

Kentucky Insurance Arbitration Association

PIP Arbitration System

Online Filing System User Guide

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Log-in options:

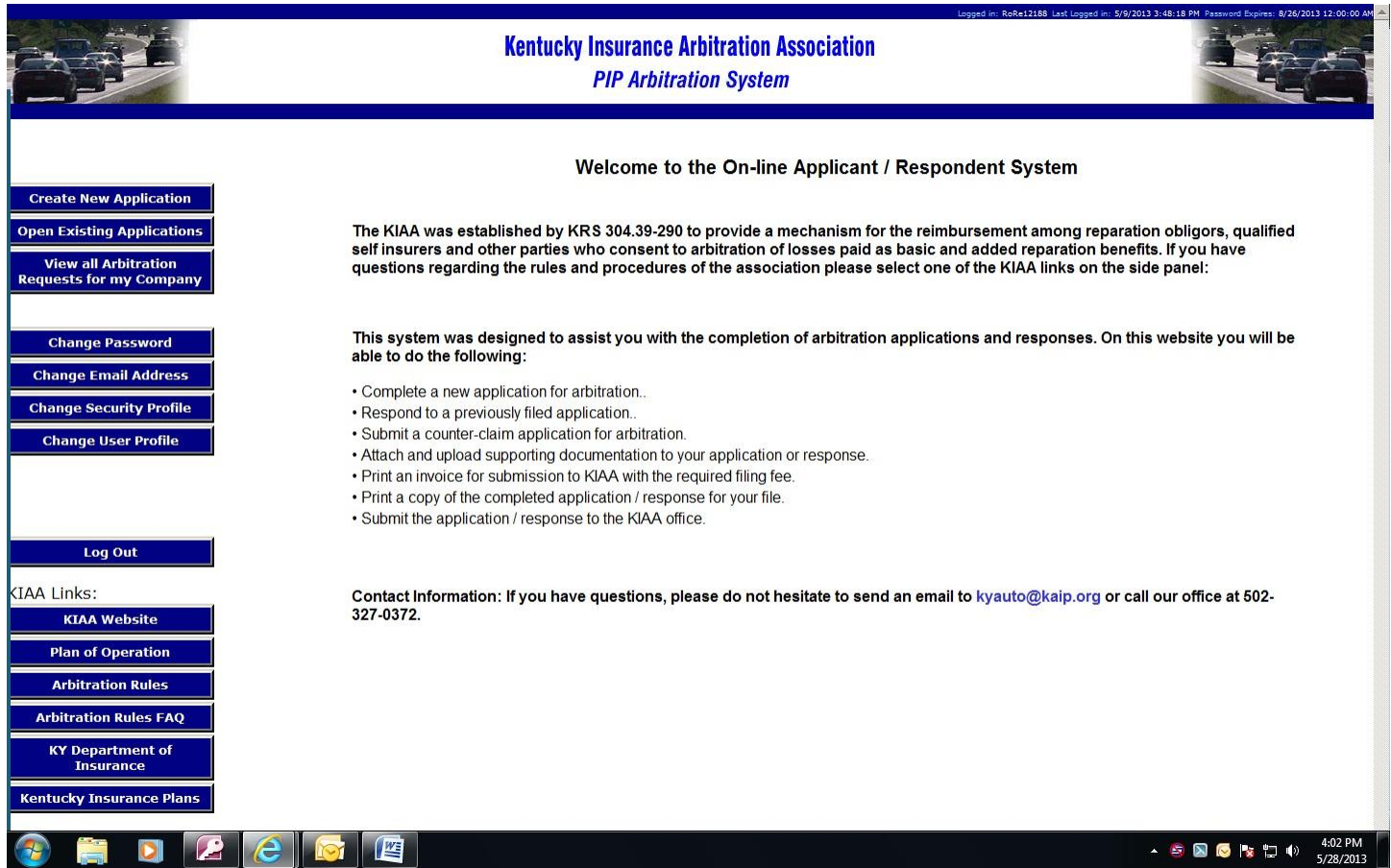
The screenshot shows a web browser window with the URL <https://piparbitration.kyinsplans.org/Forms/LoginForm.aspx?planUser=True>. The page header features the text "Kentucky Insurance Arbitration Association" and "PIP Arbitration System" with a background image of cars on a road. A "Login" button is located in the top left corner. The main content area is titled "Welcome to the KIAA Insurance Arbitration Association" and contains three sections, each with a "Select" button: "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.". On the left side, there is a "KIAA Links:" section with buttons for "KIAA Website", "Plan of Operation", "Arbitration Rules", "Arbitration Rules FAQ", "KY Department of Insurance", and "Kentucky Insurance Plans". At the bottom, there is a status bar showing "Local intranet | Protected Mode: Off" and a zoom level of "100%".

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:



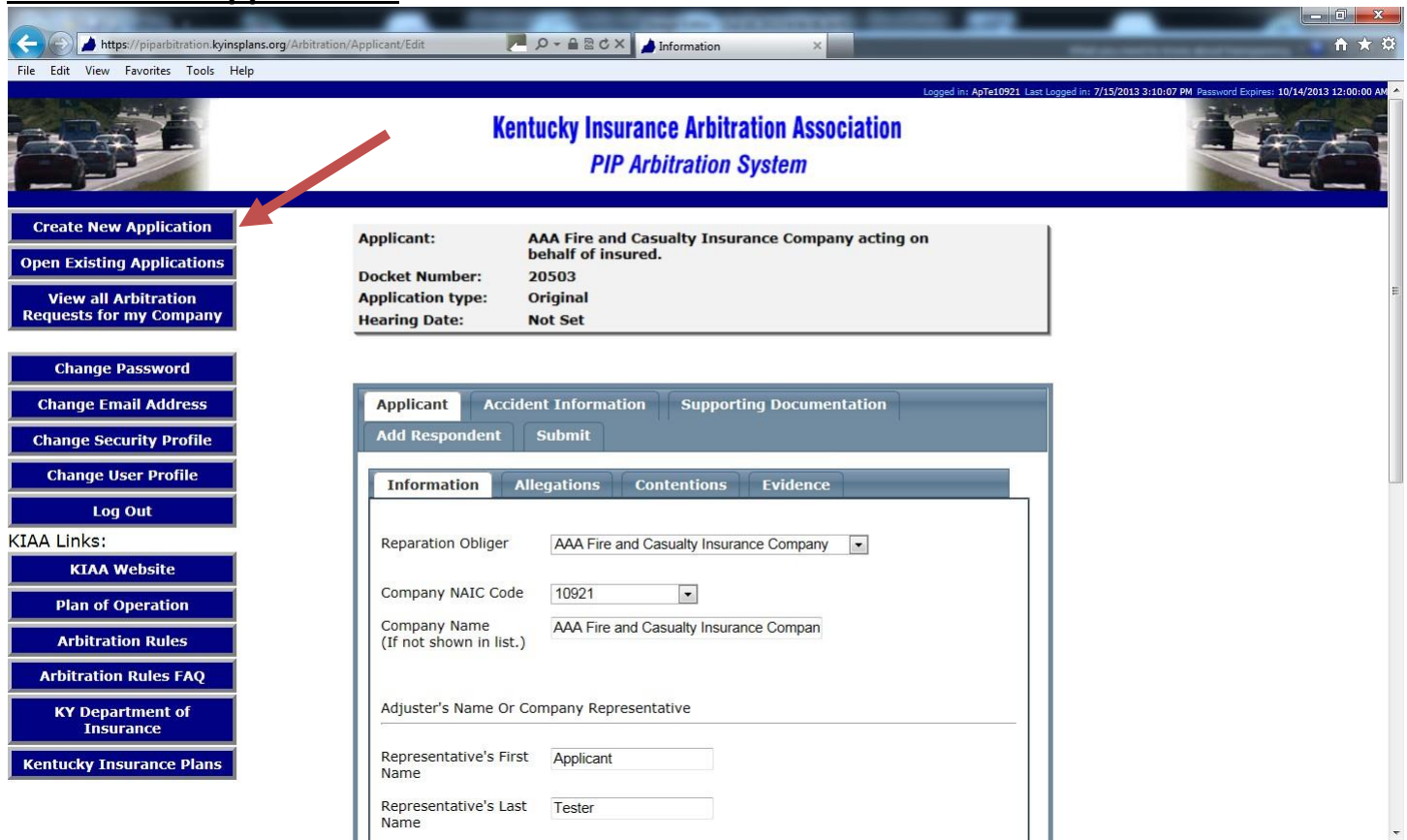
- This page confirms that you are signed on as an Applicant or Respondent. You can create a new KIAA filing, respond to an existing filing, amend a previously submitted filing, submit a counterclaim filing, upload supporting documentation and/or review all filings to which your company is a party.
- **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:



https://piparbitration.kyinsplans.org/Arbitration/Applicant/Edit

File Edit View Favorites Tools Help

Logged In: ApTe10921 Last Logged In: 7/15/2013 3:10:07 PM Password Expires: 10/14/2013 12:00:00 AM

Kentucky Insurance Arbitration Association
PIP Arbitration System

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

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 Company

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.):

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:

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

Applicant | Accident Information | Supporting Documentation

Add Respondent | Submit

Information | Allegations | Contentions | Evidence

Evidence List

List evidence which will support your contentions which may include but is not limited to:

Liability proof - statement of applicant driver, statement of respondent driver, police reports, scene photos, vehicle photos.

Damages proof - PIP claim payment records, medical bills, medical reports, estimate of vehicle damages.

Evidence :

1:	Police Report	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
2:	Applicant Recorded Statement	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
3:	Medical Bills & Records	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
4:	PIP Log	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

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 <https://piparbitration.kyinsplans.org/Attachment/edit>. The interface includes a sidebar with navigation links such as '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'. The main content area has a header with application details: 'Docket Number: 20503', 'Application type: Original', and 'Hearing Date: Not Set'. Below this, there are tabs for 'Applicant', 'Accident Information', and 'Supporting Documentation'. The 'Supporting Documentation' tab is active, showing instructions for uploading PDF documents. It includes a 'Select...' button, an 'Upload' button, and a note about the maximum upload size of 10 megabytes. Below the instructions are two tables: 'Uploaded Attachments' and 'Approved Documents'. At the bottom of the main content area, there are navigation buttons: 'Previous', 'Add Respondent', and 'Next'. A red arrow points to the 'Add Respondent' button.

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”.

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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 Request - Internet Explorer
https://piparbitration.kyinsplans.org/Arbitration?tyl
Open Arbitration Request
Logged in: MIM99999 Last Logged in: 10/27/2015 9

Kentucky Insurance Arbitration Association
PIP Arbitration System

Create New Application
Open Existing Applications
View all Arbitration Requests for my Company
Online Filing User Guide
Docket Library
Change Password
Change Email Address
Change Security Profile
Change User Profile
Generate Docket Number
User Maintenance
Assign Participant to Docket
Log Out

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	

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.

https://piparbitration.kyinsplans.org/Respondent/Edit
Information

Arbitration Rules FAQ
KY Department of Insurance
Kentucky Insurance Plans

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 vertical 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" (with a small globe icon) and "Next" (with a right-pointing arrow icon).

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

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:

The screenshot shows a web browser window with the URL <https://piparbitration.kyinsplans.org/Application/Summary>. The page header includes the Kentucky Insurance Arbitration Association (KIAA) logo and the text "PIP Arbitration System". The user is logged in as "ApTe10921" with a last login time of "7/31/2013 2:11:52 PM" and a password expiration date of "10/29/2013 12:00:00 AM".

On the left side, there is a sidebar with several 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", and "KIAA Links". The "KIAA Links" section includes 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 displays the "Summary" tab of the application. The "Applicant" is "AAA Fire and Casualty Insurance Company acting on behalf of B Gay Ashley". The "Docket Number" is "20537". The "Application type" is "Original". The "Hearing Date" is "Not Set".

The "Summary" section contains the following text:

Summary

Congratulations! Your application has been submitted to the Kentucky Insurance Arbitration Association. You will need to print the filing fee invoice from the link below and remit this form along with the appropriate filing fee payment in order for this arbitration to be brought to a hearing.

The applicant is advised to review the PDF summaries found below for accuracy.

PDF summary for each Applicant-Respondent combination

Filing Fee Invoice
Applicant VS 21st Century Assurance Company
Applicant Contention Form
21st Century Assurance Company - Contention Form

A red arrow points to the "Filing Fee Invoice" link.

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:

**Kentucky Insurance Arbitration Association
PIP Arbitration System**

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).

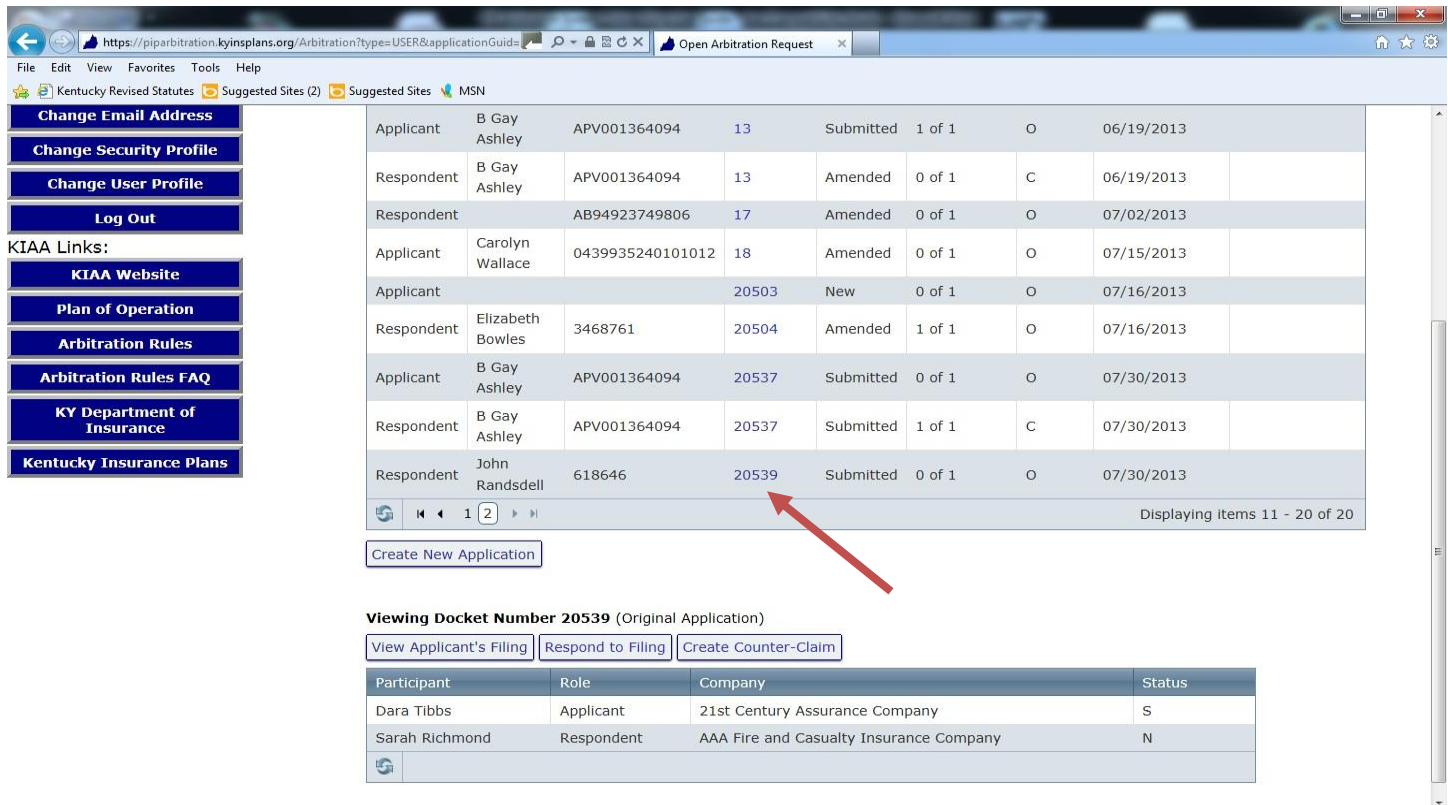
If a user wishes to view information for a particular docket the docket number can be typed in the appropriate field at the top of the screen after which the user should click the “Search” button. Alternatively, the user can

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:



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.):

- 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 KIAA PIP Arbitration Online Filing System interface. The browser address bar displays <https://piparbitration.kyinsplans.org/Arbitration?type=USER&applicationGuid=...>. The page title is "Kentucky Insurance Arbitration Association PIP Arbitration System".

Left Sidebar (Navigation 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

Main Content Area:

Open Arbitration Requests - User

Docket Number:

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

Displaying items 21 - 21 of 21

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:

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.