

# Kentucky Insurance Arbitration Association

## PIP Arbitration System

### Online Filing System User Guide

<u>Page #</u>	<u>Table of Contents</u>
2	Log-in Screen
3	Welcome Page
4	Creating a New Application
6	Evidence List
7	Supporting Documentation
9	Adding a Respondent
10	Deleting a Respondent Added In Error
11	Application Submission
12	Submission Summary
13	Open Existing Applications
14	Filing a Response or Counter Claim
15	Filing a Response-Respondent Actions
16	Amending a Filing or Response
17	View all Company Arbitration Requests

## KIAA PIP Arbitration Online Filing System User Guide

### Log-in options:

The screenshot shows the login page of the KIAA PIP Arbitration System. At the top, the title "Kentucky Insurance Arbitration Association" and subtitle "PIP Arbitration System" are displayed. Below the title, there are three main buttons: "Review the status of my company dockets.", "File an arbitration application, file a response to an arbitration application or file a counterclaim.", and "Arbitrator or KIAA staff.". Each button has a "Select" link next to it. On the left side, there is a vertical menu titled "KIAA Links:" with several items: "KIAA Website", "Plan of Operation", "Arbitration Rules", "Arbitration Rules FAQ", "KY Department of Insurance", and "Kentucky Insurance Plans". At the bottom of the page, there is a "Done" button and some status indicators.

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](mailto: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.

# KIAA PIP Arbitration Online Filing System User Guide

## Welcome Page:

The screenshot shows the KIAA PIP Arbitration System's login page. At the top, there is a banner with two images of a highway and the text "Kentucky Insurance Arbitration Association" and "PIP Arbitration System". Below the banner, a message says "Welcome to the On-line Applicant / Respondent System". To the left, a sidebar contains several buttons: "Create New Application", "Open Existing Applications", "View all Arbitration Requests for my Company", "Change Password", "Change Email Address", "Change Security Profile", and "Change User Profile". Below these is a "Log Out" button. To the right of the sidebar, a text block explains the purpose of the 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:". Another text block below states: "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:" followed by a list of actions. At the bottom of the sidebar, under "KIAA Links:", are buttons for "KIAA Website", "Plan of Operation", "Arbitration Rules", "Arbitration Rules FAQ", "KY Department of Insurance", and "Kentucky Insurance Plans". The bottom of the screen shows a Windows taskbar with icons for Start, File Explorer, Internet Explorer, Mail, and others, along with the date and time (5/28/2013, 4:02 PM).

- 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.

## KIAA PIP Arbitration Online Filing System User Guide

- **Important KIAA links:**

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

### Create New Application:

The screenshot shows the user interface for creating a new arbitration application. On the left, there is a vertical sidebar with several buttons: 'Create New Application' (highlighted with a red arrow), 'Open Existing Applications', 'View all Arbitration Requests for my Company', 'Change Password', 'Change Email Address', 'Change Security Profile', 'Change User Profile', 'Log Out', and 'KIAA Links' which includes '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 'Kentucky Insurance Arbitration Association PIP Arbitration System'. Below the header, it says 'Logged in: ApTe10921 Last Logged in: 7/15/2013 3:10:07 PM Password Expires: 10/14/2013 12:00:00 AM'. The central part of the screen shows application details: 'Applicant: AAA Fire and Casualty Insurance Company acting on behalf of insured.', 'Docket Number: 20503', 'Application type: Original', and 'Hearing Date: Not Set'. There are tabs for 'Information', 'Allegations', 'Contentions', and 'Evidence'. Under the 'Information' tab, fields include 'Reparation Obliger' (set to 'AAA Fire and Casualty Insurance Company'), 'Company NAIC Code' (set to '10921'), 'Company Name (If not shown in list.)' (set to 'AAA Fire and Casualty Insurance Compan'), 'Adjuster's Name Or Company Representative' (empty), 'Representative's First Name' (set to 'Applicant'), and 'Representative's Last Name' (set to '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

← Previous Next →

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:

The screenshot shows a web browser window for the KIAA PIP Arbitration Online Filing System. The URL is https://piparbitration.kyinsplans.org/Evidence/Edit. The main content area is titled "Evidence List". It displays a list of evidence items with edit and delete options. The items listed are:

Item Number	Evidence Description	Action
1:	Police Report	Edit Delete
2:	Applicant Recorded Statement	Edit Delete
3:	Medical Bills & Records	Edit Delete
4:	PIP Log	Edit Delete

Below the list are "Previous" and "Next" navigation buttons.

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 for the KIAA PIP Arbitration Online Filing System. The URL is https://piparbitration.kyinsplans.org/Attachment/edit. The main content area is titled "Upload Supporting Documentation". It includes instructions about file format and size, a "Select..." button for choosing files, and an "Upload" button. Below these are sections for "Uploaded Attachments" and "Approved Documents", each with their own tables. At the bottom of the main form is a navigation bar with "Previous", "Add Respondent" (which has a red arrow pointing to it), and "Next" buttons.

After listing the evidence the user should then upload documentation to the website. Attachments must be in PDF for applications submitted before 6/12/2019. Attachments for applications submitted after 6/12/2019, may be in the following formats (.avi, .mp3, .mp4, .wmv, .jpg, .tif, .wav, .pdf, .txt). The total size of all selected documents to be uploaded at one time cannot exceed 30 megabytes. If you have large files you may need to select and upload them one at a time. The total number of uploads for the Applicant and Respondent combined is 50.

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”.

## KIAA PIP Arbitration Online Filing System User Guide

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.

The screenshot shows the 'Open Arbitration Requests - Company' page. On the left is a vertical menu bar with links like 'Create New Application', 'Open Existing Applications', 'View all Arbitration Requests for my Company', etc. The main area displays a table of arbitration requests with columns for Role, Insured, Claim #, Docket, Status, Response, Type, Date Created, and Hearing Date. A pagination bar at the bottom indicates items 771 - 773 of 773. Below the table is a link to 'Create New Application'. Further down is a section for 'Viewing Docket Number 23132 (Original Application)' with tabs for 'View Applicant's Filing' and 'Upload Supporting Documents', where the latter is highlighted in yellow.

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.

The screenshot shows the 'Respondent Edit' form. On the left is a vertical menu bar with links like 'Arbitration Rules FAQ', 'KY Department of Insurance', and 'Kentucky Insurance Plans'. The main form area has sections for 'Adjuster's Name Or Company Representative' and 'Insured's Information'. The 'Adjuster's Name Or Company Representative' section contains fields for Representative's First Name, Last Name, Address Line 1, Address Line 2, City, State, Zip Code, Email Address, and Telephone Number. The 'Insured's Information' section contains fields for Insured's First Name, Last Name, and Claim Number. At the bottom are 'Add Respondent' and 'Next >' buttons.

## Create New Application—Adding a Respondent:

The screenshot shows a web browser window with the URL <https://piparbitration.kyinsplans.org/Respondent/Edit>. The left sidebar has links for 'Arbitration Rules FAQ', 'KY Department of Insurance', and 'Kentucky Insurance Plans'. The main form area is titled 'Adjuster's Name Or Company Representative' and contains fields for Representative's First Name, Last Name, Address Line 1, Address Line 2, City, State, Zip Code, Email Address, and Telephone Number. Below this section is another for 'Insured's First Name' and 'Insured's Last Name'. At the bottom are 'Add Respondent' and 'Next' buttons.

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:		Search	Show All					
Role	Insured	Claim #	Docket	Status	Responses	Type	Date Created	Hearing Date
Admin		23123	Submitted	0 of 1	0		10/06/2015	
Admin		23124	New	0 of 0	0		10/07/2015	
	« « ... 251 252 253 254 255 256 257 258 259 » »							Displaying items 2531 - 2540 of 2588

#### **Viewing Docket Number 23123 (Original Application)**

<a href="#">Edit</a>				
Participant	Role	Company	Status	
	Applicant	Kentucky Farm Bureau Mut. Ins.	S	
	Respondent	State Farm Mutual Auto. Ins. Co.	N	<a href="#">Delete</a>

## Create New Application—Application Submission:

The screenshot shows the 'Create New Application—Application Submission:' page. On the left is a vertical sidebar with links: Assign Participant to Docket, Docket Inquiry FAQ, PIP Arbitration System User Guide, Log Out, KIAA Links (KIAA Website, Plan of Operation, Arbitration Rules, Arbitration Rules FAQ, KY Department of Insurance, Kentucky Insurance Plans, Plan Reports), and a large empty space below.

The main content area has the following sections:

- Submitting this application will send it to the KIAA for review.**
- Application Status:** Amended
- Applicant:** [Redacted]
- Respondents:** New [Red arrow pointing here] Status: 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: [Redacted]

**Submit**

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:

The screenshot shows a web browser window for the Kentucky Insurance Arbitration Association PIP Arbitration System. The URL is https://piparbitration.kyinsplans.org/Application/Summary. The page title is "Summary". The main content area displays the following information:

Applicant:	AAA Fire and Casualty Insurance Company acting on behalf of B Gay Ashley.
Docket Number:	20537
Application type:	Original
Hearing Date:	Not Set

Below this, there is a navigation menu with tabs: Applicant, Accident Information, Supporting Documentation, 21st Century Assur..., Add Respondent, Amend, and Summary. The "Summary" tab is selected. A red arrow points from the text "Filing Fee Invoice" in the summary section to the "Summary" tab in the navigation bar.

**Left Sidebar (KIAA Links):**

- 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

**KIAA Links:**

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

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 \$40 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:

The screenshot shows a web browser window for the Kentucky Insurance Arbitration Association PIP Arbitration System. The title bar reads "Open Arbitration Request". The main content area is titled "Kentucky Insurance Arbitration Association PIP Arbitration System". On the left, there is a vertical sidebar with several buttons: "Create New Application", "Open Existing Applications" (which has a red arrow pointing to it), "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:" with buttons for "KIAA Website", "Plan of Operation", "Arbitration Rules", "Arbitration Rules FAQ", "KY Department of Insurance", and "Kentucky Insurance Plans". The main content area displays a table titled "Open Arbitration Requests - User" with columns: Role, Insured, Claim #, Docket, Status, Response, Type, Date Created, and Hearing Date. The table contains three rows of data. At the bottom of the main content area, there is a "Create New Application" button and a section titled "Viewing Docket Number 20539 (Original Application)" with an "Edit" button and a table showing participants: Dara Tibbs (Applicant) and Sarah Richmond (Respondent). The table also includes columns for Role, Company, and Status.

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

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

## KIAA PIP Arbitration Online Filing System User Guide

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:**

The screenshot shows a web browser window for the KIAA PIP Arbitration Online Filing System. The URL is https://piparbitration.kyinsplans.org/Arbitration?type=USER&applicationGuides. The page displays a list of applications in a grid format. A red arrow points to the docket number 20539 in the list, which is highlighted in blue. Below the list, a button labeled "Create New Application" is visible. At the bottom, a detailed view of docket number 20539 is shown with tabs for "View Applicant's Filing", "Respond to Filing", and "Create Counter-Claim". The participant information table shows Dara Tibbs as the applicant and 21st Century Assurance Company as the company. Sarah Richmond is listed as the respondent with AAA Fire and Casualty Insurance Company.

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](mailto: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 shows the Kentucky Insurance Arbitration Association PIP Arbitration System. At the top, there's a navigation bar with links for 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below the navigation bar, the URL is https://piparbitration.kyinsplans.org/Attachment/Edit. On the left, there's a sidebar with buttons for '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'. Under 'KIAA Links:', there are links for 'KIAA Website', 'Plan of Operation', 'Arbitration Rules', 'Arbitration Rules FAQ', 'KY Department of Insurance', and 'Kentucky Insurance Plans'. The main content area has a title 'Kentucky Insurance Arbitration Association PIP Arbitration System'. It displays respondent information: 'Respondent: 21st Century Assurance Company acting on behalf of Respondent Tester.', 'Docket Number: 20562', 'Application type: Original', and 'Hearing Date: Not Set'. Below this, there are three buttons: 'View Applicant's Filing', 'Respond to Filing', and 'File Counter-Claim'. A tabbed section titled '21st Century Assuran...' is visible. At the bottom, there's a section titled 'Respondent actions' with two numbered steps: 1. If Respondent chooses to respond do so by selecting the "Respond to Filing" button above to proceed. 2. If Respondent chooses to File a Counter-Claim do so by selecting the appropriate button above to proceed. There's also a checkbox for acknowledging arbitration has been filed but elects not to file a response at this time. At the very bottom of this section are 'Decline Response' and 'Cancel' buttons.

- 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, there's a vertical sidebar with links like 'Create New Application', 'Open Existing Applications' (which is highlighted), 'View all Arbitration Requests for my Company', 'Change Password', 'Change Email Address', 'Change Security Profile', 'Change User Profile', and 'Log Out'. Below that is a section for 'KIAA Links' with links to the 'KIAA Website', 'Plan of Operation', 'Arbitration Rules', 'Arbitration Rules FAQ', 'KY Department of Insurance', and 'Kentucky Insurance Plans'. The main content area shows a table of arbitration requests. One row is selected, showing details: Role (Applicant), Insured (Test Tester), Claim # (12345), Docket (20562), Status (Submitted), Response (0 of 1), Type (O), Date Created (08/09/2013), and Hearing Date (not visible). Below the table is a pagination control showing pages 1, 2, and 3, with 'Displaying Items 21 - 21 of 21'. A red arrow points to the 'Edit' button in the 'Viewing Docket Number 20562 (Original Application)' section. Another red arrow points to the 'Edit' button in the table row for docket 20562.

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

Viewing Docket Number 20562 (Original Application)

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:

The screenshot shows a web browser window with the URL <https://piparbitration.kyinsplans.org/Arbitration?type=ALL>. The main content area is titled "Open Arbitration Requests - Company". On the left sidebar, there is a vertical menu with several buttons: "Create New Application", "Open Existing Applications", "View all Arbitration Requests for my Company" (which has a red arrow pointing to it), "Change Password", "Change Email Address", "Change Security Profile", "Change User Profile", and "Log Out". Below this menu is a section titled "KIAA Links:" with buttons for "KIAA Website", "Plan of Operation", "Arbitration Rules", "Arbitration Rules FAQ", "KY Department of Insurance", and "Kentucky Insurance Plans". The main content area displays a table of arbitration requests. The table has columns for Role, Insured, Claim #, Docket, Status, Response, Type, Date Created, and Hearing Date. There are 18 items listed in the table, with page navigation buttons at the bottom showing pages 1 and 2.

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

[Create New Application](#)

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.