FEBRUARY 2018

DELAWARE CLAIMS PROCESSING FACILITY

TRUST ONLINE USER MANUAL

DII Asbestos Trust

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Chapter 1 Firm Super User

The Firm Super User Account

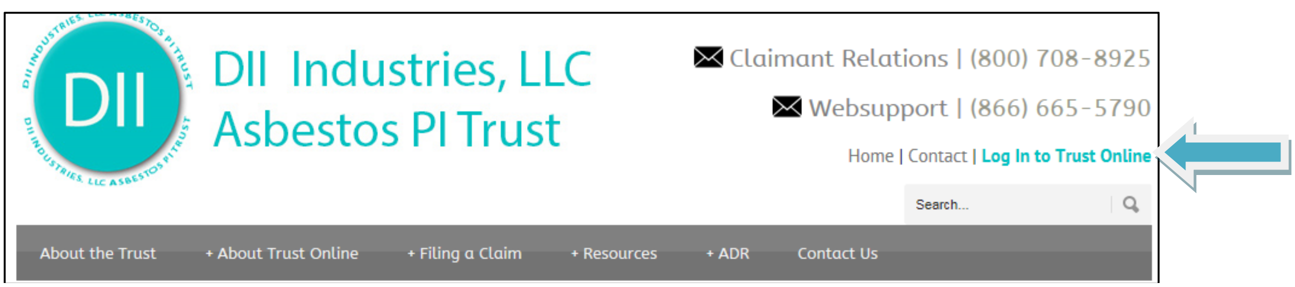
The Delaware Claims Processing Facility has created a user-friendly web-based secured environment to assist firms in the submission, updating and payment of asbestos related claims. This innovated website supplies firm users with all of their firm claimant information at the click of a button.

In addition to the Trust Online website, DCPF provides training and technical support for all Trust Online related issues. Each Trust also has their own public website that provides valuable resources, downloads, trust updates, medical/exposure requirement information and much more.

Firms that wish to sign up to use Trust Online, must first have a partner or member of the firm complete an Electronic Filer Agreement (E-filer) and send the original completed E-filer back to the Trust for processing. A **Firm Super User** (FSU) account will be created for the partner or member who signed the E-filer. The E-filer agreement is located on the Download page of the Trust public website.

Once the E-filer has been processed by the Facility, a Trust Online package will be sent, which includes a letter with the FSU's username and password, a copy of the processed E-filer and this instructional manual for Trust Online.

With the username and password in hand, the FSU will need to log into Trust Online to begin *creating accounts* for their staff and *setting the notification preferences*. To get to the login page, proceed to the **DII Industries, LLC Asbestos PI Trust** website at diiasbestostrust.org, and click on the Login link located above the right menu bar.

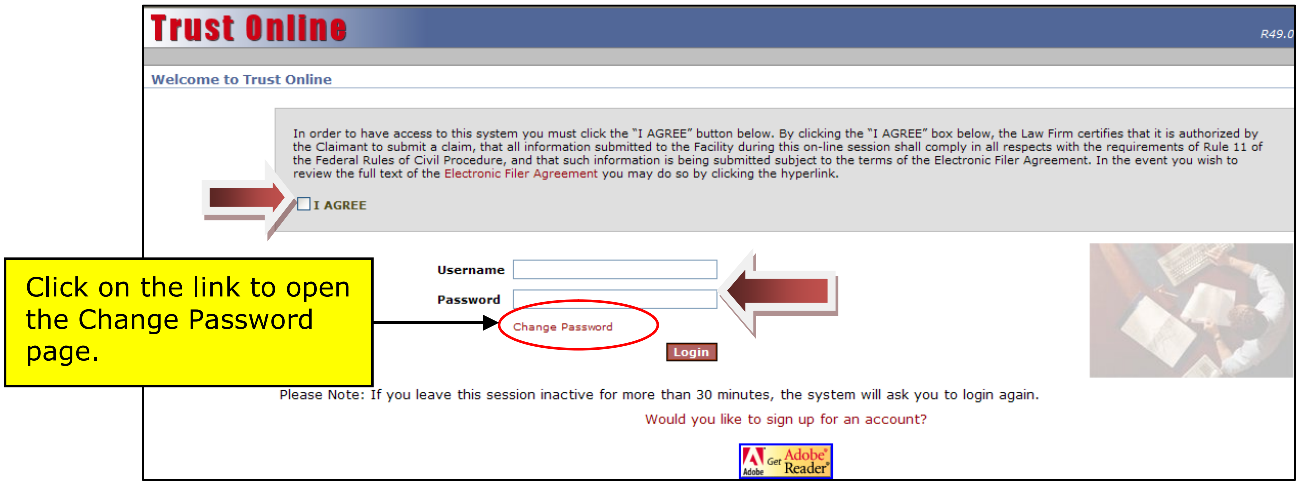


By clicking on this Login link, you will be directed to the Trust Online login page. Each and every time a user chooses to log into Trust Online, they must click on the 'I Agree' check box immediately below the disclaimer. By clicking on this check box, the user is agreeing to the terms specified in the E-filer agreement.

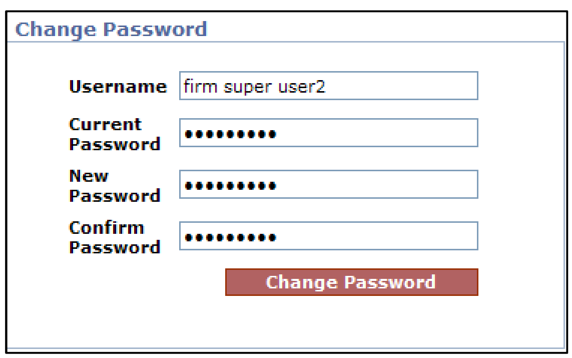
Enter the username and password from the letter and click on the Login button. The user should keep in mind that the password is case sensitive and will disable the account after the third incorrect login attempt.

The passwords for the FSU and any accounts created by the FSU have a 90 day expiration date. This added security features will assist in preventing unauthorized users accessing the firm's secured confidential data.

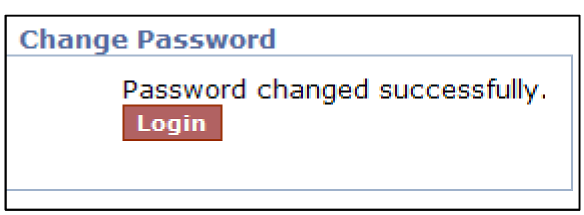
When the passwords expire, you will receive a message when attempting to login that the user's password has expired. To change the password, click on the "Change Password" hyperlink immediately below the Password box on the Login page.



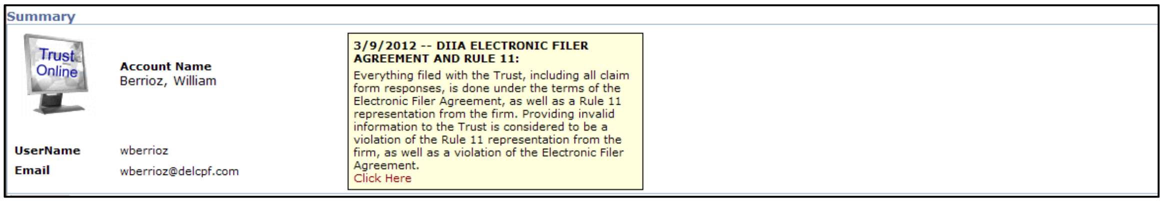
From the Change Password page, enter the Username and Current Password. Enter the New Password, Confirm (*new*) Password and click the <**Change Password**> button.



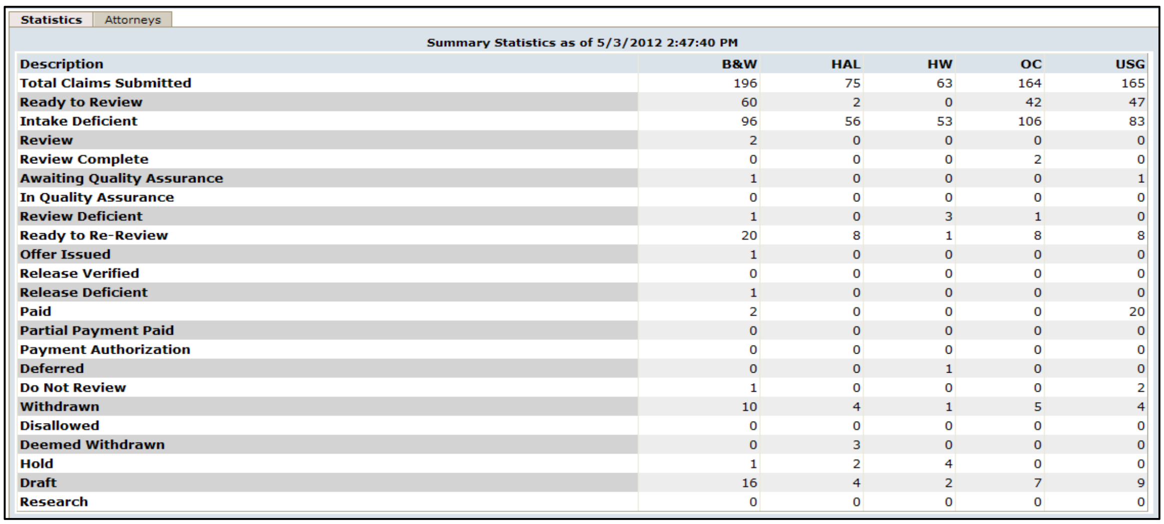
Upon the successful completion of the password change, a message stating that the password was changed successfully will be displayed. Click on the <**Login**> button to return to the login page. Now you may login with your username and new password to begin using the Trust Online system.



After successfully logging in to Trust Online, the user will be directed to the Summary page. At the top of this page, the user's information is displayed which includes the user's full name, username, email address, firm's name, address and any DIIA Alerts.



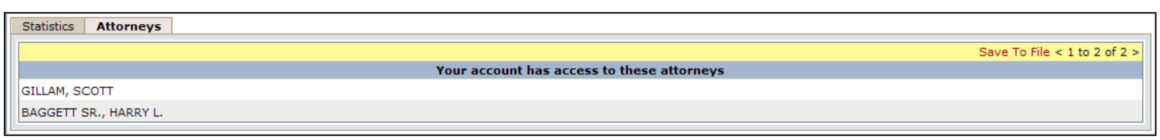
The lower section of this page is divided into two tabs, the Statistics and Attorneys view. This section defaults to the Statistics view which displays a status breakdown of all claims submitted for each Trust the user has access to view.



Summary Statistics as of 5/3/2012 2:47:40 PM

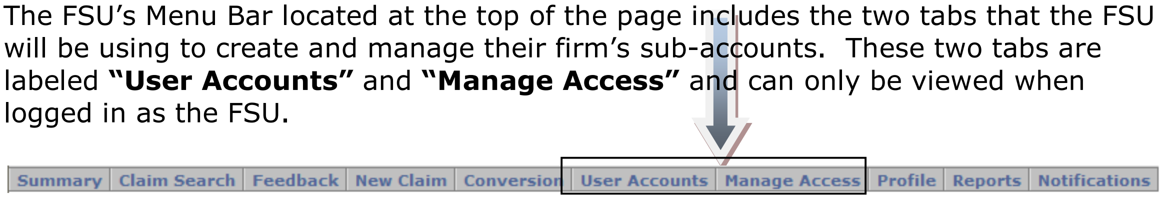
Description	B&W	HAL	HW	OC	USG
Total Claims Submitted	196	75	63	164	165
Ready to Review	60	2	0	42	47
Intake Deficient	96	56	53	106	83
Review	2	0	0	0	0
Review Complete	0	0	0	2	0
Awaiting Quality Assurance	1	0	0	0	1
In Quality Assurance	0	0	0	0	0
Review Deficient	1	0	3	1	0
Ready to Re-Review	20	8	1	8	8
Offer Issued	1	0	0	0	0
Release Verified	0	0	0	0	0
Release Deficient	1	0	0	0	0
Paid	2	0	0	0	20
Partial Payment Paid	0	0	0	0	0
Payment Authorization	0	0	0	0	0
Deferred	0	0	1	0	0
Do Not Review	1	0	0	0	2
Withdrawn	10	4	1	5	4
Disallowed	0	0	0	0	0
Deemed Withdrawn	0	3	0	0	0
Hold	1	2	4	0	0
Draft	16	4	2	7	9
Research	0	0	0	0	0

The Attorneys tab displays the list of attorneys for which the user has access to *view*, *edit* or *submit claims*.

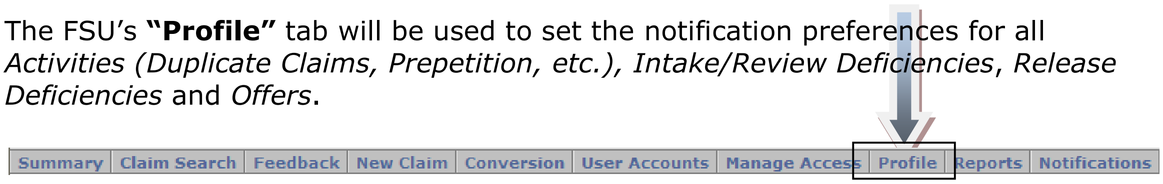


The FSU's main function is to *create sub-accounts* and *manage access* for their staff and attorney(s) as well as *setting the notification preferences* for each attorney that have submitted and will be submitting claims in Trust Online.

The FSU's Menu Bar located at the top of the page includes the two tabs that the FSU will be using to create and manage their firm's sub-accounts. These two tabs are labeled **"User Accounts"** and **"Manage Access"** and can only be viewed when logged in as the FSU.



The FSU's **"Profile"** tab will be used to set the notification preferences for all *Activities (Duplicate Claims, Prepetition, etc.), Intake/Review Deficiencies*, *Release Deficiencies* and *Offers*.



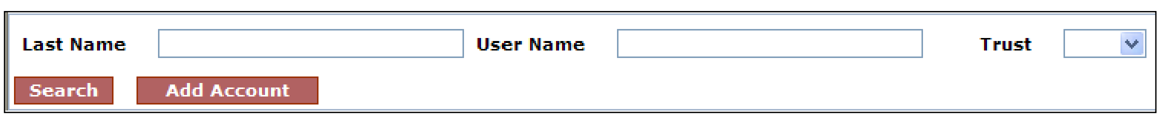
Creating Accounts

As noted in the previous section, one of the main functions of the FSU is to create accounts for staff and attorneys to gain access to Trust Online. Although, these accounts seem very similar when creating them, one of the main differences is that the attorney account is always associated with an Active Attorney.

The attorney account is not to be confused with the actual active practicing attorney from the law firm. An attorney account gives the representing attorney more control over his claims by allowing them to set their own *notification preferences* as well as *managing access* to their claims.

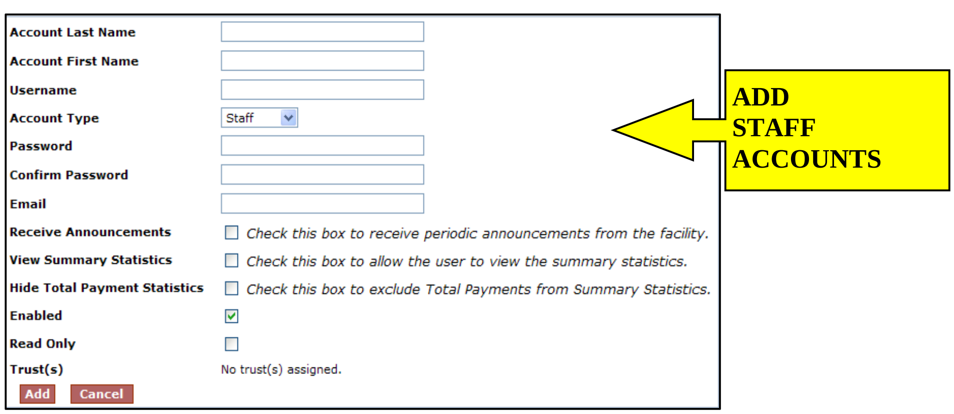
In this next section, we will explain how to create accounts and the vital differences between them. We will also explain how to *enable accounts, reset passwords* and *disable accounts*.

To begin creating accounts, click on the **<User Accounts>** tab located on the Menu Bar. From this page, click on the **<Add Account>** button to begin creating accounts.



Staff Accounts

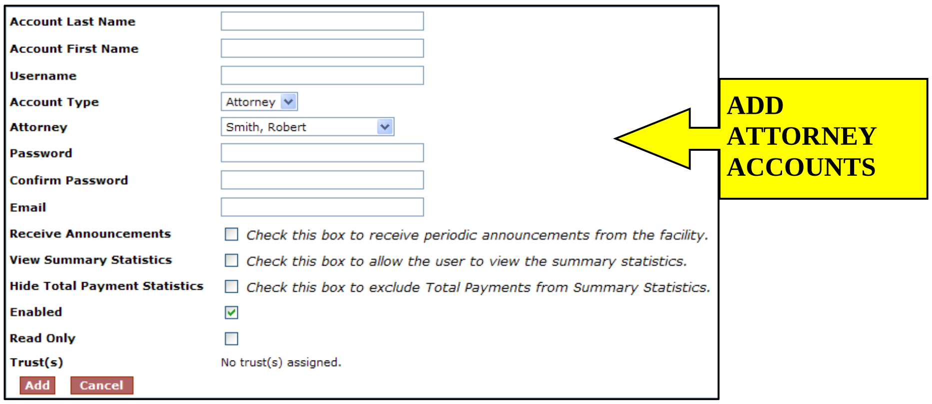
To create a staff account, first select **Staff** from the **Account Type** drop-down box and enter the *Account Last Name*, *First Name*, *Username*, *Password*, *Confirm Password* and *Email*. Place a check mark next to the **"Enable"** box and any other boxes that are necessary and click the **<Add>** button. The other three boxes will be explained in detailed in the upcoming section.



Attorney Accounts

To create an attorney account, select **Attorney** from the **Account Type** drop-down box. The **Attorney** drop-down box will appear with the available attorneys for your firm. If an attorney is *not* listed in this drop-down box, you will have to contact the Facility to have this attorney added before you can create this account.

If the attorney is listed in this drop-down box, select the respective attorney and enter the necessary account information. Place a check mark next to the appropriate boxes and click the <**Add**> button to save.



Enabling/Disabling Accounts (Check Box)

The Enabled check box has to be checked in order for firm users to log into Trust Online. The Enabled check box will automatically become unchecked when the system identifies a user attempting to log into Trust Online more than three times with an incorrect password.

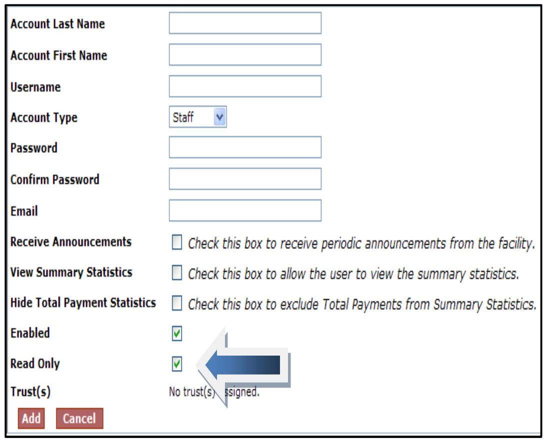
In these cases, the FSU will need to re-enable the account by placing a check mark next to the Enabled box and clicking the **<Save>** button.

In this same manner, the FSU must disable accounts for staff that are no longer with the firm by removing the check mark next to the Enabled box and clicking the **<Save>** button. This will eliminate the risk of any unauthorized personnel from logging into Trust Online.

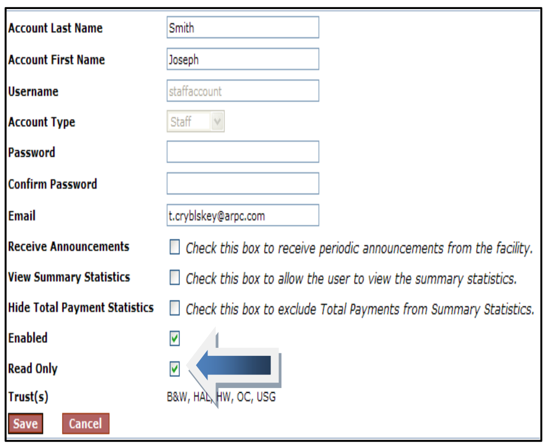
Read Only (Check Box)

Read Only accounts are accounts that are limited to *creating reports, viewing claim information* and *viewing/printing notifications*. Firms can set both *new* and *existing* accounts to Read Only.

When creating a new account, after entering all of the necessary account information, check the **Read Only** box and click the <**Add**> button.



For existing accounts, search for the account and click on the account name to view the account profile. Afterwards, check the **Read Only** box and click the <**Save**> button.



Receive Announcements (Check Box)

The Receive Announcements check box was created for firm users who would like to receive periodic announcements from the Facility or the Trust. When creating a new account, after entering all of the necessary account information, check the **Receive Announcement** box and click the <**Add**> button.

For existing accounts, search for the account and click on the account name to view the account profile. Afterwards, check the **Receive Announcement** box and click the <**Save**> button.

View Summary Statistics (Check Box)

The View Summary Statistics check box was added for Firm Super Users to restrict their Staff and Attorney accounts from viewing the Summary Statistics on the Summary Page.

When creating a new account, after entering all of the necessary account information, check the **View Summary Statistics** box and click the <**Add**> button.

For existing accounts, search for the account and click on the account name to view the account profile. Afterwards, check the **View Summary Statistics** box and click the <**Save**> button.

Hide Total Payment Statistics (Check Box)

The Hide Total Payment Statistics check box was added for Firm Super Users to restrict their Staff and Attorney accounts from viewing the Total Payments on the Summary Page.

When creating a new account, after entering all of the necessary account information, check the **Hide Total Payment Statistics** box and click the <**Add**> button.

For existing accounts, search for the account and click on the account name to view the account profile. Afterwards, check the **Hide Total Payment Statistics** box and click the <**Save**> button.

Managing User Access

After creating the user accounts for the firm, the FSU must assign the *staff* and *attorney accounts* access to a specific Trust using the **Manage Access** page. If the user attempts to login without any Trust access, they will see an error message directing them to contact their FSU.

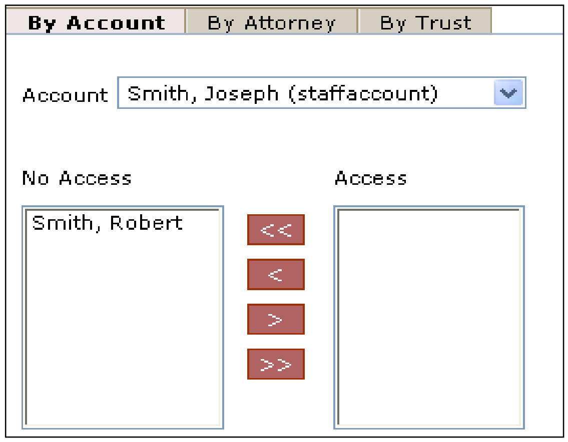
Unlike the attorney accounts, when staff accounts are first created they are not associated with any attorney; therefore, the firm administrator will have to assign the attorney(s) to these accounts before they may submit new claims or edit existing claim data. If there aren't any attorneys assigned to the user, the Attorney's tab on the Summary page will display a message stating the following:

To assign attorney access to the staff accounts, click on the **Manage Access** link on the top menu bar. The Manage Access page will display three tabs, ***By Account***, ***By Attorney*** and ***By Trust.*** The FSU can utilize either ***By Account*** or ***By Attorney*** to begin assigning specific Attorney access to the staff accounts and will use the ***By Trust*** tab to begin assigning the user accounts access to a specific trust.

When attorney accounts are created, they are already associated with a specific attorney but they can also be given access to additional attorneys using the **Manage Access** link. This additional access allows the attorney account to view and edit claims submitted by other attorneys.

Access By Account

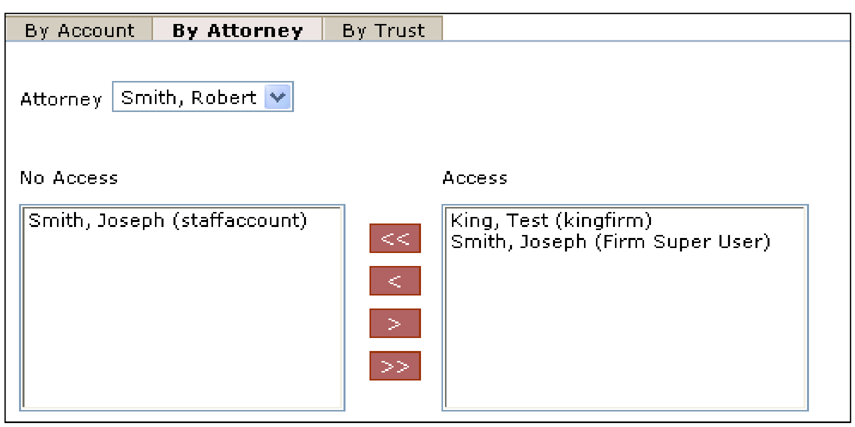
To assign access by accounts, click on the <**By Account**> tab and select an account from the drop-down box. From the **No Access** list box, select one or more of the attorneys that are to be associated with this account. Click on the > to move the selected attorney to the **Access** list box. To allow access to all attorneys listed, simply click on the >>.



To remove access, select one or more of the attorneys from the **Access** list box and click on the < to move the selected attorneys to the **No Access** list box. To remove access to all attorneys listed, click on the <<.

Access By Attorney

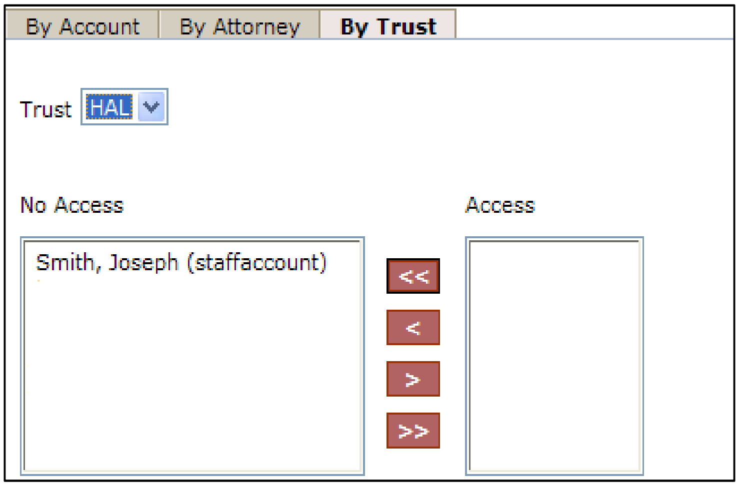
To assign access by attorneys, click on the <**By Attorney**> tab and select an attorney from the drop-down box. From the **No Access** list box, select one or more of the accounts that are to be permitted access to the attorney in the drop-down box. Click on the > to move the selected accounts to the **Access** list box. To allow access to all accounts listed, simply click on the >>.



To remove access, select one or more of the accounts from the **Access** list box and click on the < to move the selected accounts to the **No Access** list box. To remove access to all accounts listed, click on the <<.

Access By Trust

After assigning the attorney(s) access, you will need to assign the Trust(s) using the ***By Trust*** tab. To assign access by trust, click on the <**By Trust**> tab and select a trust from the drop-down box. From the **No Access** list box, select one or more of the accounts that are to be permitted access to the specified trust in the drop-down box. Click on the > to move the selected accounts to the **Access** list box. To allow access to all accounts listed, simply click on the >>.

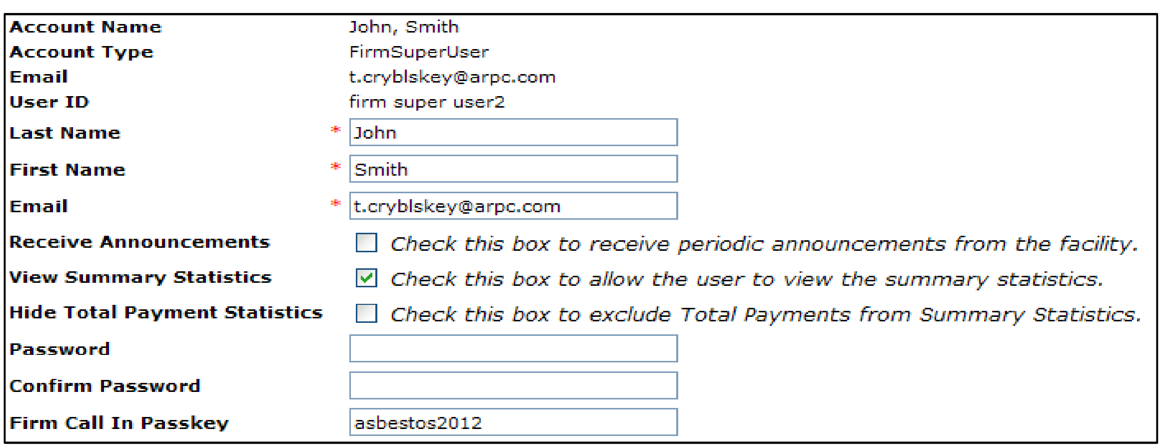


To remove access, select one or more of the accounts from the **Access** list box and click on the < to move the selected accounts to the **No Access** list box. To remove access to all accounts listed, click on the <<.

Firm Super User Profile

Trust Online provides account information for each user on their Profile page. The Firm Super User account type will be able to view the following account information including *Account Name, Account Type, Email Address, User ID, Last Name, First Name, Firm Call In Passkey* as well as the *Receive Announcements, View Summary Statistics*, and *Hide Total Payment Statistics* check boxes.

Except for *Account Type* and *User ID*, the FSU can update all other information on their profile page.



In addition, the Firm Super User can also view the firm's *Payment Options*, *Firm Payment Notifications* and set up *Attorney Options*. The **Payment Options** and **Firm Payment Notifications** are read only fields and can only be changed by the Facility.

The **Attorney Options** includes setting up notifications preferences (paper and/or electronic) for the following:

- Offers
- Release Deficiencies
- Intake/Review Deficiencies
- Activities (Duplicate Claims, Prepetition, etc.)

Payment Option

The Payment Option includes *Paper Check* or *Electronic Debits (ACH).* All firms are automatically set up as paper checks until a completed ACH form is submitted and processed by the Trust. A form will need to be submitted for the DII trust and can be found on the download page on the Trusts' public website.

Payment Options

Trust	Payment Type
HAL	Electronic
HW	Electronic

Firm Payment Notifications

On the bottom of the ACH form, there is a section that authorizes an email to be sent as *notification of payment* to one or more Trust Online users. The email(s) entered in this section must have an active Trust Online account. Once the firm is set up for Electronic Debits, the FSU profile will display the "Enable Electronic Notifications" check box as selected and the users that are to be notified upon payment.

Firm Payment Notifications

☐ Include Acme Law in paper mailing.

☑ Enable Electronic Notification:

Trust	Account
HAL	staffaccount1 (staff@firm)
HW	staffaccount1 (staff@firm)

Once the user is notified via email, they will need to log into Trust Online and proceed to the Notifications page to view/print the payment notification(s).

Attorney Options

The Attorney Option can be set up by the FSU or the submitting attorney with an Attorney account. This view will provide information for each attorney in the firm and display their notification preferences.

Attorney Options

Save To File < 1 to 3 of 3 >

Attorney Name	Activity Notifications	Intate/Review Deficiency Notifications	Release Deficiency Notifications	Offer Notifications
SMITH, JOHN	Electronic	Electronic	Electronic	Electronic
Smith, Robert	Electronic	Electronic	Electronic	Electronic

To begin setting up the notification preferences, click on the attorney's name. This will re-direct the FSU to the attorney's profile page where he/she may begin setting the notifications preference for each option.

Notification Options

Offer Notifications

☐ Include Smith, Robert in paper mailing.

☑ Enable Electronic Notification:

Trust	Account	
HAL	staffaccount1 (staff@firm)	X
HW	staffaccount1 (staff@firm)	X
All	--- Select Account ---	

Release Deficiency Notifications

☐ Include Smith, Robert in paper mailing.

☑ Enable Electronic Notification:

Trust	Account	
HAL	staffaccount1 (staff@firm)	X
All	--- Select Account ---	

Intake/Review Deficiency Notifications

☐ Include Smith, Robert in paper mailing.

☑ Enable Electronic Notification:

Trust	Account	
HAL	staffaccount1 (staff@firm)	X
HW	staffaccount1 (staff@firm)	X
All	--- Select Account ---	

Activity Notifications (Duplicate Claims, Prepetition, etc.)

☐ Include Smith, Robert in paper mailing.

☑ Enable Electronic Notification:

Trust	Account	
HAL	staffaccount1 (staff@firm)	X
HW	staffaccount1 (staff@firm)	X
All	--- Select Account ---	

Save Cancel

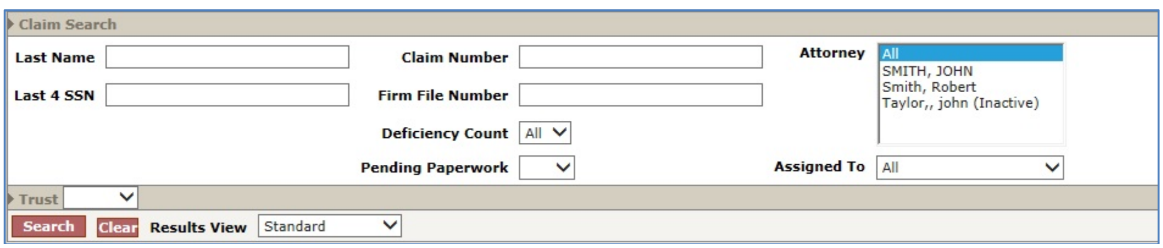
Chapter 2 Trust Online User Functions

Claim Search

For most users, the Claim Search page will be the hub of the entire site. From this page, users will be able to search for a *specific claim*, *list of claims* and/or *download customized reports*.

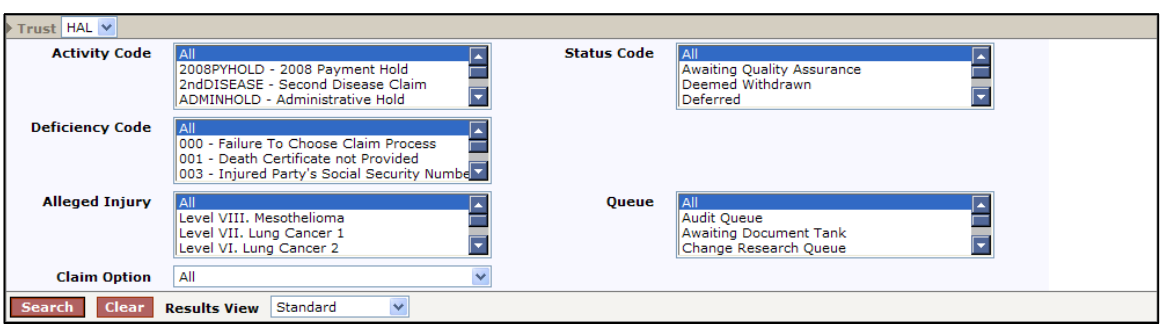
This page is broken down into two sections, *Claim Search* and *Trust*. At the top of the page is the *Claim Search* section which allows the user to search for claims using one or more of the following criteria; **Last Name**, **Last 4 SSN**, **Claim Number**, **Firm File Number**, **Deficiency Count**, **Pending Paperwork, Attorney** and **Assigned To**.

In this section, using the *Claim Number* is generally all you would need to find your claim. However, if the *Claim Number* is missing, it would be advisable to enter as much information as possible to filter your search results.



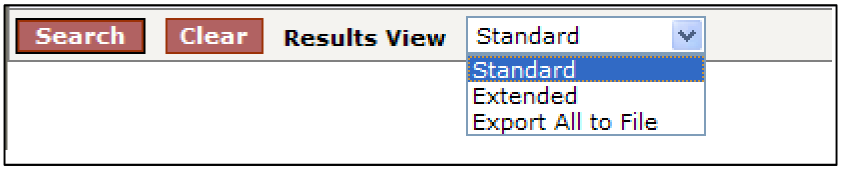
For more search criteria, you may also use the **Trust** section of the claims search page in conjunction with the **Claim Search** section.

At the bottom of the page is the Trust search section which allows the user to search for claims using the additional following criteria; **Trust, Activity Code**, **Deficiency Code**, **Alleged Injury**, **Claim Option**, **Status Code** and **Queue**.

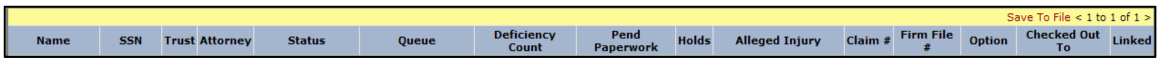


After entering all of the specified criteria, click the **<Search>** button to begin searching for the claim or listing of claims. The **Results View** drop-down box found next to the **<Clear>** button will allow the user to view more or less information depending upon the required information needed.

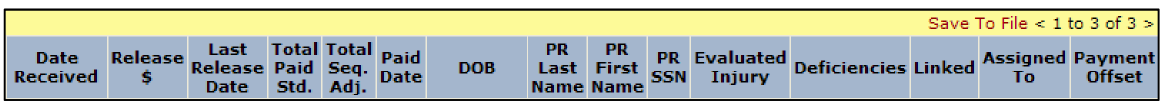
Search Results



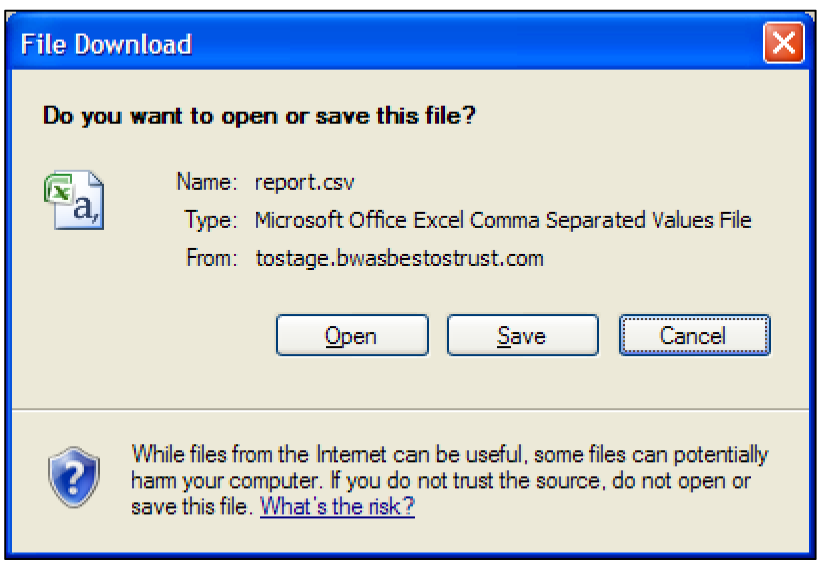
The **Results View** defaults to "**Standard"** and will provide the most basic claim information including *Name*, *SSN (Last 4 SSN)*, *Trust*, *Attorney*, *Status*, *Queue*, *Deficiency Count*, *Pend Paperwork*, *Holds*, *Alleged Injury*, *Claim #, Firm File #, Option*, *Checked Out to* and *Linked*.



To view more information in your search results, click on the Results View drop-down and select the "**Extended"** view. This will provide all of the basic claim information found in the "**Standard"** results view and additional information including *Date Received*, *Release Amount*, *Last Release Date*, *Total Paid Std*., *Total Seq. Adj*., *Paid Date*, *DOB*, *PR Last Name*, *PR First Name*, *PR SSN (Last 4 SSN)*, *Evaluated Injury*, *Deficiencies, Assigned To* and *Payment Offset*.



To export all of the data found in the "**Extended**" view to an excel spreadsheet, select the "**Export All to File**" from the drop-down and click the **<Search>** button. A File Download box will appear prompting the user to Open, Save or Cancel.



This file will be opened or saved as a "**.csv**" file. To save the file as an excel spreadsheet, with the file opened, click "**Save As**" and select "**Excel Workbook**". The newly saved file will now display the correct excel file extension, **(.xls)**.

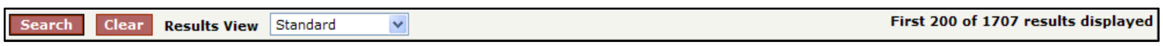
Downloading Results

Similar to the "**Export All to File**" option mentioned in the previous section, the user may also download data by clicking on the "**Save To File**" link located on the right hand side of the results grid.

The results grid only displays the first 15 of the maximum 200 claims that can be viewed. To page through the 200 claims, click on the greater than sign (**>**) to view the next 15 claims or the less than sign (**<**) to view the previous 15 claims.

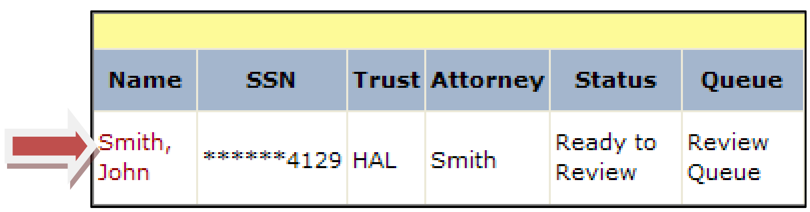
The "**Save To File**" link will export the maximum viewable 200 claims to a spreadsheet.

For searches that result in greater than 200 claims, select "**Export All to File**" to export the claim data to an excel spreadsheet.



The Claim

To view and/or edit claims, search for the claim using the procedures mentioned in the previous section. From the results grid, click on the "Name" displayed in the red font.



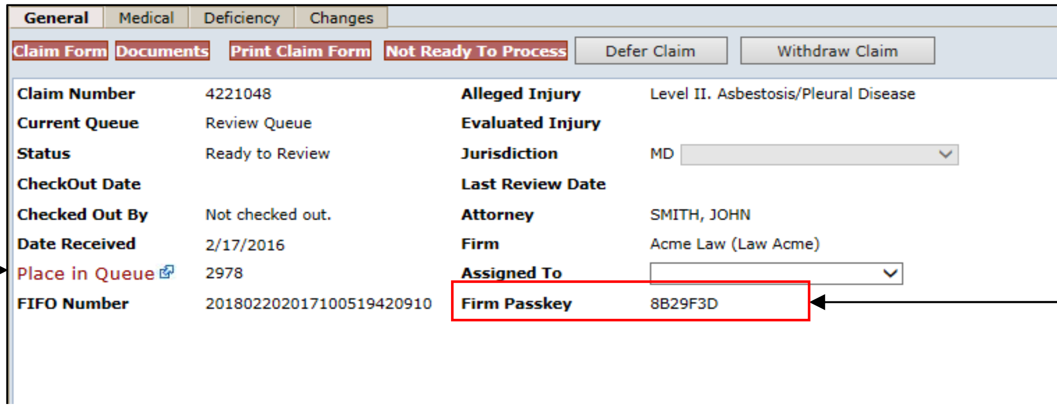
Name	SSN	Trust	Attorney	Status	Queue
Smith, John	*******4129	HAL	Smith	Ready to Review	Review Queue

After clicking on the Name, a new window will open displaying the claimant's general information. The general information is listed under the **General** tab and will always be the first page displayed. There are three other tabs: **Medical**, **Deficiency** and **Changes**.

General Tab

The **General** page provides a summary of the claim. The information listed on this page includes: *Claim Number*, *Current Queue*, *Status*, *Checked Out Date*, *Checked Out By*, *Date Received, Place in Queue*, *FIFO Number, Alleged Injury*, *Evaluated Injury*, *Jurisdiction*, *Last Review Date*, *Attorney*, *Firm*, *Assigned To* and *Firm Passkey*.

In addition to this information, the page also provides the user with a number of buttons that provide several functions.



Below is a brief description of the buttons and their functions:

Button Name	Functions
Claim Form	Redirects user to the Representation page of the claim form to begin editing claim data.
Documents	Redirects user to the Documents page of the claim form to review the documents uploaded to the claim, or to begin uploading additional documents.
Print Claim Form	Opens the claim form in a PDF format to view or print.
Defer Claim	Places the claim in a Deferred status. Once the button is clicked, the **<Undefer Claim>** button will be displayed.
Withdraw Claim	Places the claim in a Withdrawn status.

The "**Place In Queue**" label also functions as a hyperlink to a new window which displays the weekly average for both Initial and Re-Review for the Trust.

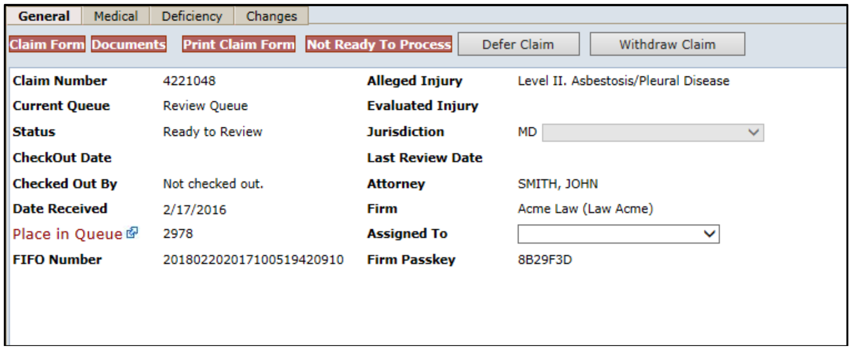
	DIIA Weekly Average	
Date Updated	Initial Review	Re-Review
2/1/2018	403	134

The **Firm Passkey** is an added security feature which has been implemented to protect the confidentiality of your firm's claim inventory. This passkey is provided for firms that call in to the Facility for claim information and can be located on the General Page of each claim. All Firms *must* provide the Facility with this Passkey whenever inquiring about any claim information, such as the status of the claim or questions about specific deficiency codes.

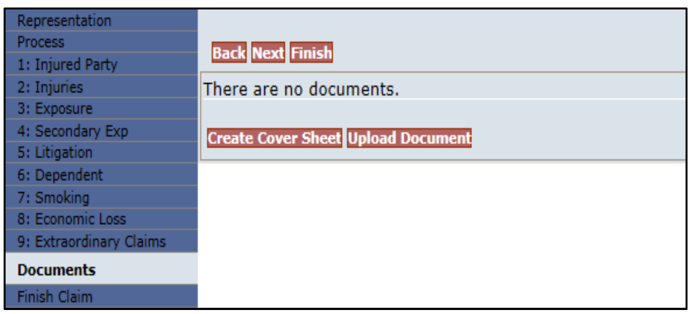
Only one **Passkey** is assigned to each firm and this passkey can only be *edited* by the Firm Super User, on their profile page. **Editing** this field in the profile page will change the Firm Passkey for the entire firm. The passkey must be at least 7 characters long and contain at least 1 letter and 1 number.

Documents

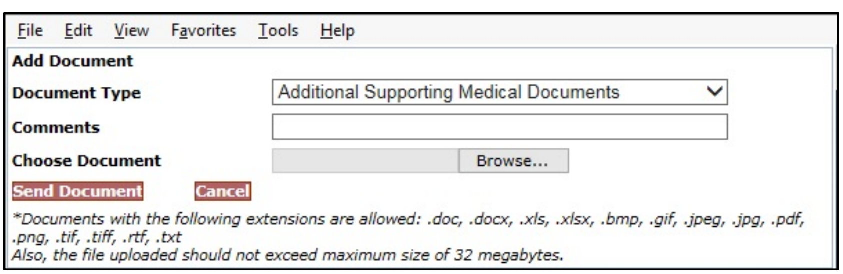
To upload documents on Trust Online, the user may click on the Documents button on the claim's General Tab or the Claim Form button and then click the Documents tab.



By clicking the Documents button, the user will be directed to the Document page of the electronic claim form. Next click the Edit button in order to display the two buttons that are used to submit documents electronically – Create Cover Sheet, Upload Document.



Use the **Upload Documents** button to submit documents that have been scanned and stored in an electronic format. From the image below, select the Document Type and Choose Document by clicking the Browse button and finding the stored documents. Click the **Send Document** button in order to complete the upload process.



Documents that exceed a size of 32 megabytes will not be uploaded and an error message will be displayed advising the user of the size of the document that exceed the maximum size. User will also receive an error message when attempting to upload document types that do not have the extensions listed in the above image.

Releases & Payments Grid

Once a claim is reviewed approved and sent to the Release Queue, a release offer is created. Claims with a newly created release will have a status of Offer Issued and be placed in the Offer Issued Queue. On the General Tab of these Offer Issued claims, a Releases grid will be displayed providing the user with the following information: *Release Date, Liquidated Amount, Offset, Original Pmt %, Current Pmt%* and *Active.*

Releases

Save To File < 1 to 1 of 1 >

Release Date	Liquidated Amount	Offset	Original Pmt %	Current Pmt %	Active
5/21/2010	$1,100.00	$0.00	52.50 %	52.50 %	Yes

Offer Issued

On the Releases grid, the Release Date field acts as a hyperlink that will provide the user with the active release in order to view or download for printing. The Release Date hyperlink will be available to the user as long as the release has not been verified for payment and is currently active.

For example, once the claim receives a status of Release Verified and is placed in the Payment Queue, the Release Date will no longer act as a hyperlink and the firm will no longer have access to the release from the General Tab. Users can always download the Releases from their Notifications page if one is needed.

Releases

Save To File < 1 to 1 of 1 >

Release Date	Liquidated Amount	Offset	Original Pmt %	Current Pmt %	Active
5/21/2010	$1,100.00	$0.00	52.50 %	52.50 %	Yes

Release Verified

Once a release has been verified for payment, the claim will be queued up for payment. Once a payment is generated, the claim will have a Paid status and be placed in the Payment Issued Tank. On the General Tab of these Paid Claims, a new Payments grid will also be displayed providing the user with the following information: *Payment Date, Payment Amount and Payment Type*.

Payments

Save To File < 1 to 1 of 1 >

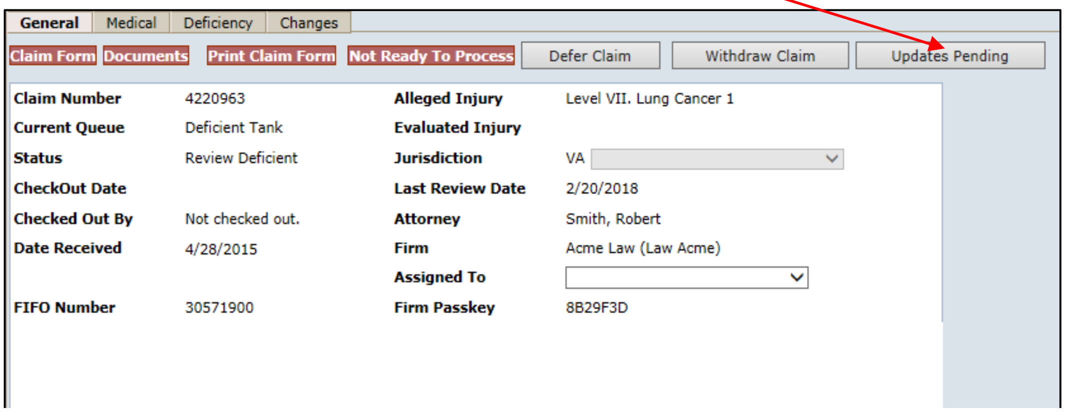
Payment Date	Payment Amount	Payment Type
3/24/2010	$1,473.76	Standard Payment

Paid Claim

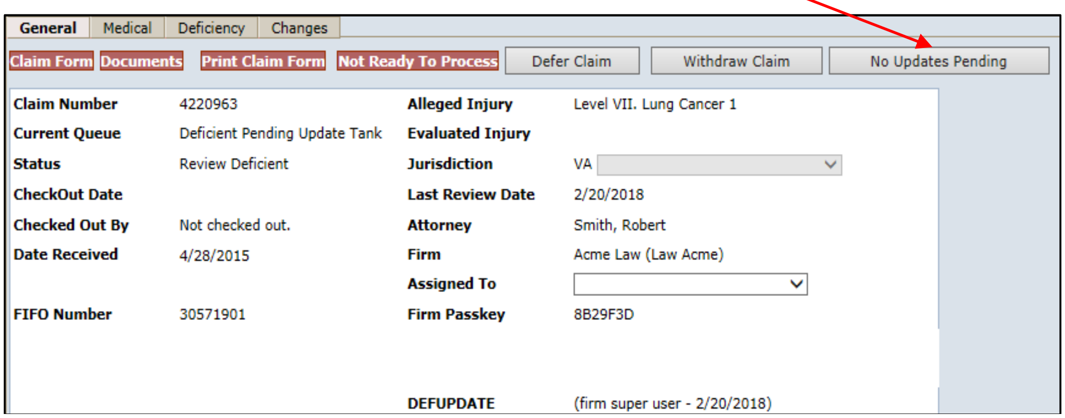
Updates Pending

Once claims have been Reviewed and placed in the *Deficient Tank*, the firms must provide additional claim information to clear the deficiencies. Once a claim is updated, the claim will immediately enter the *Deficiency Response Queue* and may be sent to the Re-Review Queue if all deficiencies have been responded to even though the firm may not have updated the claim entirely.

In order to hold the claim from being Re-reviewed until the claim has been updated with all information, the firm may click the **<Updates Pending>** button.



A message box will appear confirming that you want to mark this claim as Updates Pending. Click OK to continue. This will place the claim in the *Deficient Pending Update Tank* and a new button labeled **<No Updates Pending>** will replace the **<Updates Pending>** button.



Once the firm has provided the claim with all information, they can release the claim by clicking on the **<No Updates Pending>** button. This will allow the claim to go to the Deficiency Response Queue and into the Re-Review process.

Medical Tab

The **Medical** page provides a summary of any and all medical reports *submitted* by the firm and *reviewed* by the Trust for the individual claim. The Medical page is divided into 5 categories: *Physical Exam/Medical Reports*, *X-Ray*, *PFT*, *Pathology/Autopsy*, and *CTScan*.

General | Medical | Deficiency | Changes

Physical Exams / Medical Reports

< 0 to 0 of 0 >

Date	Type	Physician	Facility	Exp	Diagnosis	Caus	Unacceptable	Appr	Conv

X-Ray

< 0 to 0 of 0 >

Date	Physician	Facility	Findings	Caus	ILO	PT	L-EW	R-EW	Unacceptable	FilmOk	Appr	Conv

PFT

< 0 to 0 of 0 >

Date	Physician	Actual	Facility	F.Rpt	Findings	FVC	FEV1	FEV1 / FVC	VC	TLC	RV	DLCO	Unacceptable	Appr	Conv

Pathology/Autopsy

< 0 to 0 of 0 >

Date	Physician	Facility	Exp	Findings	Caus	Unacceptable	Appr	Conv

CTScan

< 0 to 0 of 0 >

Date	Physician	Facility	Findings	Unacceptable	FilmOk	Appr	Conv

Physical Exam/Medical Reports – this section provides detailed information from the medical documents submitted to the facility by the firm. The types of documents that are entered in this section include the following: *Physical Exam*, *Review of Physical*, *Medical Records* and *Causation*.

Physical Exams / Medical Reports

Save To File < 1 to 1 of 1 >

Date	Type	Physician	Facility	Exp	Diagnosis	Caus	Unacceptable	Appr	Conv
7/1/2011	Physical Exam	(3187TX) *TANNEN, RICHARD C	(ASRESCTX) ASTHMA & RESPIRATORY CONSULTANTS, LEWISVILLE TX	Yes	Asbestosis	Yes		**Yes**	No

X-Ray – this section provides detailed information from the X-Ray documents submitted to the facility by the firm. The types of documents that are entered in this section include the following: *X-Ray, B-reader* or *X-Ray Narrative reports*.

X-Ray

Save To File < 1 to 2 of 2 >

Date	Physician	Facility	Findings	Caus	ILO	PT	L-EW	R-EW	Unacceptable	FilmOk	Appr	Conv
7/1/2011	(3187TX) *TANNEN, RICHARD C	(NOSCR) NO SCREENING COMPANY	Asbestosis	No	0/-	Yes				No	**Yes**	No
9/12/2012	(0546MS) *LUCAS, PHILLIP H		Asbestosis	No	1/0	Yes				No	**Yes**	No

PFT (Pulmonary Function Test) – this section provides detailed information from the PFT documents submitted to the facility by the firm. The types of documents that are entered in this section include the following: *PFT Report.*

PFT

Save To File < 1 to 1 of 1 >

Date	Physician	Actual	Facility	F.Rpt	Findings	FVC	FEV1	FEV1 / FVC	VC	TLC	RV	DLCO	Unacceptable	Appr	Conv
7/1/2011	(3187TX) *TANNEN, RICHARD C	Yes	(ASRESCTX) ASTHMA & RESPIRATORY CONSULTANTS, LEWISVILLE TX	No	Obstruction	77.00	74.00	74.00	76.00	88.00	107.00	79.00		**Yes**	No

Pathology/Autopsy – this section provides detailed information from the Pathology/Autopsy documents submitted to the facility by the firm. The types of documents that are entered in this section include the following: *Pathology or Autopsy*.

Pathology/Autopsy

Save To File < 1 to 1 of 1 >

Date	Physician	Facility	Exp	Findings	Caus	Unacceptable	Appr	Conv
6/5/2009	(0350) *POHL, DOUGLAS A	(PBMLDATX) PATHOLOGISTS BIO MEDICAL LABORATORIES DALLAS TX	No	Mesothelioma	No		**Yes**	No

CTScan – this section provides detailed information from the CTScan documents submitted to the facility by the firm. The types of documents that are entered in this section include the following: *CTScan*.

CTScan

Save To File < 1 to 1 of 1 >

Date	Physician	Facility	Findings	Unacceptable	FilmOk	Appr	Conv	
5/5/2009	(2089AZ) *POHL, ANDREW MICHAEL	(RGJAMS) RADIOLOGICAL GROUP JACKSON MISSISSIPPI	Mesothelioma		No	**Yes**	No	

Deficiency Tab

The **Deficiency** page provides a summary of all **Release** and **Standard** deficiencies that currently apply to the claim and each section provides the following information: *Deficiency Code*, *Description*, *Deficiency Date*, *Notification Date*, *Date Closed*, *Source*, *Status*, and *Last Edit*.

These two types of deficiencies cannot exist on the claim at the same time. Once cleared, the deficiencies are closed and will no longer appear on the claim.

The **Standard** deficiencies are applied to the claim during the *intake* and *review process*.

- **Intake Deficiency** codes are applied to the claim during the initial claim submission when the claim is missing basic information, such as missing Injured Party information or an incomplete Litigation record. These types of deficiencies can be cleared by updating the claim form with the missing claim information.

- **Review Deficiency** codes are applied to the claim during the review process when the claim is missing information required by the Trust to confirm the claim either medically or for exposure. These types of deficiencies can be cleared by adding the missing claim information or uploading new documents.

General | Medical | **Deficiency** | Changes

Release Deficiencies

There are no items.

Standard Deficiencies

Save To File < 1 to 5 of 5 >

Deficiency Code	Description	Deficiency Date	Notification Date	Date Closed	Source	Status	Last Edit
128	No Medical Documents Provided	2/20/2018	none	none	HAL	Accepted	2/20/2018
135	Pathologist not Board-Certified	2/20/2018	none	none	HAL	Accepted	2/20/2018
168	Smoking History does not Match Medicals	2/20/2018	none	none	HAL	Accepted	2/20/2018
424	Exposure Dates not Provided	2/20/2018	none	none	HAL	Accepted	2/20/2018
488	Failure to Provide a Verified Work History	2/20/2018	none	none	HAL	Accepted	2/20/2018

The **Release** deficiencies are applied to the claim during the *release verify process* when a returned release is missing basic information, such as required signatures or personal representative documentation

General | Medical | **Deficiency** | Changes

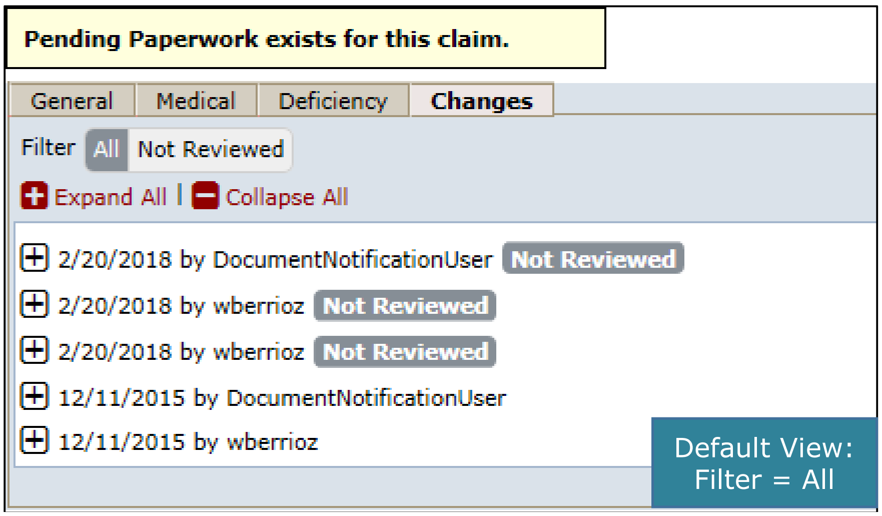
Release Deficiencies

Save To File < 1 to 2 of 2 >

Deficiency Code	Description	Deficiency Date	Notification Date	Date Closed	Source	Status	Last Edit
R04	Missing Two Witness Signatures	2/20/2018	none	none	HAL	Accepted	2/20/2018
R05	No Death Certificate	2/20/2018	none	none	HAL	Accepted	2/20/2018

Changes Tab

The **Changes** tab provides the user with a list of all of the edits that have ever been made to the claim. In the default view, seen below, edits will be automatically sorted by the most recent changes made to the claim. The user also has the option of selecting the "Not Reviewed" filter option. This view will only display the changes that have not yet been reviewed. In this view, as in the image below, only the top 3 most recent changes would be displayed.

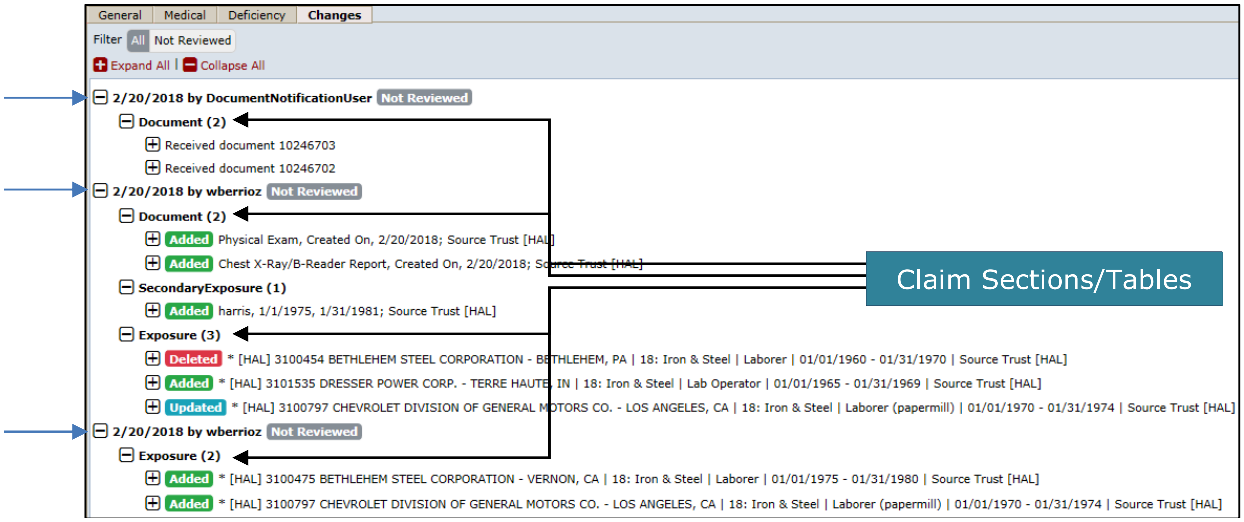


Each row in the Changes Tab displays all edits that have been submitted. When you see changes record with the same date, this doesn't necessarily mean that they were actually submitted at the same time. For example, in the image above, you'll notice that there were 3 edits done 2/20/2018, but each of these edits were done and submitted at different times during this date. The most recent changes will always be displayed at the top of this page.

Each change record is identified by the date the edits were made, the username of the editor and in cases where the edits weren't reviewed, a flag labeled "Not Review".

- **Filter** – The Filter button allows the user to choose between **'All'** or **'Not Reviewed'** changes. When the page is first displayed, **'All'** will be selected and all the changes that have ever been made to the claim will be displayed. To only view the changes that have not yet been reviewed select the **'Not Reviewed'** button. This will filter out all other changes that have already been reviewed.

- **Expand All | Collapse All** – Immediately below the Filter buttons section are the **'Expand All'** and **'Collapse All'** buttons. By default, all of the Edits are in the Collapse View and only the identifying information is displayed for each edit. When clicking the **Expand All** plus button, the user will see all of the change details for all of the edits listed, group by the claim section. To collapse the change details for all of the edits click on the **Collapse All**, which will return the user back to the default view.



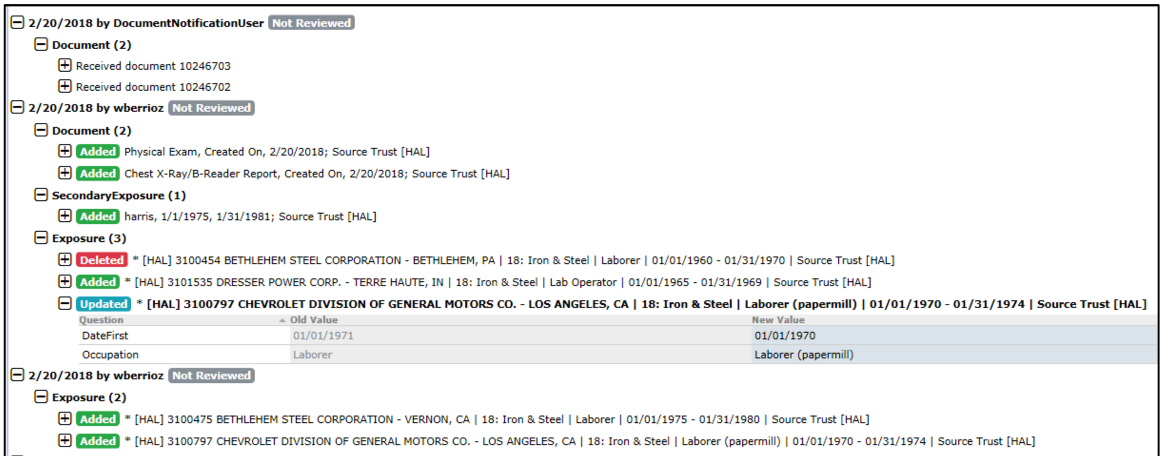
When viewing the Changes Tab in the default view, the user may choose to only expand the individual edits by clicking the plus symbol for the corresponding edits. For example, in the image above, if the use wants to view the changes that have not yet been reviewed, they may click on the plus symbol next to the February 20th date. This will expand those edits to display each section of the claim that was edited on those dates. *(See image above)*

From this view, the user will see the name of the claim section that was edited such as Document, Exposure, Secondary Exposure, etc., and the number of edits to that particular section displayed in parenthesis. For example, in the above image, the most recent edit shows that the Document section of the claim form had 2 documents added. The Corresponding Table names will be listed in place of the actual Claim Section, so the table below should help identify the more difficult to determine table names.

Claim Section	Corresponding Tables
Representation	Exposed
Process	Exposed
1: Injured Party	Exposed
2: Injuries	Exposed
3: Exposure	Exposure
4: Secondary Exp	SecondaryExposure
5: Litigation	Litigation
6: Dependent	Dependent
7: Smoking	Exposed
8: Economic Loss	Exposed
9: Extraordinary Claims	Exposed
Documents	Document
Finish Claim (Comments)	Exposed

Below the claim section that was edited, the user will also see the individual edits listed which will be preceded with a colored label that describes the action taken.

The user can click on the plus symbol that precedes the color label to view the fields that were updated.

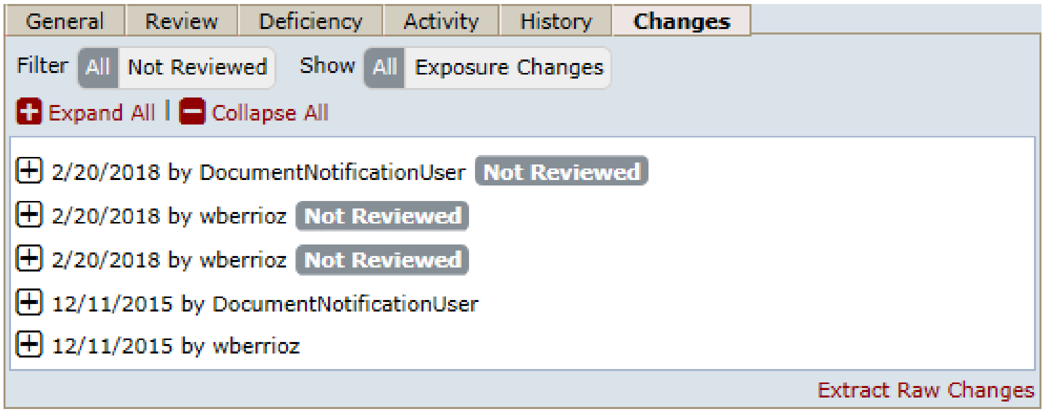


For example, the user can click on the plus symbol preceding the blue "Updated" label to view the details of the edited exposure record. In the examples above, only the fields edited are displayed. From this expanded view, the user will see 3 columns – Questions, Old Value and New Value. The first column list the name of the fields edited, while the Old Value display the value prior to the change and the New Value display the value after the changes. For the complete claim form question of the field names listed, place you cursor over the field name to view a help text with the full claim form question. Below are listed the different labels and a brief description of each.

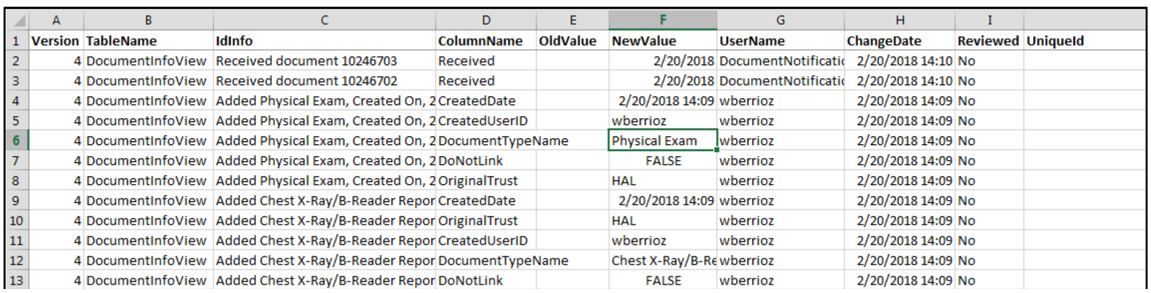
- Added – this label with the green background indicates that a new record has been added. This will only be seen on parts of the claim form that allows for multiple records which are the Documents, Exposure, Secondary Exposure, Litigation and Dependents sections.

- Updated – this label with the blue background indicates that an existing record has been updated with new information. This will be seen on all parts of the claim form except for the Document's section which can't be updated.

- Deleted – this label with the red background indicates that a multi record section has been deleted. This will only be seen on parts of the claim form that allows for multiple records which are the Exposure, Secondary Exposure, Litigation and Dependents section. Documents can't be deleted from the claim form therefore this will not apply to this section.



There is also an Extract Raw Changes link that when clicked produces an Excel spreadsheet with all of the change details sorted by the most recent changes. The spreadsheet will list the following information: *Version, TableName, IdInfo, ColumnName, OldValue, NewValue, UserName, ChangeDate, Reviewed,* and *UniqueID*.



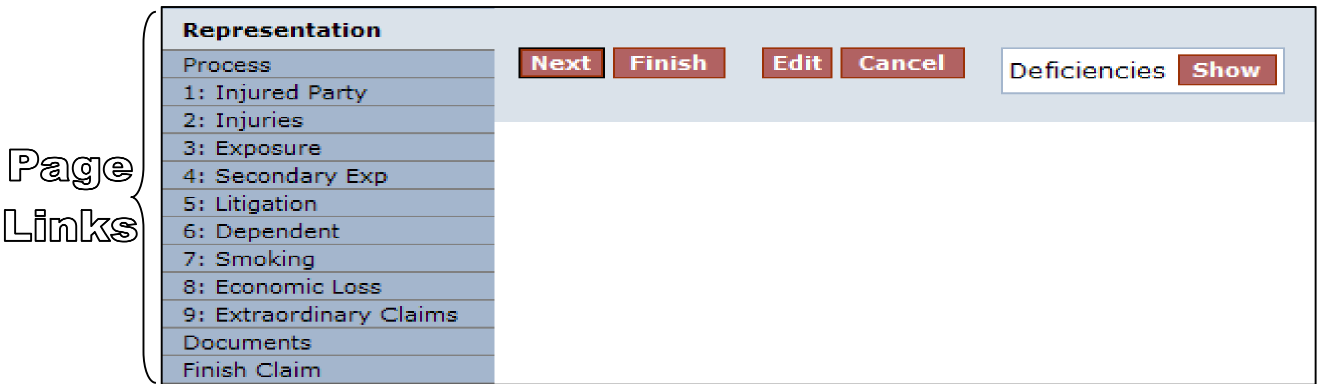
Version	TableName	IdInfo	ColumnName	OldValue	NewValue	UserName	ChangeDate	Reviewed	UniqueId
4	DocumentInfoView	Received document 10246703	Received		2/20/2018	DocumentNotificati	2/20/2018 14:10	No	
4	DocumentInfoView	Received document 10246702	Received		2/20/2018	DocumentNotificati	2/20/2018 14:10	No	
4	DocumentInfoView	Added Physical Exam, Created On, 2	CreatedDate		2/20/2018 14:09	wberrioz	2/20/2018 14:09	No	
4	DocumentInfoView	Added Physical Exam, Created On, 2	CreatedUserID		wberrioz	wberrioz	2/20/2018 14:09	No	
4	DocumentInfoView	Added Physical Exam, Created On, 2	DocumentTypeName		Physical Exam	wberrioz	2/20/2018 14:09	No	
4	DocumentInfoView	Added Physical Exam, Created On, 2	DoNotLink		FALSE	wberrioz	2/20/2018 14:09	No	
4	DocumentInfoView	Added Physical Exam, Created On, 2	OriginalTrust		HAL	wberrioz	2/20/2018 14:09	No	
4	DocumentInfoView	Added Chest X-Ray/B-Reader Repor	CreatedDate		2/20/2018 14:09	wberrioz	2/20/2018 14:09	No	
4	DocumentInfoView	Added Chest X-Ray/B-Reader Repor	OriginalTrust		HAL	wberrioz	2/20/2018 14:09	No	
4	DocumentInfoView	Added Chest X-Ray/B-Reader Repor	CreatedUserID		wberrioz	wberrioz	2/20/2018 14:09	No	
4	DocumentInfoView	Added Chest X-Ray/B-Reader Repor	DocumentTypeName		Chest X-Ray/B-Re	wberrioz	2/20/2018 14:09	No	
4	DocumentInfoView	Added Chest X-Ray/B-Reader Repor	DoNotLink		FALSE	wberrioz	2/20/2018 14:09	No	

The image displays the most recent updates to the claim form which were the 2 documents that were uploaded on February 20th 2018. Below is a table of the Column headings and a brief description of each:

Column Names	Description
Version	The new version of the claim form after the updates have been submitted.
TableName	This is the corresponding table name of the Claim Section.
IdInfo	This identifies the specific record edited and will be preceded with the word Added, Updated or Deleted.
ColumnName	This identifies the specific fields that were edited in the individual records, such as DocumentTypeName for new document uploads.
OldValue	The existing value of the field prior to the changes.
NewValue	The new value of the field after the changes.
UserName	The user who edited the records.
ChangeDate	The date the records were added, updated or deleted.
Reviewed	This is to indicate whether an edit has been reviewed or not.
UniqueId	This is to identify exposure records across the different versions of the claim form edited.

Editing Claims

To begin editing claims, the user must first navigate to the General page of the claim form as mentioned in the previous section. From this page, click the <**Claim Form**> button, this will redirect the user to the Representation page of the claim form.



The user must first click the <**Edit**> button located at the top of the page to begin the edit process or click the <**Cancel**> button to return to the General page.

Once in edit mode, the claim will remain in edit mode by the user until the edits have been submitted or cancelled. The claim will also display the name of the user editing the claim. No other user can edit or review this claim until the edits have been submitted or cancelled and linked claims cannot be edited or reviewed.

The user may navigate through the claim form by clicking on any of the page links on the left hand side or by clicking the <**Next**> button located at the top of the page.

After editing the claim, the user must proceed to the Finish page by clicking on the <**Finish**> button at the top of the page or the **Finish Claim** page link located on the left side bar menu. From the Finish page, you may either click on the <**Submit Claim**> button to accept the changes made to the claim or the <**Cancel**> button to discard all changes made during that session.

New Claims Submission

The New Claim page will allow users to submit a single claim for either HAL or HW, or linked claims for both HAL and HW at the same time.

To begin the new claims submission(s), click on the **New Claim** link located on the top menu bar, which will re-direct the user to the **Choose Trust** page. From this page, sect the primary trust from the Trust drop-down and click the <**New Claim**> button to begin the process or <**Cancel**> to quit.

As mentioned in the previous sections, once the <**New Claim**> button is clicked, the user may navigate through the claim form using the Page Links or the <**Next**> button.

This section explains in detail all of the claim form pages and what specific information each section is requesting. This section will also explain what sections must be completed for the different process options as well as explaining what **required fields* must be entered before completing the claim process and the warning messages that are displayed:

- **Representation –** This is the very first page of the claim form. Select the representing attorney and enter any contact information necessary.
    - ***Attorney** - required field*.
    - **Contact** – This information should specify the information for the contact person at the law firm.

- **Process –** This section allows the user to select the appropriate process option for the claim from either Expedited (ER) or Individual (IR). All foreign claims must be filed as IR. You will also need to elect whether the claim is a Direct or Indirect Claim and whether or not the claim is a Foreign Claim.
    - ***Indirect Claim –** required field*.
    - ***Foreign Claim –** required field*.

- **Injured Party –** This section includes all of the injured party and personal representative information. The user must enter the following information before moving on to other sections of the claim.
    - ***First Name –** required field.*
    - ***Last Name –** required field*.
    - ***Social Security Number** – required field.*
    - ***Date of Birth** – required field.*
    - ***Is injured party living**? - required field*.

- **Injuries–** This section allows the user to select the appropriate disease level and the date of diagnosis. DII requires you to select the specific type of alleged Other Cancer if you are filing an Other Cancer claim. Level VI is not available under the ER process. Level I, II and III are not available under the IR process.
    - ***If Other Cancer –** required if Level V. Other Cancer is elected.*
    - ***2.3 Other Diagnosis –** required.*
    - ***Has filed Physical Exam –** required if Non-Malignant disease is elected (Level I-IV) before the petition date.*

- **Exposure –** In this section, the user will enter all asbestos related exposure by clicking the <**Add Exposure**> button. Once an exposure is added, the user must click the <**Save**> button in order to save the newly added exposure. Repeat this process for each additional exposure record.

- **Secondary Exposure –** In this section, the user can enter any and all second hand or bystander exposure. For each secondary exposure record, an Exposure record must be completed for the occupationally exposed person.

- **Litigation –** In this section, the user will enter all asbestos related litigation by clicking the <**Add Litigation**> button. Once the litigation is added, the user must click the <**Save**> button in order to save the newly added litigation. Repeat this process for each additional litigation record.

- **Dependent –** In this section, the user may enter all dependents that were financially supported by the injured party. This is only necessary for IR claims.

- **Smoking –** In this section, the user may enter all of the smoking history for the injured party. This is only required for IR LC1 and LC2 claims.

- **Economic Loss –** In this section, the user should enter the economic loss dollar amount for any economic loss that is being claimed. If claiming economic losses, the user must provide documentation in the form of an Economic Report, IRS Form W-2, the first page of IRS Form 1040 or other relevant supporting documents. This is only necessary for IR claims.

- **Extraordinary Claims –** If the claimant is alleging exposure to either HAL or HW and this exposure was at least 75% of his total exposure or greater, this section should be completed.

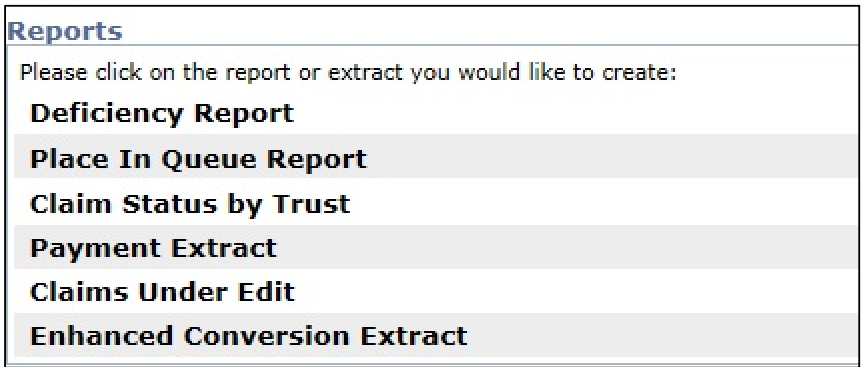
- **Documents –** This section allows the user to electronically submit supporting documents for the claim. The user may choose to fax documents using the Fax Cover Sheet or directly upload the document into the claim.

- **Finish Claim –** From this section, the user may *submit*, *save* or *delete* the claim.

Chapter 3 Trust Online Reports

Reports

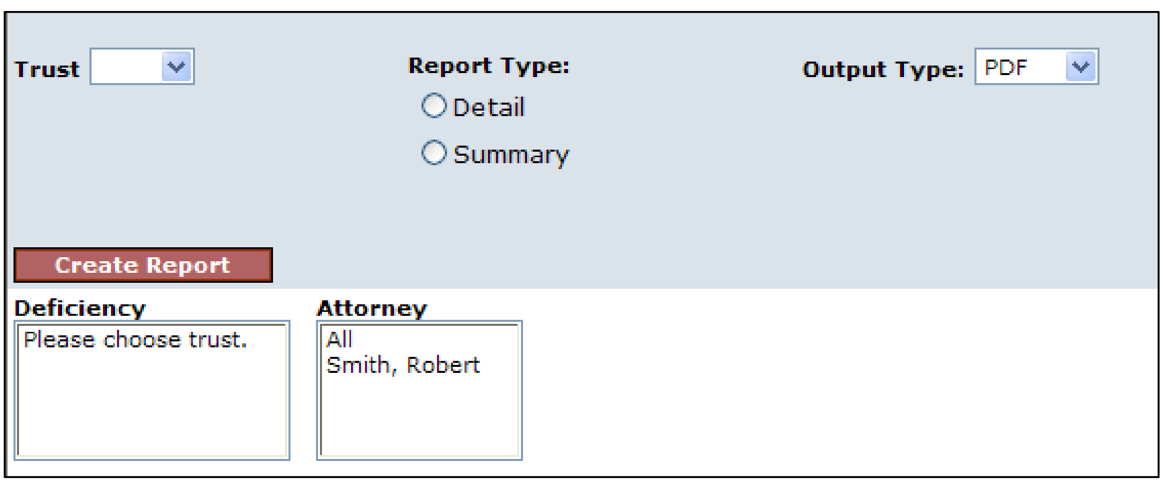
Trust Online provides users with pre-defined reports that may be viewed and/or extracted into a PDF file or spreadsheet. To begin running one of the five reports listed on this page, click on the **Reports** link located on the top menu bar.



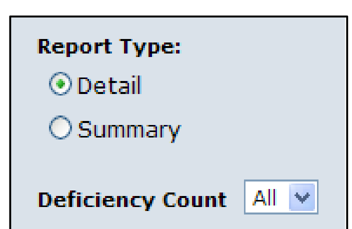
The Reports page currently list 6 reports: *Deficiency, Place In Queue, Claim Status by Trust, Payment Extract, Claims Under Edit* and *Enhanced Conversion Extract*. Except for the *Claims Under Edit* report, firms can create reports in one of the following formats: *CSV, EXCEL* or *PDF*.

Deficiency Report

To create a Deficiency Report, click on the Deficiency Report link. Once this page is displayed, you will have several options to choose from.



The selections shown in the image above may control other selections from appearing. For example, when "**Detail**" is selected for the Report Type, a new criterion labeled "**Deficiency Count**" becomes visible. This new criteria is a drop-down that allows the user to include a specific number of deficiencies.



The following are the criteria that can be selected and a brief description of each:

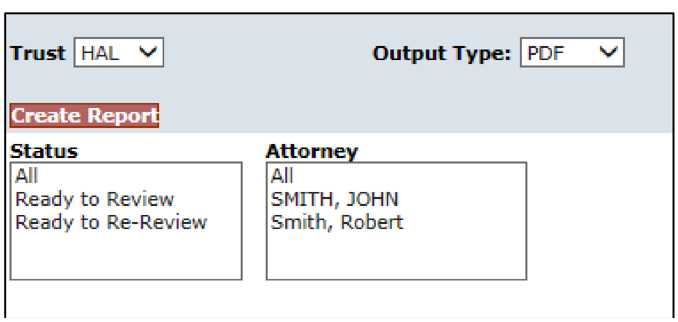
- **Trust** – This drop-down includes all of the Trust(s) the user has access to and must be selected prior to viewing any deficiencies in the **Deficiency** list box.
- **Report Type** – This section will give the user the option of selecting a Detail or Summary report;
    - **Detail –** This report provides the following information: *Claim Number*, *Firm File #*, *Last Name*, *First Name*, *SSN (Last 4 SSN)*, *Paperwork*, *Status* and the *deficiency code(s), which are all grouped by the Attorney.*
    - **Summary –** This report provides only the following information: the *Deficiency Description* and the *Number of Claims* with these deficiencies which are grouped by the Attorney.
- **Deficiency Count –** When the "**Detail**" report type is selected, the user will have the option to include the number of deficiencies selected from the drop-down box.
- **Deficiency –** This list box includes the following types of deficiency options as well as all the deficiency codes for the Trust selected: *All, All Intake, All Medical, All Exposure,* and *All Conversion*.
- **Attorney –** This list box includes the entire list of attorneys the user has access to. You may select "**All**" or one or more of the attorneys listed.
- **Output Type –** This drop-down box provides the user with the option of viewing, printing or downloading the reports in the following formats: *PDF*, *Excel* and *CSV*.

After entering the criteria, click the <**Create Report**> button. A message box will appear prompting the user to *Open*, *Save* or *Cancel*.

Place In Queue Report

The **Place In Queue** report provides the user with a listing of claims that are in the Review and/or Re-Review Queue with their respective "place in queue" number. This number provides the users with an approximation of how long the claims may remain in the queue until the claim comes up for Review or Re-Review.

To create a Place In Queue Report, click on the Place In Queue link. Once this page is displayed, you will have several options to choose from.



The following are the criteria that can be selected and a brief description of each:

- **Trust** – This drop-down includes all of the Trust(s) the user has access to and must be selected prior to viewing any statuses in the **Status** list box.

- **Status–** This list box includes the following types of statuses that can be selected: *All, Ready to Review, and Ready to Re-review.*
- **Attorney –** This list box includes the entire list of attorneys the user has access to. You may select "All" or one or more of the attorneys listed.
- **Output Type –** This drop-down box provides the user with the option of viewing, printing or downloading the reports in the following formats: *PDF*, *Excel* and *CSV*.

After entering the criteria, click the <**Create Report**> button. A message box will appear prompting the user to *Open*, *Save* or *Cancel*. The report list the following information; *Firm Name*, *Attorney Name*, *Claim #*, *Firm File #*, *Injury*, (Process) *Option*, *Injured*, *SSN (Last 4 SSN)*, *PIQ*, *Received* (Date) and grouped by *Status*.

Claim Status by Trust

The **Claim Status by Trust** report provides the user with a summary listing of all of the claims submitted to a specific trust, grouped by claim status.

To create the Claim Status by Trust Report, click on the Claim Status by Trust link. Once this page is displayed, you will have several options to choose from.

The following are the criteria that can be selected and a brief description of each:

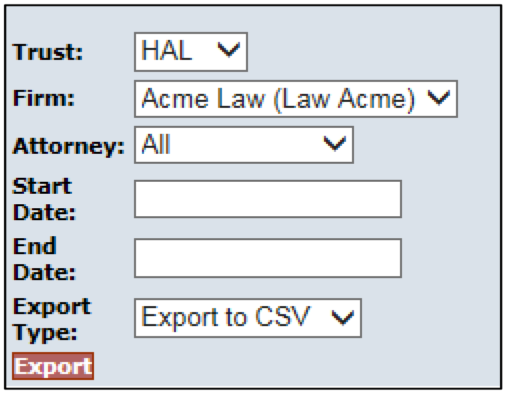
- **Trust** – This drop-down includes all of the Trust(s) the user has access to.
- **Attorney –** This drop-down box includes the entire list of attorneys the user has access to. You may select "All" or one or more of the attorneys listed.
- **Output Type –** This drop-down box provides the user with the option of viewing, printing or downloading the reports in the following formats: *PDF*, *Excel* and *CSV*.

After entering the criteria, click the <**Create Report**> button. A message box will appear prompting the user to Open, Save or Cancel. The report list the following information; *Claim #, Firm File #, Full Name*, *SSN (Last 4 SSN)*, *Attorney Name* and grouped by *Status*.

Payment Extract

The **Payment Extract** report provides the user with a detailed listing of all of the paid claims submitted to a specific trust, filtered by Attorney and Date ranges.

To create this report, click on the Payment Extract link. Once this page is displayed, you will have several options to choose from.



The following are the criteria that can be selected and a brief description of each:

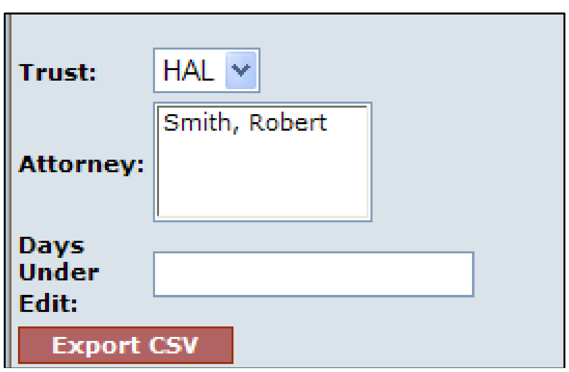
- **Trust** – This drop-down includes all of the Trust(s) the user has access to.
- **Attorney –** This drop-down box includes the entire list of attorneys the user has access to. You may select "All" or one or more of the attorneys listed.
- **Start Date –** Enter the Start date of the report requested. Payments created on the Start Date entered will be included in the report.
- **End Date –** Enter the End date of the report requested. Payments created on the End Date entered will be included in the report.
- **Export Type –** This drop-down box provides the user with the option of viewing, printing or downloading the reports in the following formats: *PDF*, *Excel* and *CSV*.

After entering the criteria, click the <**Export**> button. A message box will appear prompting the user to *Open*, *Save* or *Cancel*. The report provides the following information; *Trust, Firm Name, Attorney Last Name, Attorney First Name, Attorney Middle Initial, Claim Number, SSN (Last 4 SSN), Claimant Last Name, Claimant First Name, Claimant Middle Initial, Payment Date,* and *Principal Amount.*

Claims Under Edit

The **Claims Under Edit** report provides the user with a summary listing of all of the claims that are currently being edited.

To create the Claims Under Edit Report, click on the Claims Under Edit Report link. Once this page is displayed, you will have several options to choose from.



The following are the criteria that can be selected and a brief description of each:

- **Trust** – This drop-down includes all of the Trust(s) the user has access to.
- **Attorney –** This list box includes the entire list of attorneys the user has access to. You may select "All" or one or more of the attorneys listed.
- **Days Under Edit –** This field allows the user to specify the number of days the claims is being edited.

After entering the criteria, click the <**Export CSV**> button. A message box will appear prompting the user to *Open*, *Save* or *Cancel*. The report provides the following information; *Trust*, *Claim #*, *Account User*, *Account Last Name*, *Account First Name*, *Account Email*, *Firm Name*, *Claim Attorney*, *Edit Date*, *Linked*, *Status*, *Queue* and *Firm File Number*.

Chapter 4 Trust Online Notifications

Notifications

Trust Online provides an electronic method of notifying law firms with updated information about their claims. Firms will still have the option to elect to receive paper notifications.

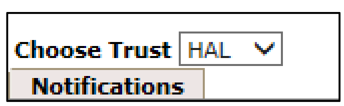
Notifications are provided for the following and are broken down into two levels:

- **Firm Level**
  - Payments
- **Attorney Level**
  - Offers
  - Release Deficiencies
  - Intake/Review Deficiencies
  - Activities (Duplicate Claims, Prepetition, etc.)
    - Prepetition Letters – (PREPETITN, PREPETITN2, etc.)
    - Duplicate Claim Letters – (Different Attorney, Same Attorney)
    - Deferral Letters – (60 days out)
    - Not Ready – (Not Ready Claims)

Firm Level Notifications

Firm Level notifications refer only to the **Payment Notifications** and can only be changed by the Facility. The firm must contact the facility to authorize their staff users to receive the email notification when payments are made.

When payments are made, the Facility will send an email notifying each authorized user to proceed to the Notifications page of Trust Online. After logging into Trust Online and proceeding to the Notifications page, the user will have the option to select a Trust to limit the number of notifications returned on the page.



The page automatically defaults to the AWI Trust (if available), therefore, the user will have to select the HAL and HW Trust from the drop-down. All Payment Notifications for this trust will be listed in a "Page File" view which displays the 15 most recent payments out of the total number of payments ever made for the specified trust.

Firm Notifications

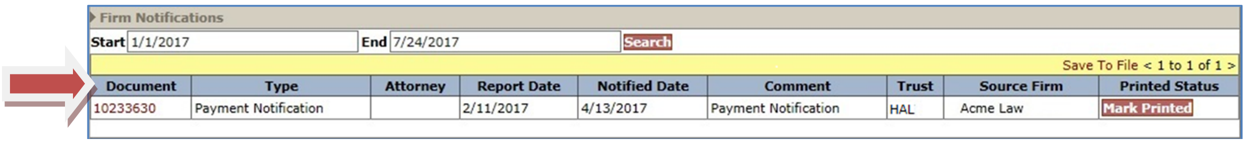
Start End Search

Save To File | Show All < 1 to 15 of 85 >

Document	Type	Attorney	Report Date	Notified Date	Comment	Trust	Source Firm	Printed Status
10233630	Payment Notification		2/11/2017	4/13/2017	Payment Notification	HAL	Acme Law	Mark Printed
10232209	Payment Notification		12/21/2016	1/5/2017	Payment Notification	HAL	Acme Law	Mark Printed
10209421	Payment Notification		2/24/2016	7/6/2016	Payment Notification	HAL	Acme Law	Mark Printed
10209308	Payment Notification		2/11/2016	7/6/2016	Payment Notification	HAL	Acme Law	Mark Printed
10184742	Payment Notification		1/30/2015	2/12/2015	Payment Notification	HAL	Acme Law	Mark Printed
10172930	Payment Notification		7/21/2014	2/12/2015	Payment Notification	HAL	Acme Law	Mark Printed

The user may also filter the results by enter a Start and End Date and clicking the Search button. This will allow the user to strictly limit the number of payments that are displayed on the screen. *(See image on below)*

The Firm Notifications is displayed in the bottom section of this page and includes the following information; *Document* (id), *Type*, *Report Date*, *Notified Date*, *Comment*, *Trust*, *Source Firm* and *Printed Status*.



Firm Notifications

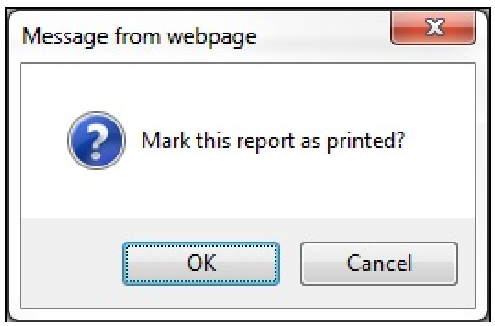
Start 1/1/2017 End 7/24/2017 Search

Save To File < 1 to 1 of 1 >

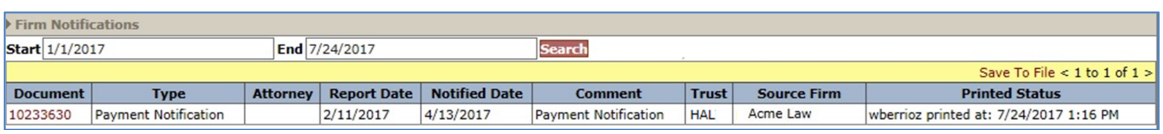
Document	Type	Attorney	Report Date	Notified Date	Comment	Trust	Source Firm	Printed Status
10233630	Payment Notification		2/11/2017	4/13/2017	Payment Notification	HAL	Acme Law	Mark Printed

To view the notification document(s), click on the Document number which acts as a hyperlink. Once the PDF document is opened, the user may save or print it. The "**Print Status**" column provides the user with a button labeled <**Mark Printed**>.

Once the button is clicked, a warning message will be displayed prompting the user to click <**OK**> to proceed or <**Cancel**> to quit.



After clicking the <**OK**> button, a new message is displayed in the Print Status column with the username of the individual who printed the document and the time and date the document was printed.



Firm Notifications

Start 1/1/2017 End 7/24/2017 Search

Save To File < 1 to 1 of 1 >

Document	Type	Attorney	Report Date	Notified Date	Comment	Trust	Source Firm	Printed Status
10233630	Payment Notification		2/11/2017	4/13/2017	Payment Notification	HAL	Acme Law	wberrioz printed at: 7/24/2017 1:16 PM

Although the "**Printed Status**" column shows that the document was printed, the Document number will continue to act as a hyperlink permitting the user to print the notification documents as many times as needed.

The payment notifications permissions can only be controlled and updated by an administrator at the Facility. For firm users to gain access to the Firm Payment Notifications, the firm must contact the Facility to authorize their staff users to receive the email notification when payments are made. This can be accomplished by completing the ACH form and entering the Trust Online Username and e-mail address of the authorized person(s) who will receive the payment notifications.

Authorized person(s) must have an enabled Trust Online account with Trust specific access to receive payment notifications via email.

Attorney Level Notifications

Attorney Level notifications refer to all other types of notifications including *Offers*, *Release Deficiency*, *Intake/Review Deficiency* and *Activities*. The notification preferences can be changed by the FSU and/or the submitting attorney with a Trust Online Attorney account.

For more information on how to set up these notifications, see Chapter 1 Attorney Options.

When the Facility generates *New Releases*, *Deficiency Letters* and *Activity Letters*, Trust Online will send an email notifying each authorized user to proceed to the Notifications page. The Attorney Notifications are displayed in the top section of this page and includes the following information; *Document* (id), *Type*, *Attorney*, *Report Date*, *Notified Date*, *Comment*, *Trust*, *Source Firm* and *Printed Status*.

Attorney Notifications

Notification Type All Start End Search

Save To File | Show All < 1 to 15 of 99 >

Document	Type	Attorney	Report Date	Notified Date	Comment	Trust	Source Firm	Printed Status
10239315	Intake/Review Deficiency Notification	SMITH, JOHN	8/5/2017	8/5/2017	Intake Deficiency Notification	HAL	Acme Law	Mark Printed
10215068	Duplicate Claim Activity Notification	SMITH, JOHN	5/23/2016	5/23/2016	Duplicate Claim Same Attorney Notification	HAL	Acme Law	Mark Printed
10215105	Intake/Review Deficiency Notification	SMITH, JOHN	5/23/2016	5/23/2016	Intake Deficiency Notification	HAL	Acme Law	Mark Printed
10229472	Intake/Review Deficiency Notification	SMITH, JOHN	9/3/2016	9/3/2016	Intake Deficiency Notification	HAL	Acme Law	Mark Printed
10215164	Intake/Review Deficiency Notification	Smith, Robert	5/23/2016	5/23/2016	Intake Deficiency Notification	HAL	Acme Law	Mark Printed
10215067	Duplicate Claim Activity Notification	Smith, Robert	5/23/2016	5/23/2016	Duplicate Claim Same Attorney Notification	HAL	Acme Law	Mark Printed
10215059	Duplicate Claim Activity Notification	Smith, Robert	5/23/2016	5/23/2016	Duplicate Claim Different Attorney Notification	HAL	Acme Law	Mark Printed
10239350	Intake/Review Deficiency Notification	Smith, Robert	8/5/2017	8/5/2017	Intake Deficiency Notification	HAL	Acme Law	Mark Printed
10241025	Intake/Review Deficiency Notification	Smith, Robert	9/23/2017	9/23/2017	Intake Deficiency Notification	HAL	Acme Law	Mark Printed
10237889	Intake/Review Deficiency Notification	Smith, Robert	7/8/2017	7/8/2017	Intake Deficiency Notification	HAL	Acme Law	Mark Printed

Notice also that this section defaults to the "**Page File**" view, which means that only 15 notifications are viewable at a time. To view all notifications, click the "**Show All**" link located on the yellow bar above the column headings.

You may also limit the number of notifications that appear by selecting one of the types from the Notification type drop-down. For example, select Intake/Review Deficiency Notification to only display all of the Intake/Review deficiency notifications. You may also limit this search even further by using a Start and End date criteria to only display notifications that were created between these date filters.

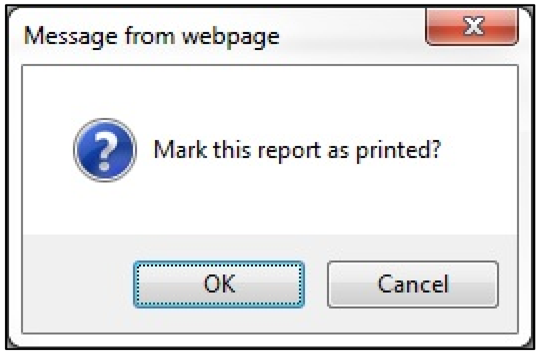
Attorney Notifications

Notification Type Intake/Review Deficiency Notification Start 7/1/2017 End 2/22/2018 Search

Save To File < 1 to 5 of 5 >

Document	Type	Attorney	Report Date	Notified Date	Comment	Trust	Source Firm	Printed Status
10241031	Intake/Review Deficiency Notification	Smith, Robert	9/30/2017	9/30/2017	Intake Deficiency Notification	HAL	Acme Law	Mark Printed
10241025	Intake/Review Deficiency Notification	Smith, Robert	9/23/2017	9/23/2017	Intake Deficiency Notification	HAL	Acme Law	Mark Printed
10239350	Intake/Review Deficiency Notification	Smith, Robert	8/5/2017	8/5/2017	Intake Deficiency Notification	HAL	Acme Law	Mark Printed
10239315	Intake/Review Deficiency Notification	SMITH, JOHN	8/5/2017	8/5/2017	Intake Deficiency Notification	HAL	Acme Law	Mark Printed
10237889	Intake/Review Deficiency Notification	Smith, Robert	7/8/2017	7/8/2017	Intake Deficiency Notification	HAL	Acme Law	Mark Printed

To view the notification document, click on the Document hyperlink number. Once the PDF document is opened, the user may save or print it. The "**Print Status**" column provides the user with a button labeled <**Mark Printed**>.



Once the button is clicked, a warning message will be displayed prompting the user to click <**OK**> to proceed or <**Cancel**> to quit.

After clicking the <**OK**> button, a new message is displayed in the Print Status column with the username of the individual who printed the document and the time and date the document was printed.

Attorney Notifications

Notification Type Intake/Review Deficiency Notification **Start** 7/1/2017 **End** 2/22/2018 Search

Save To File < 1 to 5 of 5 >

Document	Type	Attorney	Report Date	Notified Date	Comment	Trust	Source Firm	Printed Status
10241031	Intake/Review Deficiency Notification	Smith, Robert	9/30/2017	9/30/2017	Intake Deficiency Notification	HAL	Acme Law	firm super user printed at: 2/22/2018 9:49 AM
10241025	Intake/Review Deficiency Notification	Smith, Robert	9/23/2017	9/23/2017	Intake Deficiency Notification	HAL	Acme Law	Mark Printed

As with the Payment Notifications, the Document number will also continue to act as a hyperlink permitting users to re-print the notification documents.

Chapter 5 Trust Online Conversion & Linking

Note: The DIIA Trust which consists of the HAL and HW entities can only be converted and linked between the two entities. They cannot be linked to, converted to, or converted from any other Trust on Trust Online.

Conversion & Linking

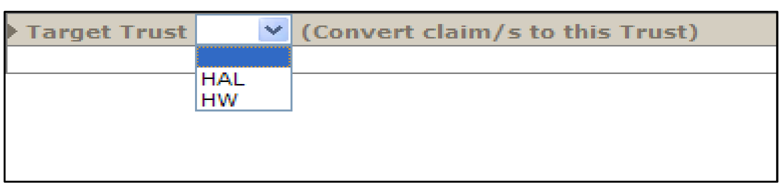
Trust Online has created a method that allows the conversion and linking of claims for the purpose of sharing data. The conversion process takes existing *claim* and *review data* from one Trust (**Source Claim**) and imports this data into a new claim for another Trust (**Target Claim**). The linking process will allow these claims to remain connected in order to continue to share this data.

The Source Claim used in the conversion process can be any claim previously submitted to either HAL or HW and can be in any status or queue. Claims that have an active release or payment, Offer Issued status or greater, can be used as the Source Claim, but cannot be linked to the Target Claim.

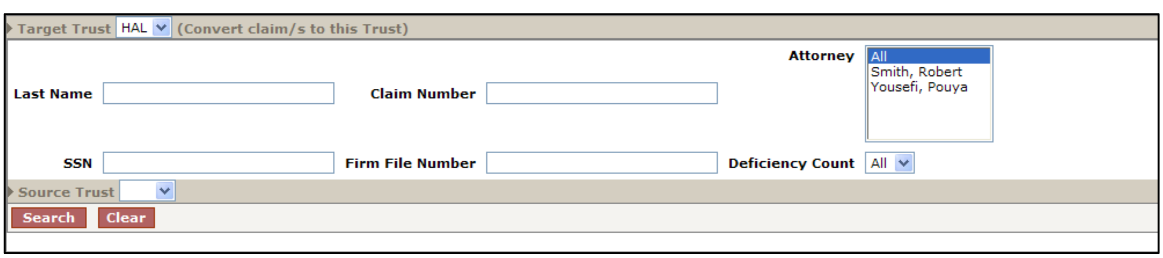
Conversion

The conversion process limits the amount of time needed to submit an entirely new claim. By using the conversion process, information that was previously entered during the Review decision as well as information submitted by the law firm for the Source Claim will carry across to the new Target Claim.

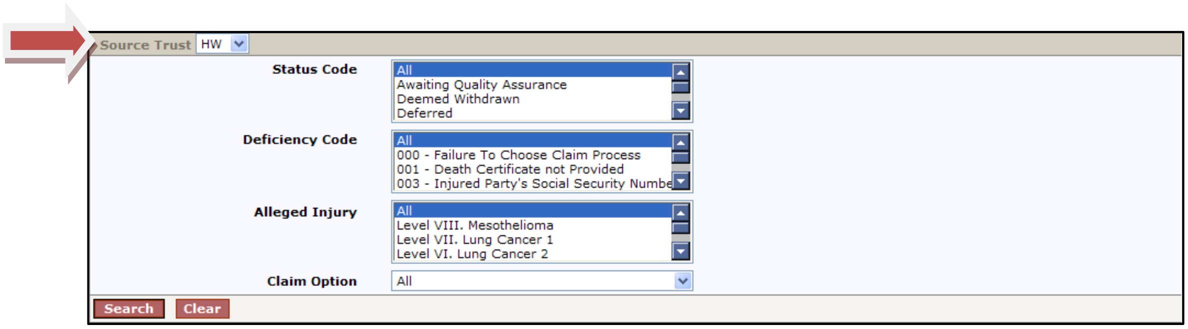
To begin the conversion process, log into Trust Online and proceed to the Conversion Page by clicking on the Conversion tab on the top menu bar. From this page, you will need to select the Target Trust from the drop-down.



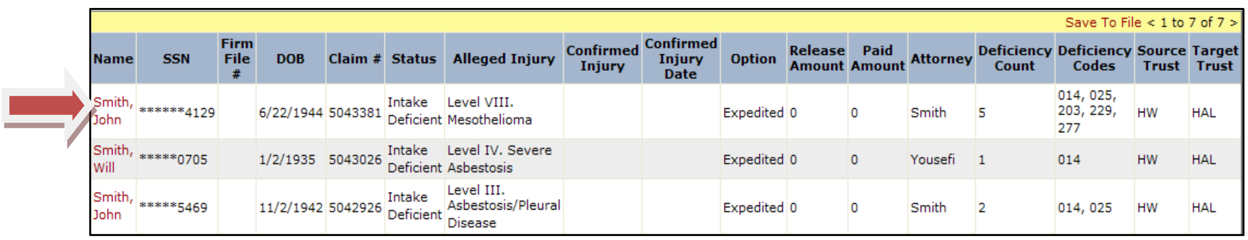
Once the Target Trust is selected, additional search fields will be displayed allowing the user to search for their source claim using one or more of the following criteria: *Last name*, *SSN*, *Claim Number*, *Firm File Number*, *Attorney* and/or *Deficiency Count*.



Users may also search for a list of claims to convert by selecting either the HAL or HW Trust from the Source Trust drop-down box. Once a Source Trust is selected, additional search fields will be displayed allowing the user to search for their list of claims using one or more of the following criteria: *Status Code*, *Deficiency Code*, *Alleged Injury* and/or *Claim Option*.



After specifying all of your search criteria, click the <**Search**> button. The Search Grid results will display a summary list of claim information from the Source Trust.

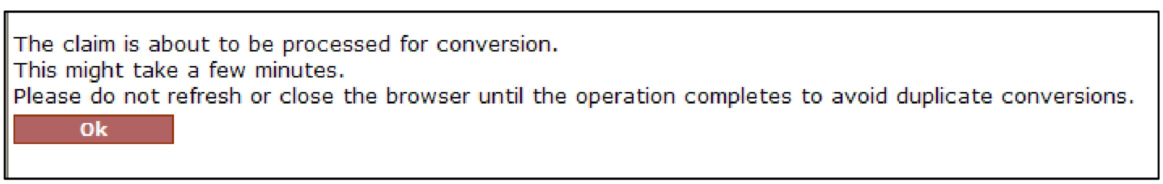


Save To File < 1 to 7 of 7 >

Name	SSN	Firm File #	DOB	Claim #	Status	Alleged Injury	Confirmed Injury	Confirmed Injury Date	Option	Release Amount	Paid Amount	Attorney	Deficiency Count	Deficiency Codes	Source Trust	Target Trust
Smith, John	******4129		6/22/1944	5043381	Intake Deficient	Level VIII. Mesothelioma			Expedited	0	0	Smith	5	014, 025, 203, 229, 277	HW	HAL
Smith, Will	*****0705		1/2/1935	5043026	Intake Deficient	Level IV. Severe Asbestosis			Expedited	0	0	Yousefi	1	014	HW	HAL
Smith, John	*****5469		11/2/1942	5042926	Intake Deficient	Level III. Asbestosis/Pleural Disease			Expedited	0	0	Smith	2	014, 025	HW	HAL

The information displayed includes *Name*, *SSN*, *Firm File #*, *DOB*, *Claim #*, *Status*, *Alleged Injury*, *Confirmed Injury*, *Confirmed Injury Date*, *Option*, *Release Amount*, *Paid Amount*, *Attorney*, *Deficiency Count*, *Deficiency Codes*, *Source Trust* and *Target Trust*.

To select a claim to be converted, click on the name of the injured party under the Name field heading. The following warning page will be displayed.



Click the <**OK**> button to continue to proceed to the Conversion Summary page. On this page, there are several sections pertaining to the information that is about to be converted.

At the top of the page, is the Source Trust information which includes the *Source Trust*, *Name*, *SSN*, *Date of Birth*, *Claim Number*, *Status*, *Alleged Injury*, *Evaluated Injury*, *Gross Settlement Value* and *Offer*.

Source Trust	HW	**Status**	Intake Deficient
Name	Smith, John	**Alleged Injury**	Level VIII. Mesothelioma
SSN	5947554129	**Evaluated Injury**	(none)
Date of Birth	6/22/1944	**Gross Settlement Value**	$0.00
Claim Number	5043381	**Offer Amount**	$0.00

The **Review Results** button located under this section will provide the user with detailed information pertaining to the Review decisions. This will display the Exposure duration calculation and Medical confirmed information as well as the individual medical decisions that will be carried over to the Target Trust.

Review Results

The **Deficiencies** section lists any and all deficiencies that may arise from the conversion. Converting existing claims with deficiencies will result in deficiencies for the newly converted claim. This provides the user with the opportunity to clear the deficiency by updating the claim form prior to submitting a new claim.

Deficiencies

Save To File < 1 to 5 of 5 >

Deficiency Code	Description
130	Medical Report not Provided
140	Chest X-ray Report Not Provided
203	Industry not Provided
229	Exposure is all Post 1982
277	Site Code

The **Warnings** section will display any warnings that may arise from the conversion such as duplicate claim or economic warnings.

Warnings

Save To File < 1 to 3 of 3 >

Id	Warning
W014	Attachments not Provided
W025	Indirect Claim Information
WA-DUPECLAIM	Claim appears to be a duplicate to another claim in the HAL database and requires research by the Trust.

The **Documents** section will display all of the documents that will be carried over to the new claim from the source trust claim.

Documents

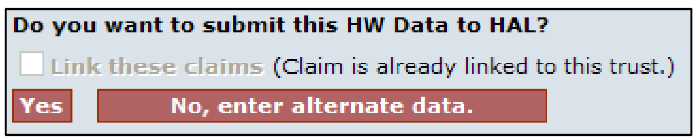
Save To File < 1 to 3 of 3 >

Document ID	Document Type	Comment	Received
1789398	Release		5/7/2009
1788434	Physical Exam		2/17/2009
1788433	Other		2/12/2009

At the bottom of the page, the user has the option to Link the source trust claim to the newly converted target trust claim. The "Link these claims" box will be automatically checked. If these claim are not to be linked, uncheck the box and click the <**Yes**> button to proceed.

After clicking the <**Yes**> button, the user will be redirected to the first page (**Representation**) of the claim form. This will allow the users to update the new claim with any Trust specific information prior to submitting it.

> **Note**: *Claims that have an **active release** or **payment** can be used as the Source Trust claim for conversion but <u>can't be linked</u>. For these types of claims, the "Link these claims" box will be grayed out and unchecked.*



Converting Same Trust Claims

The conversion process has been modified to allow users to convert claims from one Trust to the same Trust in order to create a new target claim. This only applies to one of the following scenarios:

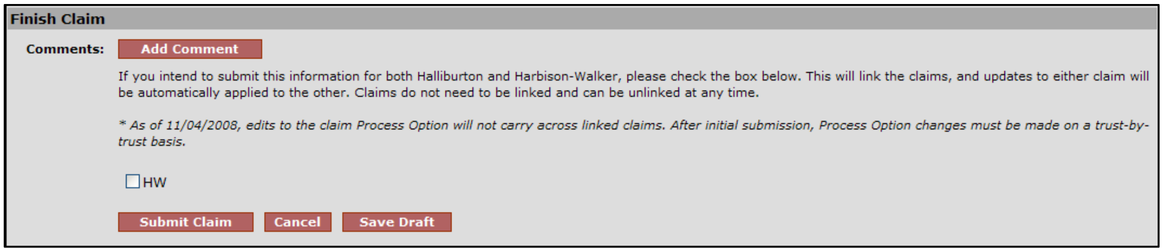
- **Second Injury Claims** – a previously submitted **non-malignant** source claim can be converted to a new **malignant** target claim for the same claimant within the same trust. This previously restricted feature will allow firms to submit Second Injury claims by converting from the original claim

  > **Note**: If the alleged injury of the new target claim is not a progression from the source claim's alleged injury, the conversion will result in both claims being placed on Duplicate Hold.

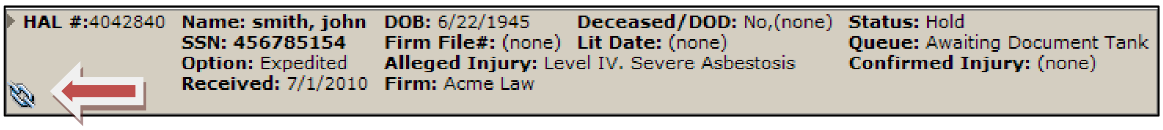
- **Previously Withdrawn Claims** – a claim that was withdrawn can now be converted to a new claim within the same trust. This new feature will allow firms to covert information from a withdrawn claim to a new claim rather than submitting a new claim manually.

Linking

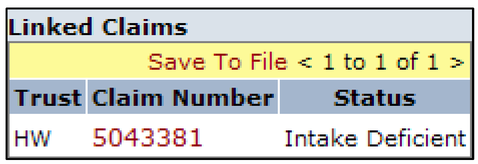
The Linking process mentioned in the previous section can occur as the result of the Conversion process, but can also be implemented when entering a brand new claim using the "New Claim" tab. For example, prior to submitting the new HAL claim, the user will have the option to create a new HW claim and have it linked to the HAL claim by clicking on the check box on the Finish page.



Once the link is created, a Chain Link image will be displayed in the claim header marquee illustrating to the user that there is a linked-claim associated with this particular claim.



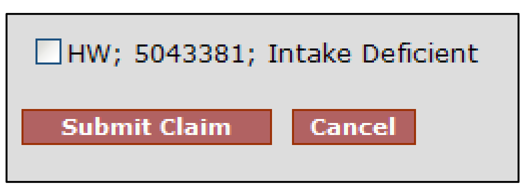
Furthermore, at the bottom of the General Page, there is a Linked Claims section that displays the claim that is linked and its current status. The Claim Number field is a hyperlink that will open that particular claim in a new window.



These claims will stay linked until a release is generated on one of the linked claims or the firm user *affirmatively* unlinks them from the finish page prior to submitting edits to one of the linked claims.

When a release is generated on one of the linked claims, the claims will automatically become unlinked.

To affirmatively unlink claims, the user must first make an edit to one of the claims. On the finish page, uncheck the box next to the claims that need to be unlinked and click the <**Submit Claim**> button.



Once the edits have been submitted, the claims will no longer be linked and an Unlinked Claims section will now be displayed on the General Page and will provide the user with the Trust, Claim Number and the Date the claim was unlinked.

Unlinked Claims		
Save To File < 1 to 1 of 1 >		
Trust	Claim Number	Date
HW	5043381	8/3/2010

Editing Linked Claims

The benefits of linking claims are apparent when having to edit claims with new or missing information. When editing one of these claims in the linked set, the user is in fact editing both of the claims in the linked set.

Although the linking process does eliminate much of the time needed to update both claims, there are certain fields in the claim form that do not carry across to the linked claims and will have to be edited individually.

In this next section, we will navigate through the sections of the claim and briefly point out the pages and individual fields that carry across to the linked claim as well as those that don't.

There are basically 13 sections that make up the entire claim form, which are listed below with their associated claim pages.

The pages displayed below with a chain link icon  represent pages in the claim form that share data across both Trust and do not have to be edited individually (if you change this information on either the HAL or HW claim form, it will go across to the linked side of the claim):

- **Representation**
  -  *Representation Page* – The information provided on this page is shared across both entities.

- **Process**
  - *Process* – The claim process option will need to be edited on a claim by claim basis. This data is only shared across the linked claim during initial claim submission.
    - *Indirect Claim* – The Indirect Claim question will need to be edited on a claim by claim basis. This field is only linked during initial claim submission.

- **1: Injured Party**
  -  *Injured Party Information* – The information provided on this page is shared across both entities.

- **2: Injuries**
  - *Injuries* – The information provided on this page is shared across both entities <u>except</u> for the last question on the page that asks "For claims filed against Halliburton or Harbison-Walker entity, or any other asbestos defendant in the tort system prior to the DII Petition Date (December 16, 2003), please check this box if you have filed a physical

examination report…". This field will need to be edited on a claim by claim basis. This field is only linked during initial claim submission.

- **3: Exposure**
  - *3.1 Site/Plant Section* – All of the fields in this first section are shared across both entities, except for the following fields that will need to be edited on a claim by claim basis:
    - [Trust] Specific Code
  - *3.6 Exposure Details Section* – The information provided in this section is shared across both entities.
  - *3.7 DIIA Employee Section* – The information provided in this section is shared across both entities.
  - *3.8 Occupational Exposed Section* – The information provided in this section is shared across both entities.
- **4: Secondary Exposure**
  - *4: Secondary Exposure* – All of the fields in this section are shared across both entities, except for the following field that will need to be edited on a claim by claim basis:
    - *4.6 Exposure Description* – This field will need to be edited on each of the linked claims.
- **5: Litigation**
  - *5.1 Asbestos Litigation* – All of the fields in this section are shared across trust, except for the following fields that will need to be edited on a claim by claim basis:
    - *5.3 Jurisdiction* – This section of the Litigation page will need to be edited on a claim by claim basis.
    - *5.4 Tolling Agreement* – This section of the Litigation page will need to be edited on a claim by claim basis.
- **6: Dependent**
  - *Dependent*– The information provided on this page is shared across both entities.
- **7: Smoking**
  - *Smoking – The* information provided on this page is shared across both entities.
- **8: Economic Loss**
  - *Economic Loss*– The information provided on this page is shared across both entities.

- **9: Extraordinary Claims**
    - *Extraordinary Claims*– The information provided on this page is shared across both entities.

- **Documents**
    - *Documents* – Documents submitted on one of the linked claims will be shared across both entities.