

KIAA FINYS USER GUIDE

KENTUCKY INSURANCE ARBITRATION ASSOCIATION

SEPTEMBER 2024

KIAA Finys User Guide

Contents

- User Registration..... 2
- Company User Capabilities and Highlights..... 2
- Resources..... 3
 - Important KIAA links: 3
- Login 4
- Create New Docket 5
- Filing a Response or Amendment..... 7
- Company User Actions:..... 7
- Hearings 7
- Entering a Decision 8
- External Reports..... 10

KIAA Finys User Guide

User Registration

Users who have registered in our old system will be carried over to the new system. Emails with your new password were sent out to all active users. Use your email address as your login id and the password you received by email. You will set your own permanent password and answer five security questions. This will allow you to use the 'forgot password' link in the future. **Please add KIAAsystems@fairplanalliance.com to your address book so you will receive communication from our system.**

Log In to Your Account

Login Id

Password

Remember User ID

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

Log In

Forgot Login Id | Password?

Registration

Don't have an online account yet?
Click Apply for User Credentials to register.

Apply for User Credentials

Kentucky Insurance Arbitration Association

Purpose

The PIP Arbitration System provides an online portal to streamline the arbitration process. Member Companies and Qualified Self-Insurers may file, respond and file counterclaims. Supports are uploaded online which eliminates the requirement to submit evidence in hard-copy format.

The Basics

- KRS 304.39-290: All licensed KY insurers, qualified self-insurers and obligated governments are members.
- The filing fee is \$40 or \$100 if a panel of 3 is requested.
- A \$1,000 intercompany offset applies to the aggregate claim and not individually.
- Decisions of the arbitrator are final and binding with no right of re-hearing or appeal.

KIAA Links

[KIAA Website](#)
[Plan of Operation](#)
[Arbitration Rules](#)
[Arbitration Rules FAQ](#)
[KY Department of Insurance](#)
[Kentucky Insurance Plans](#)

Contact Us

Contact Us

If you were not previously registered in our old system, you will Click Apply for Credentials to obtain online access. When KIAA staff approves your request, you will receive an email with your login information. You will login with your email address and password. You will set your own permanent password and answer five security questions. This will allow you to use the 'forgot password' link in the future. If you are not sure if you were registered, you may send us an email to KYAUTO@KAIP.ORG. **Please add KIAAsystems@fairplanalliance.com to your address book so you will receive communication from our system.**

Company User Capabilities and Highlights

- Users can check the status of arbitrations filed by or against their company and subsidiaries.
- Users will be able to file an online application with KIAA and respond to an existing application filed against their company or subsidiary.

KIAA Finys User Guide

- Users will be able to amend a previously submitted filing, file a counterclaim application, view a rendered decision, and enter a decision if you are an arbitrator or alternate.
- Users will no longer need to be linked to a docket.
- Users have access to dockets their company or subsidiary has filed or in which they are named as a respondent or arbitrator/alternate.

Third Party Administrators/Attorneys representing carriers only have access to those dockets that are specifically named.

Resources

The screenshot displays the KIAA Finys user interface. On the left, there is a 'Log In to Your Account' section with fields for 'Login Id' and 'Password', a 'Remember User ID' checkbox, and a 'Log In' button. Below this is a 'Registration' section with a link to 'Apply for User Credentials'. In the center, the 'Kentucky Insurance Arbitration Association' header is followed by a 'Purpose' section explaining the PIP Arbitration System and 'The Basics' section listing key rules. On the right, there is a 'KIAA Links' section with a list of navigation options and a 'Contact Us' button.

Log In to Your Account

Login Id
Password
 Remember User ID
This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.
Log In
Forgot Login Id | Password?

Registration

Don't have an online account yet?
Click Apply for User Credentials to register.
Apply for User Credentials

Kentucky Insurance Arbitration Association

Purpose

The PIP Arbitration System provides an online portal to streamline the arbitration process. Member Companies and Qualified Self-Insurers may file, respond and file counterclaims. Supports are uploaded online which eliminates the requirement to submit evidence in hard-copy format.

The Basics

- KRS 304.39-290: All licensed KY insurers, qualified self-insurers and obligated governments are members.
- The filing fee is \$40 or \$100 if a panel of 3 is requested.
- A \$1,000 intercompany offset applies to the aggregate claim and not individually.
- Decisions of the arbitrator are final and binding with no right of re-hearing or appeal.

KIAA Links

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

Contact Us

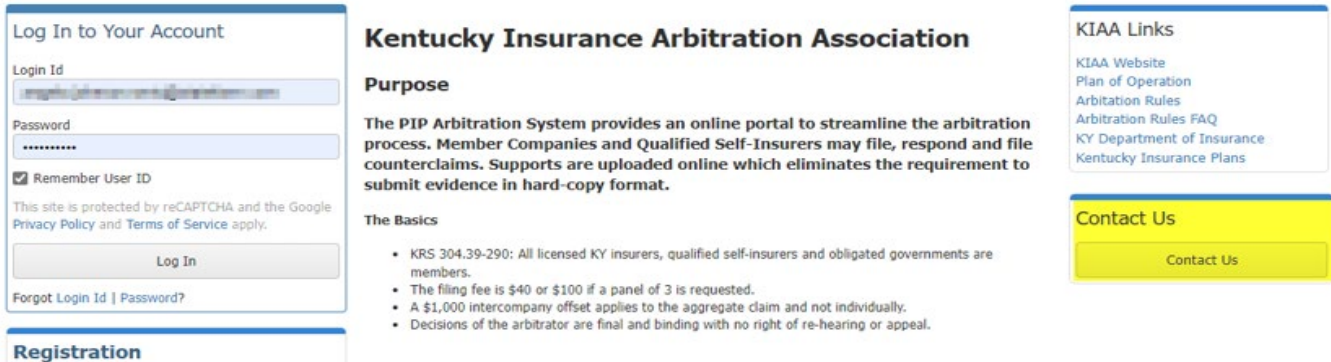
Contact Us

Important KIAA links

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

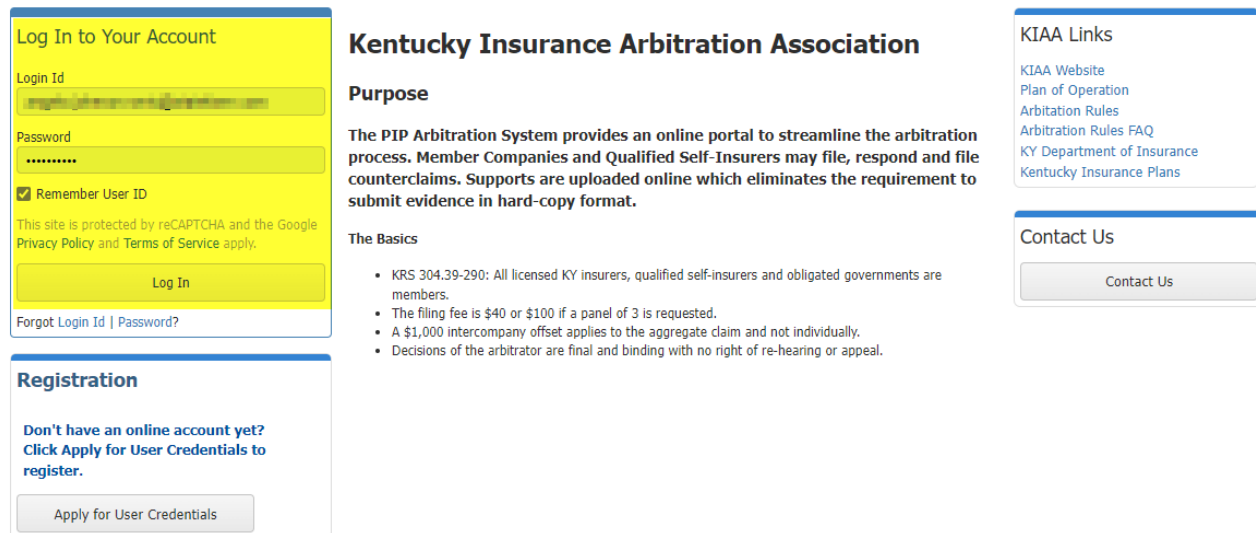
The Contact Us link provides Plan email kyauto@fairplanalliance.com and phone number 502-327-0372.

KIAA Finys User Guide



Login

Once you have obtained credentials, you will log into the system by using your individual business email and password. When logging in you can see your company or subsidiaries' dockets.



Once logged in a user can do a quick docket search by docket number, accident date or status. A user can also leave the fields blank and hit search for a broad result. We have migrated the active dockets from the prior system into the new system.



There are two dropdowns under the Arbitration tab, Create Docket and Docket List. Select Docket List to find a listing of all dockets where their company or a subsidiary is listed as a party, either as an Applicant, Respondent, or Arbitrator/Alternate.

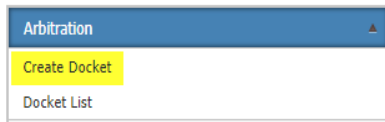
KIAA Finys User Guide

The table provides arbitrating carrier's name if hearing set or decision rendered, insured name, accident date, accident location, docket status, hearing date if hearing is set, applicant contact name, applicant claim number, and the application creation date.

Arbitration List Search options: docket number, applicant insured name, respondent insured name, accident date, accident location, accident state, status, applicant NAIC, carrier name, respondent claim number, hearing date and applicant claim number.

The screenshot shows a search interface titled "ARBITRATIONS LIST" with a search bar and a clear button. Below the header are several input fields for search criteria: Docket#, Accident Date, Status, Respondent Claim Number, Applicant Rep Company Name, Applicant Rep Name, Accident Location, Applicant NAIC, Hearing Date, Respondent 1 Rep Company Name, Respondent 1 Rep Name, Accident State, Carrier Name, and Applicant Claim Number. Some fields are dropdown menus, and some have calendar icons.

Create New Docket

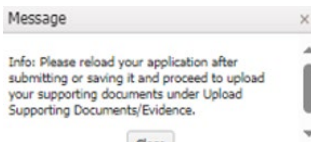


To create a new arbitration application users will select Create Docket.

The user will then be prompted to answer two questions before being able to enter claim information:

- *Do you require a panel of three?*
 - o 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?*
 - o 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 three is not required and that settlement has been attempted, the user may proceed to enter information relevant to their filing, submit and then upload supporting documents.



Once you click Submit, you will receive a reminder popup message to upload your supports.

KIAA Finys User Guide

Documents can be uploaded one of two ways. Locate the docket via the Search function. You can navigate to the Summary, select the Document Summary tab and Upload supports there, or you can Load the docket, scroll to the bottom, and Upload supports there.

The filing fee must be submitted within 30 days of submitting your application or the docket will be rejected. This also pertains to filings with counterclaims. The fee needs to be mailed to our office address. To locate the filing fee invoice letter and email, locate the docket from the Arbitration list and select Summary. Correspondence is listed under the Document Summary tab.

Kentucky Insurance Arbitration Association
 PO Box 436509
 Louisville, KY 40243
 502-327-0372

Docket # 100002 Date: 09/06/2024

Total Amount Due: \$40.00

Please return this invoice with your payment to the address above within 30 days. Failure to submit your filing fee will result in the rejection of your case in accordance with Arbitration Rules: Filing Fees, Rule #2
 TAX ID: 51-0150478

Email	Description	Department	Department Group	Type	Process Date	Remove from list
<input type="checkbox"/>	ApplicantRepresentative_State Farm Mut Auto Ins Co_Filing Fee Email	Arbitration	Arbitration	Filing Fee Email	9/6/2024	<input type="checkbox"/>
<input type="checkbox"/>	ApplicantRepresentative_State Farm Mut Auto Ins Co_Filing Fee Letter	Arbitration	Arbitration	Filing Fee Letter	9/6/2024	<input type="checkbox"/>

After the fee is received, KIAA staff will open the docket, and the arbitration notices will be emailed to all parties involved in the filing.

The arbitration notice as well can be found under the Document Summary tab.

Kentucky Insurance Arbitration Association
 PO Box 436509
 Louisville, KY 40243
 502-327-0372

Docket # 83417 Date: 09/06/2024

Total Amount Due: \$40.00

Please return this invoice with your payment to the address above within 30 days. Failure to submit your filing fee will result in the rejection of your case in accordance with Arbitration Rules: Filing Fees, Rule #2
 TAX ID: 51-0150478

Email	Description	Department	Department Group	Type	Process Date	Remove from list
<input type="checkbox"/>	KIAA Staff_KIAA_Rendered Award Email	Arbitration	Arbitration	Rendered Award Email	9/4/2024	<input type="checkbox"/>
<input type="checkbox"/>	KIAA Staff_KIAA_Decision Letter	Arbitration	Arbitration	Decision Letter	9/4/2024	<input type="checkbox"/>
<input type="checkbox"/>	KIAA Staff_KIAA_Rendered With Award Letter	Arbitration	Arbitration	Rendered With Award Letter	9/4/2024	<input type="checkbox"/>
<input type="checkbox"/>	KIAA Staff_KIAA_Hearing Email to Applicant	Arbitration	Arbitration	Hearing Email to Applicant	9/4/2024	<input type="checkbox"/>
<input type="checkbox"/>	KIAA Staff_KIAA_Hearing Letter	Arbitration	Arbitration	Hearing Letter	9/4/2024	<input type="checkbox"/>
<input type="checkbox"/>	KIAA Staff_KIAA_Hearing Email to Applicant	Arbitration	Arbitration	Hearing Email to Applicant	9/4/2024	<input type="checkbox"/>
<input type="checkbox"/>	KIAA Staff_KIAA_Hearing Letter	Arbitration	Arbitration	Hearing Letter	9/4/2024	<input type="checkbox"/>
<input type="checkbox"/>	KIAA Staff_KIAA_Arbitration Email	Arbitration	Arbitration	Arbitration Email	9/4/2024	<input type="checkbox"/>
<input type="checkbox"/>	KIAA Staff_KIAA_Arbitration Letter	Arbitration	Arbitration	Arbitration Letter	9/4/2024	<input type="checkbox"/>
<input type="checkbox"/>	KIAA Staff_KIAA_Deferred to Set for Hearing Email	Arbitration	Arbitration	Deferred to Set for Hearing Email	9/4/2024	<input type="checkbox"/>

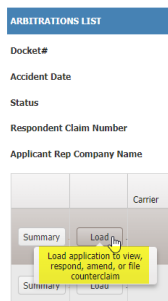
KIAA Finys User Guide

Filing a Response or Amendment

A user may file a response to a docket or amend a previously filed docket. To amend or respond to a docket you will simply login to the system, go to docket list under the Arbitration dropdown.



A user will find the docket number and hit load to view, file a response or amend their filing.



The user can see the applicants filing and any respondents filing as well on said docket. The respondent will answer the allegations and contentions, upload supporting documentation, sign and submit their response.

KIAA staff reviews all filings and if deferment is requested in the filing, we will defer the docket and email notices will be sent. These notices are saved in the document summary tab.

Company User Actions

On the docket listing screen, users can request a file to be withdrawn, deferred, or lift from deferment with the click of a button. This action creates a notice to KIAA STAFF. When a docket status is changed by KIAA staff, the email notice is generated to the involved parties and is saved in the document summary tab.

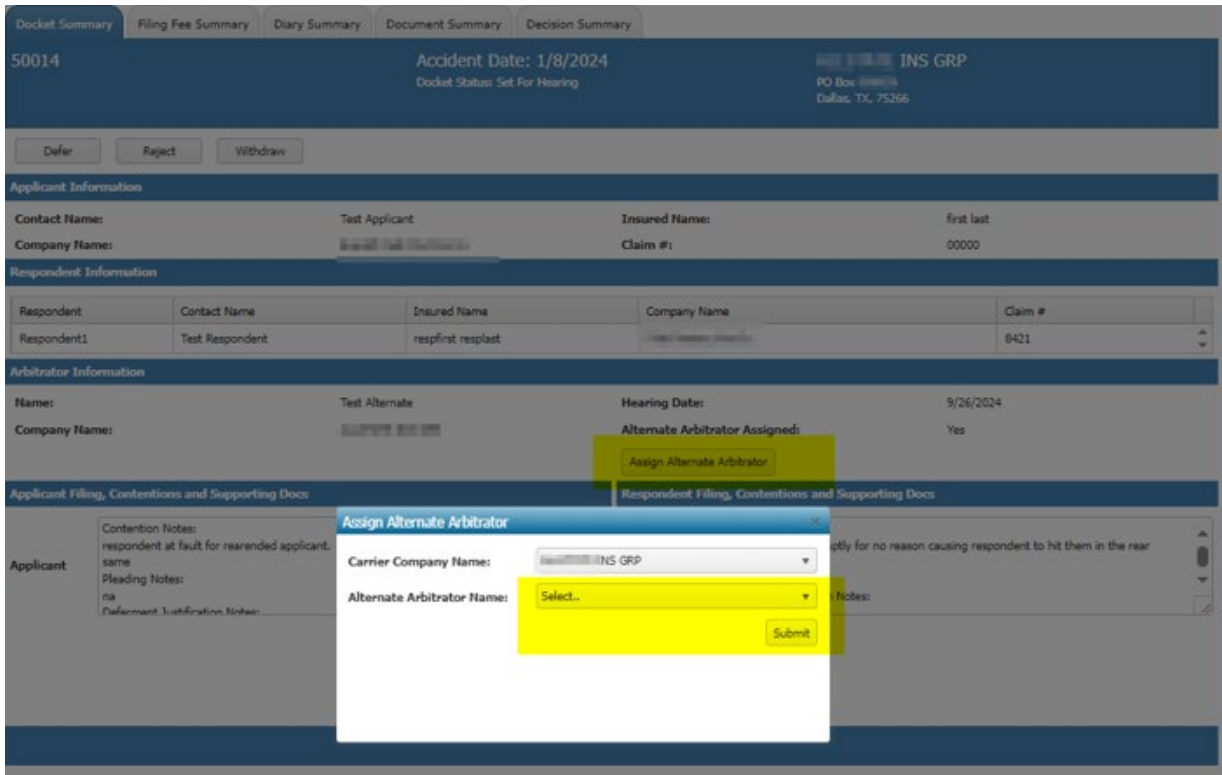
ARBITRATIONS LIST										Q Search	Clear
Docket#	<input type="text"/>	Applicant Rep Name	<input type="text"/>	Respondent 1 Rep Name	<input type="text"/>	Accident Date	<input type="text"/>	Accident Location	<input type="text"/>	Accident State	Select...
Status	Select...	Applicant NAIC	Select...	Carrier Name	Select...	Respondent Claim Number	<input type="text"/>	Hearing Date	<input type="text"/>	Applicant Claim Number	<input type="text"/>
Applicant Rep Company Name	<input type="text"/>	Respondent 1 Rep Company Name	<input type="text"/>								
Applicant Claim#	Applicant Rep Company Name	Respondent 1 Rep Company Name	Accident Date	Accident Location	Docket Status	Hearing Date	Respondent Rep Name	Created On	View Respondents	Request To Withdraw	
1234	State Farm Mut-Auto-Ins Co	State Farm Mut-Auto-Ins Co	9/1/2024	Shelbyville Rd, Louisville, KY	Applied		State Farm	9/6/2024	View Respondents	Request To Withdraw	
23-8445722	Progressive Insurance Co	State Farm Mut-Auto-Ins Co	11/8/2023	, FRANKFORT, KY	Applied		State Farm	8/22/2024	View Respondents		

Hearings

When a docket is set for hearing, KIAA staff will assign an arbitrator. The arbitrator may hear the case or assign it to an alternate arbitrator. Hearing email notices go to all parties involved and are saved in the document summary tab.

KIAA Finys User Guide

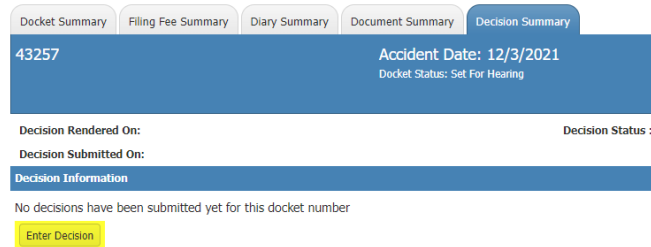
An arbitrator may assign an alternate arbitrator to hear the case by logging in, pulling up the docket list, and clicking on the summary tab. On the docket summary tab there is an option to assign alternate arbitrator. The alternate is selected from the dropdown and then submitted.



The hearing notice will be emailed to the alternate, primary, and secondary contacts and the applicant and respondents.

Entering a Decision

The arbitrator/alternate can login to the system and go to docket list under arbitration and find dockets to which they are assigned to enter a decision. The alternate will click on the summary button beside the docket on the docket listing screen and then proceed to decision summary tab.



KIAA Finys User Guide

The arbitrator or alternate will click enter decision and complete the required information on the decision form. Comment on Liability and Damages Comments is a mandatory field. The other fields shown prefill with the information, so the arbitrator or alternate does not have to manually type in the information.

Supporting documents will appear on the decision form so the arbitrator or alternate does not have to navigate away from the decision form to see them.

The arbitrator will complete the award section and can hit save, submit, or print. The arbitrator or alternate can save what was completed and come back to it later. When the decision is completed, it should be submitted. The print option is there as well should you want to see a printed copy.

KIAA Staff will review decisions when submitted. If any clerical or technical issues need attention, KIAA staff will send an email to the arbitrator/alternate to address and then resubmit. When KIAA staff renders the decision, the decision be emailed to the applicant and respondent. The rendered decision and the email are saved in the document summary tab.

KIAA Finys User Guide

External Reports

Company users can access external reports by clicking on reports and then dashboard for the dropdown. Company closed, open reports are found on the dashboard and can be printed in pdf or excel. Member reports are not yet available.



The Company pending dockets report lists details of the dockets that are in the pending state which includes dockets that are Open, Applied, Deferred or Set for Hearing. The oldest dockets in the system go back to 2017. To capture any that are pending from 2017 forward you will use 1/1/2017 as the from date.

The Company closed dockets report lists details of the dockets that are withdrawn, rejected, or rendered. The oldest dockets in the system go back to 2017. To capture any that are pending from 2017 forward you will use 1/1/2017 as the from date.

