of arbitrations filed by or against their company. Users can also obtain copies of decisions, once rendered by the KIAA office.
- 2. File an arbitration application, file a response to an application or file a counterclaim:** This selection allows authorized users to file an online application with KIAA, respond to an existing application filed against their company, amend a previously submitted filing, file a counterclaim application and/or upload supporting documentation.
- 3. Arbitrator or KIAA staff:** This section is limited to Arbitrators/Alternates and KIAA staff. Arbitrators should conduct their hearings online and electronically submit their decisions to KIAA for rendering.

How to obtain a User ID and Password:

- a. Send an email to KYAUTO@KAIP.org with your name, company name, telephone number, mailing address, and email address.
- b. Upon receipt of a valid request for access, a user identification code and temporary password will be assigned. Requests for access are processed each evening and an email notification is sent the following business day. The initial password provided is valid for only thirty (30) days. Upon first login the user will be required to change his/her password. The user must also verify/update his/her user profile and establish two (2) security questions for future password recovery.

Welcome Page:

Logged in: RoRe12188 Last Logged in: 5/9/2013 3:48:18 PM Password Expires: 8/26/2013 12:00:00 AM

Kentucky Insurance Arbitration Association PIP Arbitration System

Welcome to the On-line Applicant / Respondent System

The KIAA was established by KRS 304.39-290 to provide a mechanism for the reimbursement among reparation obligors, qualified self insurers and other parties who consent to arbitration of losses paid as basic and added reparation benefits. If you have questions regarding the rules and procedures of the association please select one of the KIAA links on the side panel:

This system was designed to assist you with the completion of arbitration applications and responses. On this website you will be able to do the following:

- Complete a new application for arbitration..
- Respond to a previously filed application..
- Submit a counter-claim application for arbitration.
- Attach and upload supporting documentation to your application or response.
- Print an invoice for submission to KIAA with the required filing fee.
- Print a copy of the completed application / response for your file.
- Submit the application / response to the KIAA office.

Contact Information: If you have questions, please do not hesitate to send an email to kyauto@kaip.org or call our office at 502-327-0372.

KIAA Links:

- KIAA Website
- Plan of Operation
- Arbitration Rules
- Arbitration Rules FAQ
- KY Department of Insurance
- Kentucky Insurance Plans

Log Out

Windows taskbar: 4:02 PM 5/28/2013

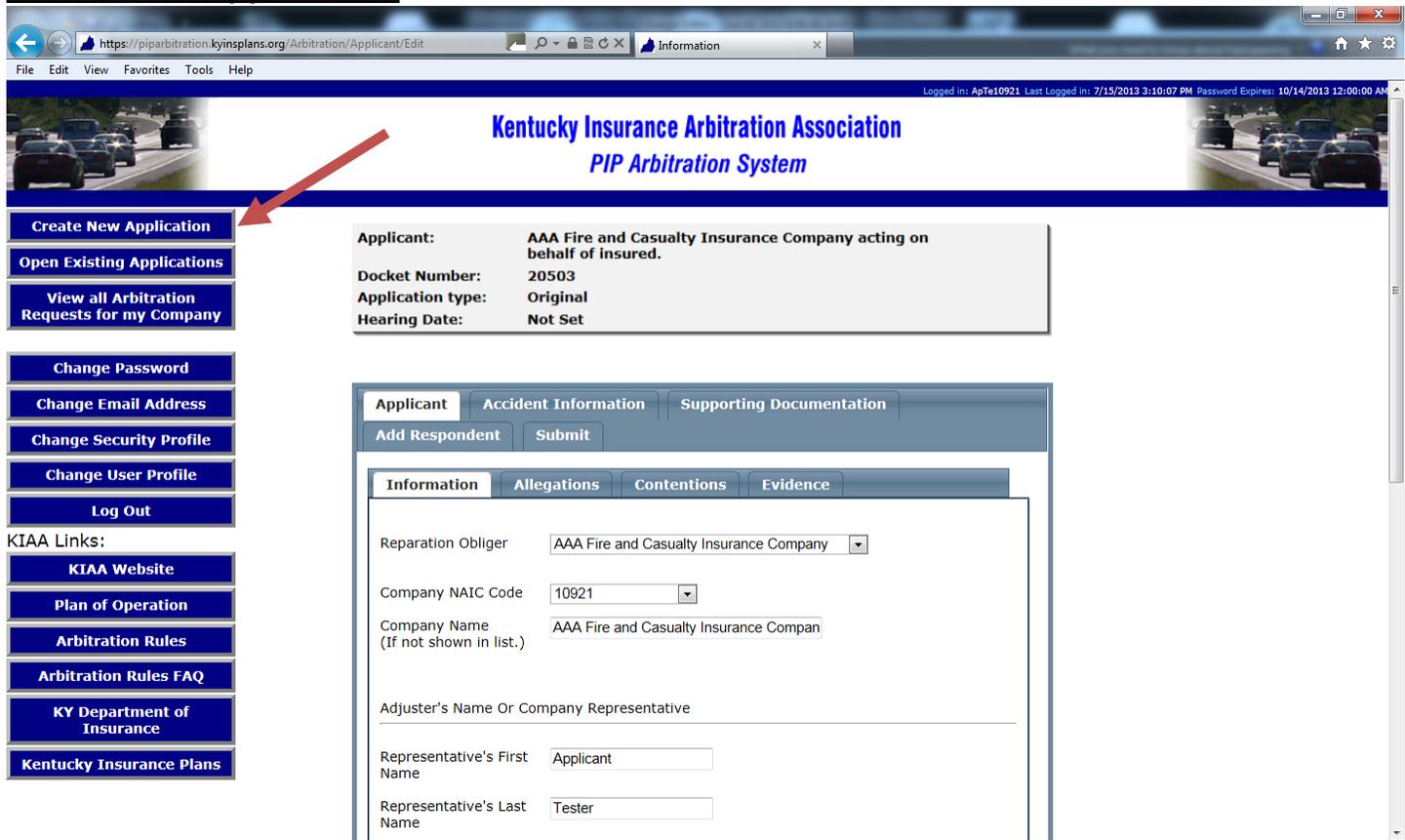
- This page confirms that you are signed on as an Applicant or Respondent. You can create a new KIAA filing, respond to an existing filing, amend a previously submitted filing, submit a counterclaim filing, upload supporting documentation and/or review all filings to which your company is a party.
- **Links on this page:**
 - Create New Application: Users should select this option to file a new application which is NOT a counterclaim to an existing application.
 - Open Existing Applications: Users should select this option to see all cases that he/she has filed or that he/she is linked to as a Respondent. From here the user can continue an application that was previously started but not submitted, respond to an application, file a counterclaim or upload supporting documentation. ****NOTE: All company personnel have view rights but for security reasons only the Applicant contact who filed and the corresponding Respondent representative have edit rights. An email should be sent to the KIAA office when a user needs to be linked to a docket to edit/respond****
 - View all Arbitration Requests for My Company: Select this option to view all dockets to which your company is a party. You will be able to see the status of all filings made by your company and also whether or not responses have been submitted on those cases filed against your company.

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- **Important KIAA links:**

- KIAA website
- Plan of Operations
- Arbitration Rules
- Arbitration Rules FAQ (Frequently Asked Questions)
- Kentucky Department of Insurance

Create New Application:



Applicant: AAA Fire and Casualty Insurance Company acting on behalf of insured.
Docket Number: 20503
Application type: Original
Hearing Date: Not Set

Applicant Accident Information Supporting Documentation
Add Respondent Submit

Information Allegations Contentions Evidence

Reparation Obliger: AAA Fire and Casualty Insurance Company
Company NAIC Code: 10921
Company Name (If not shown in list.): AAA Fire and Casualty Insurance Compan
Adjuster's Name Or Company Representative
Representative's First Name: Applicant
Representative's Last Name: Tester

To create a new arbitration application users will select “Create New Application” and will then be prompted to answer two questions before being able to enter claim information:

- Do you require a panel of three?
 - These cases cannot be submitted online and must be filed in paper format with the Plan office. (Note: Damages claimed must exceed \$10,000 and the filing fee is \$100.)
- Has settlement been attempted at least 60 days prior to this application?
 - KRS 304.39-070 (3) requires the claim be presented to the at fault carrier for resolution prior to filing for arbitration.

After confirming that a panel of 3 is not required and that settlement has been attempted, the user may proceed to enter information relevant to their filing.

Create New Application (cont.):

Arbitration Rules FAQ

KY Department of Insurance

Kentucky Insurance Plans

Has settlement been attempted at least 60 days prior to the application? Yes No

Are you aware of pending claims or suits arising out of the same accident? Yes No

Explain

Do you request deferment in accordance with Arbitration Rule 8? Yes No

Do you waive deferment? Yes No

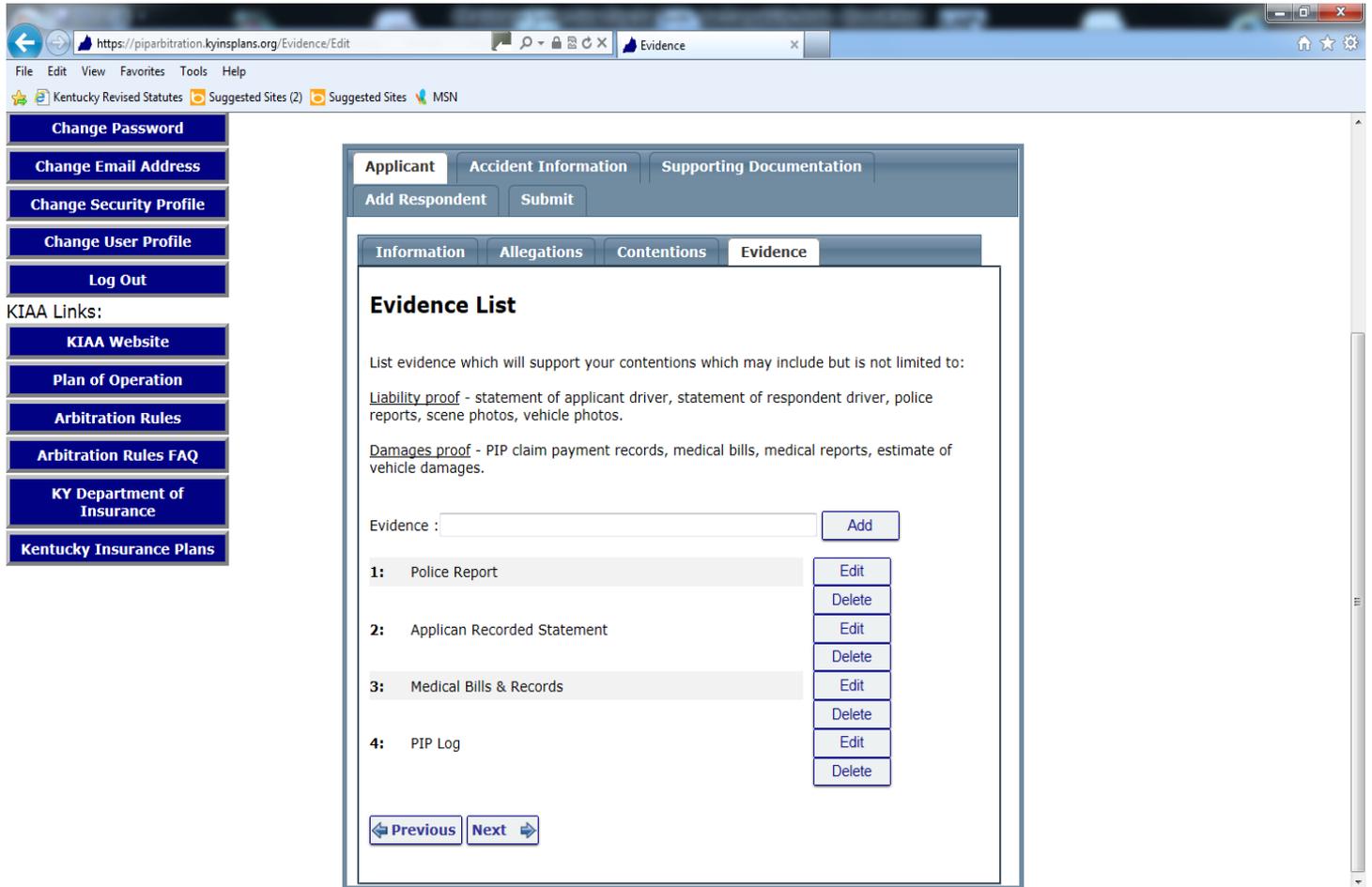
Will reparation obligor have personal representation at hearing? Yes No

If not, do you waive notice of hearing? Yes No

The system was designed to be user friendly; “previous” and/or “next” buttons at the bottom of each page make for easy navigation and ensure that all required information is provided.

(Note: keyed information is automatically saved when using the “previous” and “next” buttons provided.)

Create New Application—Evidence List:



Applicants are required to provide a listing of all evidence that is to be submitted for review by the arbitrator. The evidence list should be specific in nature. For example: instead of “statute” the user should indicate “KRS 304.39-020”.

Create New Application—Supporting Documentation:

The screenshot shows a web browser window at the URL <https://piparbitration.kyinsplans.org/Attachment/edit>. The page has a sidebar on the left with buttons for 'Open Existing Applications', 'View all Arbitration Requests for my Company', 'Change Password', 'Change Email Address', 'Change Security Profile', 'Change User Profile', and 'Log Out'. Below these are 'KIAA Links' including 'KIAA Website', 'Plan of Operation', 'Arbitration Rules', 'Arbitration Rules FAQ', 'KY Department of Insurance', and 'Kentucky Insurance Plans'. The main content area has a header with 'Applicant', 'Accident Information', and 'Supporting Documentation' tabs. Below the header are 'Add Respondent' and 'Submit' buttons. The 'Supporting Documentation' section contains the following text: 'Upload Supporting Documentation', 'Attachments must be in PDF format. To convert other formats to PDF, see [How to Create a PDF](#).', 'The maximum upload size for a document is 10 megabytes.', a 'Select...' button, an 'Upload' button, and the instruction 'To upload another attachment, click "Select ..." to choose files, and then click "Upload".'. Below this are two tables: 'Uploaded Attachments' with columns 'File Name', 'Upload User', 'User Role', 'ApplicationType', and 'Upload Date'; and 'Approved Documents' with columns 'Document', 'Upload User', and 'Upload Date'. At the bottom of the main content area are 'Previous', 'Add Respondent', and 'Next' buttons. A red arrow points to the 'Add Respondent' button.

After listing the evidence the user should then upload documentation to the website. Note that documents must be in .pdf format, are limited to a maximum size of 20 megabytes (approximately 100 pages of text) and should be appropriately named. More than one document can be uploaded at a time as long as the total size of the documents to be uploaded does not exceed the 20MB limit. The total number of uploads for the Applicant and Respondent combined is 35.

Once a document has been uploaded it will be shown under “Uploaded Attachments”. The user has the ability to delete the document after it has been uploaded but prior to submission of the application. After the application has been submitted, if the user determines evidence was uploaded in error, the Plan office will need to be contacted.

When the docket is ready to be scheduled for hearing, Plan staff will review the filing, contentions and supporting documentation provided. A document that has been uploaded by an Applicant or Respondent will appear in the “Approved Documents” section once accepted by the Plan.

Please note that the KIAA office is aware that the adjuster filing or responding to the claim may not be the one who will upload supporting documentation. The system gives authorized company users the capability to access the file and complete this task by selecting the option to “View all Arbitration Requests for my Company”, selecting the appropriate docket# and then the button to “Upload Supporting Documentation”.

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The company user will not be able to alter any information previously entered by the adjuster and can only attach the necessary supports to the filing.

Open Arbitration Requests - Company

Docket Number:

Role	Insured	Claim #	Docket	Status	Response	Type	Date Created	Hearing Date
Applicant			23039	New	0 of 0	O	09/14/2015	
Applicant			23040	New	0 of 0	O	09/14/2015	
Applicant			23132	New	0 of 0	O	09/28/2015	

... 71 72 73 74 75 76 77 78 ... Displaying items 771 - 773 of 773

Viewing Docket Number 23132 (Original Application)

Participant	Role	Company	Status
Mickey Mouse	Applicant	AIPSO	N

Following the completion of the uploading of supporting documentation, the user will then need to add the contact and claim information for the Respondent party by selecting the “Add Respondent” button at the bottom of the screen. If the filing is being made against more than one Respondent, each Respondent will need to be added separately. The user will be prompted to add additional Respondents and may have as many as 4 Respondents on a claim.

Respondent/Edit

Adjuster's Name Or Company Representative

Representative's First Name

Representative's Last Name

Representative's Address Line 1

Representative's Address Line 2

Representative's City

Representative's State

Representative's Zip Code

Representative's Email Address

Representative's Telephone Number

Insured's First Name

Insured's Last Name

Claim Number

Create New Application—Adding a Respondent:

The screenshot shows a web browser window with the URL <https://piparbitration.kyinsplans.org/Respondent/Edit>. The browser's address bar and menu bar are visible. On the left side of the page, there is a navigation menu with three blue buttons: "Arbitration Rules FAQ", "KY Department of Insurance", and "Kentucky Insurance Plans". The main content area is titled "Adjuster's Name Or Company Representative" and contains several text input fields for the following information:

- Representative's First Name
- Representative's Last Name
- Representative's Address Line 1
- Representative's Address Line 2
- Representative's City
- Representative's State
- Representative's Zip Code
- Representative's Email Address
- Representative's Telephone Number
- Insured's First Name
- Insured's Last Name
- Claim Number

At the bottom of the form, there are two buttons: "Add Respondent" and "Next".

The Applicant should enter all information pertaining to the Respondent(s). The accuracy of the information provided is important as the KIAA office must be able to properly notify the Respondent(s) of the filing. Incorrect or incomplete information will delay the process and ultimately the issuance of a decision. Upon completion, the Applicant may choose to either add additional Respondents or select "Next" to continue with the submission of their filing.

Deleting a Respondent Added in Error:

Respondent's added in error cannot be deleted after the application has been submitted. If you need to delete a Respondent prior to submission of the application you can do so by selecting "Open Existing Applications" after which you will select the corresponding docket#. At the bottom there is a delete button available.

Open Arbitration Requests - All

Docket Number:

Role	Insured	Claim #	Docket	Status	Responses	Type	Date Created	Hearing Date
Admin			23123	Submitted	0 of 1	O	10/06/2015	
Admin			23124	New	0 of 0	O	10/07/2015	

... 251 252 253 **254** 255 256 257 258 259
Displaying items 2531 - 2540 of 2588

Viewing Docket Number 23123 (Original Application)

Participant	Role	Company	Status	
	Applicant	Kentucky Farm Bureau Mut. Ins.	S	
	Respondent	State Farm Mutual Auto. Ins. Co.	N	<input type="button" value="Delete"/>

Create New Application—Application Submission:

Submitting this application will send it to the KIAA for review.

Application Status
Amended

Applicant

Respondents	Status
	New information is missing

Supporting Documents
Application is not complete unless supporting documentation is uploaded.

Certification
 I hereby certify that a copy of this application, contentions and all supporting documentation are available to the respondent.
Date: 3/20/2018 1:42:00 PM
Signature:

The final step in the process is to submit the application to KIAA for review and approval. Errors for missing information are displayed in red on this page to alert the user that all information has not been completed as required and must be corrected before the file can be submitted.

For an application to be considered complete, supporting documentation is required to be submitted. Users must upload supporting documents to the system.

Users are required to check the Certification box to confirm that they acknowledge that all documentation uploaded to the site will be shared. After acknowledgment the user must type his/her name in the signature block and then “Submit Application.”

Create New Application—Submission Summary:

Upon successful submission of a filing, the user will see the confirmation screen below. Several .pdf links are provided and should be checked for accuracy.

1. **Filing Fee Invoice:** The user should print this document and submit along with the \$35 filing fee to the KIAA office. The check should also include the docket number for reference. Note that the file cannot be processed and prepared to be scheduled for hearing until the required fee is received.
1. **Application Form:** The Applicant can print for their records a copy of the application for each Respondent named.
2. **Applicant Contentions Form:** The Applicant can review and print for their records a copy of their contentions sheet.
3. **Respondent Contentions Form:** The contentions sheet is blank unless and until the Respondent elects to respond to the filing.

Open Existing Applications - User:

Open Arbitration Requests - User

Docket Number:

Role	Insured	Claim #	Docket	Status	Response	Type	Date Created	Hearing Date
Applicant	Joseph W Field Builder LLC	936234	14	Amended	1 of 1	O	06/25/2013	
Applicant			20538	New	0 of 0	O	07/30/2013	
Applicant	Michael Templeman	1299391	20539	Submitted	0 of 1	O	07/30/2013	

Displaying Items 1 - 3 of 3

Viewing Docket Number 20539 (Original Application)

Participant	Role	Company	Status
Dara Tibbs	Applicant	21st Century Assurance Company	S
Sarah Richmond	Respondent	AAA Fire and Casualty Insurance Company	N

By selecting the option “Open Existing Applications”, users will find a listing of all filings where the user is named as either an Applicant or Respondent. The table provides the user role, creation date, insured name and claim number as well as the status of the filing.

1. **New (N)**—a docket number has been generated but the required information has not been completed in its entirety and therefore has not been transmitted to the Plan office for review.
2. **Submitted (S)**—a docket has been created and completed in full and has been submitted to the Plan office for review and approval.
3. **Amended (A)**—an existing docket which was previously submitted has been updated with additional information and/or supporting documentation.

In addition, there is a field titled “Response” which allows the user to determine whether a response has been submitted on the docket. As well, application “Type” lets the user know if the docket is an “O” (Original filing) or “C” (Counterclaim filing).

If a user wishes to view information for a particular docket the docket number can be typed in the appropriate field at the top of the screen after which the user should click the “Search” button. Alternatively, the user can

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simply click on the docket number itself which is hyperlinked in blue. Either way, the search results will appear at the bottom of the screen, and from there the user can choose to edit/amend the docket as needed.

The user also has the capability to create a new application from this screen as well.

Filing a Response or Counter Claim:

Participant	Role	Company	Status
Dara Tibbs	Applicant	21st Century Assurance Company	S
Sarah Richmond	Respondent	AAA Fire and Casualty Insurance Company	N

To respond to an application for arbitration, the Respondent should choose the option “Open Existing Applications” from the blue side bar. This allows the user to view all applications for which that user is associated. A listing will be shown in docket order and the user should click on the docket number hyperlinked in blue. The search results will appear at the bottom of the screen and from there the user can choose one of 3 options:

1. View Applicant’s Filing
2. Respond to Filing
3. Create Counter-Claim

****Note that if the Applicant provides incorrect contact information for the Respondent, the Respondent will need to advise the KIAA office via email at KYAUTO@kaip.org of the correct Respondent adjuster so that the party can be linked to the file in order to complete a response. While all company personnel have view rights, for security reasons only the Applicant contact who filed and the correspondent Respondent have edit rights.****

Filing a Response or Counter Claim (cont.):

The screenshot displays the KIAA PIP Arbitration Online Filing System interface. The browser address bar shows the URL: <https://piparbitration.kyinsplans.org/Attachment/Edit>. The page header includes the KIAA logo and "PIP Arbitration System".

On the left side, there is a sidebar with navigation buttons:

- Create New Application
- Open Existing Applications
- View all Arbitration Requests for my Company
- Change Password
- Change Email Address
- Change Security Profile
- Change User Profile
- Log Out

Below the sidebar are "KIAA Links":

- KIAA Website
- Plan of Operation
- Arbitration Rules
- Arbitration Rules FAQ
- KY Department of Insurance
- Kentucky Insurance Plans

The main content area shows a summary of the application:

Respondent: 21st Century Assurance Company acting on behalf of Respondent Tester.
 Docket Number: 20562
 Application type: Original
 Hearing Date: Not Set

Below this summary are buttons for "View Applicant's Filing", "Respond to Filing", and "File Counter-Claim".

A tabbed interface shows "Supporting Documentation" selected, displaying "Respondent actions":

- If Respondent chooses to respond do so by selecting the "Respond to Filing" button above to proceed.
- If Respondent chooses to File a Counter-Claim do so by selecting the appropriate button above to proceed

There is a checkbox: Respondent hereby acknowledges that arbitration has been filed but elects not to file a response at this time and is aware that a "non-response" will not delay the KIAA from setting the case for hearing.

At the bottom are buttons for "Decline Response" and "Cancel".

- 1. View Applicant's Filing:** This gives the user a read-only view of the Applicant's filing. After review of the filing is complete the user will be presented with a screen titled "Respondent actions". The Respondent can choose to respond, create a counter-claim or simply acknowledge that they do not wish to respond by checking the appropriate box and selecting "Decline Response".
- 2. Respond to Filing:** When choosing this link the user will be prompted to complete its portion of the application, enter its contentions and also upload any supporting documentation as outlined in the steps for creating a new application.
- 3. File Counter-Claim:** Users wishing to present a counterclaim for their own damages should select this option. It is only necessary to choose "Respond to Filing" if information on the original application submitted by the Applicant is incorrect and needs to be updated. A Respondent who files a counterclaim is also known as the Counter-Applicant. The user should follow the steps as outlined for creating a new application (see pages 4-12).

Amending a Filing or Response:

The screenshot shows the 'Open Arbitration Requests - User' page. On the left is a sidebar with navigation options: 'Create New Application', 'Open Existing Applications', 'View all Arbitration Requests for my Company', 'Change Password', 'Change Email Address', 'Change Security Profile', 'Change User Profile', and 'Log Out'. Below the sidebar are 'KIAA Links' including 'KIAA Website', 'Plan of Operation', 'Arbitration Rules', 'Arbitration Rules FAQ', 'KY Department of Insurance', and 'Kentucky Insurance Plans'. The main content area has a search bar for 'Docket Number' with 'Search' and 'Show All' buttons. Below is a table of open requests:

Role	Insured	Claim #	Docket	Status	Response	Type	Date Created	Hearing Date
Applicant	Test Tester	12345	20562	Submitted	0 of 1	0	08/09/2013	

Below the table is a 'Create New Application' button. A red arrow points from the 'Open Existing Applications' link in the sidebar to the 'Open Arbitration Requests - User' section. Another red arrow points from the '20562' docket number in the table to the 'Viewing Docket Number 20562 (Original Application)' section. In this section, there is an 'Edit' button highlighted by a red arrow. Below the 'Edit' button is a table of participants:

Participant	Role	Company	Status
Applicant Tester	Applicant	AAA Fire and Casualty Insurance Company	S
Sarah Smith	Respondent	21st Century Assurance Company	N

After an application or response has been submitted, a user needing to submit additional information or documentation can do so by amending the existing filing within the limitation as outlined in the Arbitration Rules. In order to do so the user should select "Open Existing Applications", choose the appropriate docket number and then select "Edit."

The user will then have access to the original filing or response and can make updates and/or upload additional documentation as needed. After completion the user will need to re-submit (amend) the application/response so that the Plan office is notified and can process the update. The application or response status will then change from "Submitted" to "Amended".

View all Company Arbitration Requests:

Open Arbitration Requests - Company

Docket Number:

Role	Insured	Claim #	Docket	Status	Response	Type	Date Created	Hearing Date
Respondent	James Kirk		1	New	0 of 2	O	05/30/2013	
Applicant	Dave Brown	12345	2	New	0 of 0	O	05/30/2013	
Respondent	Ruben Carter	12345	3	Amended	1 of 1	O	06/03/2013	
Applicant	Ruben Carter	12345	3	Amended	0 of 1	C	06/03/2013	
Applicant	Hope Cox	17-9687-194	7	Submitted	1 of 1	O	06/14/2013	
Applicant	Kentucky Assigned Claims Plan	APA001391616 PMM	8	Amended	1 of 1	O	06/14/2013	
Applicant	Kiara Jones	113439649	9	Amended	1 of 1	O	06/14/2013	
Respondent	Jacob Latimer	179767191	10	Submitted	1 of 1	O	06/14/2013	
Respondent	Stacey Reed	PA10921647	11	Submitted	0 of 1	O	06/14/2013	
Applicant	B Gay Ashley	APV001364094	13	Submitted	1 of 1	O	06/19/2013	

Displaying items 1 - 10 of 18

By selecting the option “View all Arbitration Requests for my Company”, users will find a listing of all filings where their company or a subsidiary has been named as a party, either as an Applicant or Respondent. The table provides the user role, insured name, claim number, filing status, application type and the application creation date. In addition, there is a field titled “Response” which allows the user to determine whether a response has been entered and submitted on the docket.

This option was specifically created so that users can access a listing of all dockets to which their company is involved. Management may use this as a tool to determine whether an application has been filed or a response has been entered on a docket for which their company has been named as a Respondent.

Note that the user may not edit/amend dockets using this option. The user can, however, choose to create a new application from this screen by selecting the appropriate button at the bottom of the page.