Arbitration Forums, Inc.

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E-Subro Hub Router Actions Reference Guide

March 2025

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E-Subro Hub Router Actions

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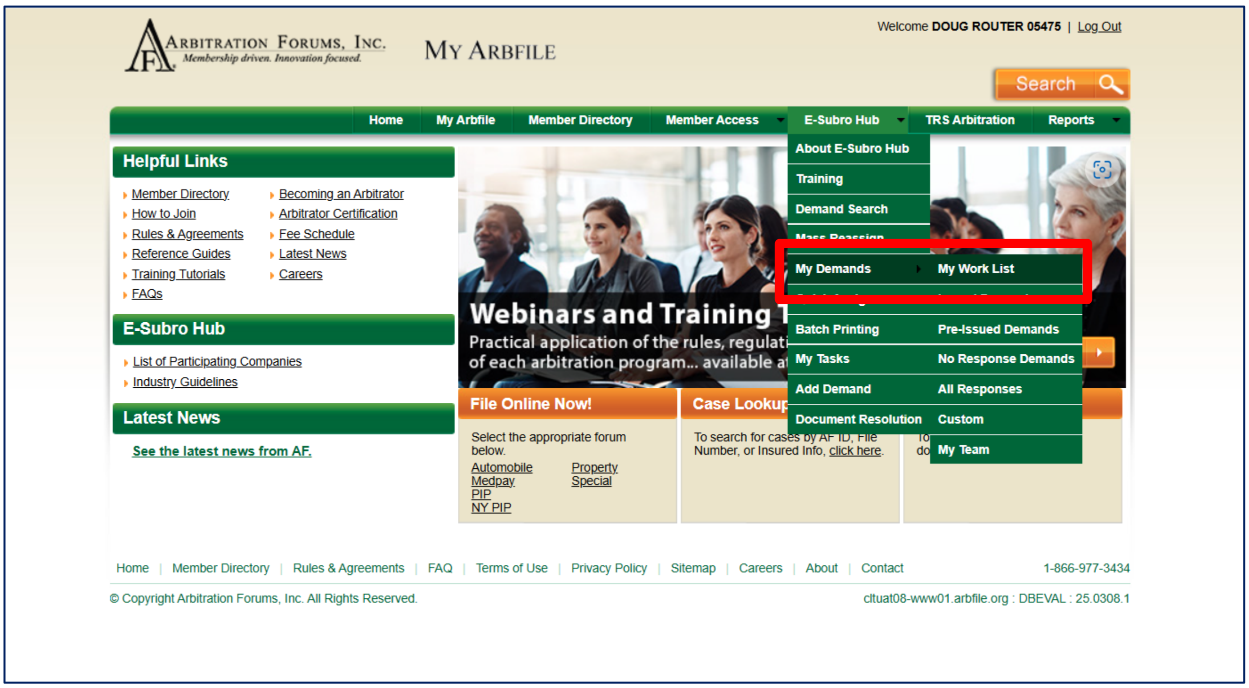
Introduction

This document provides instruction on E-Subro Hub router assignment actions.

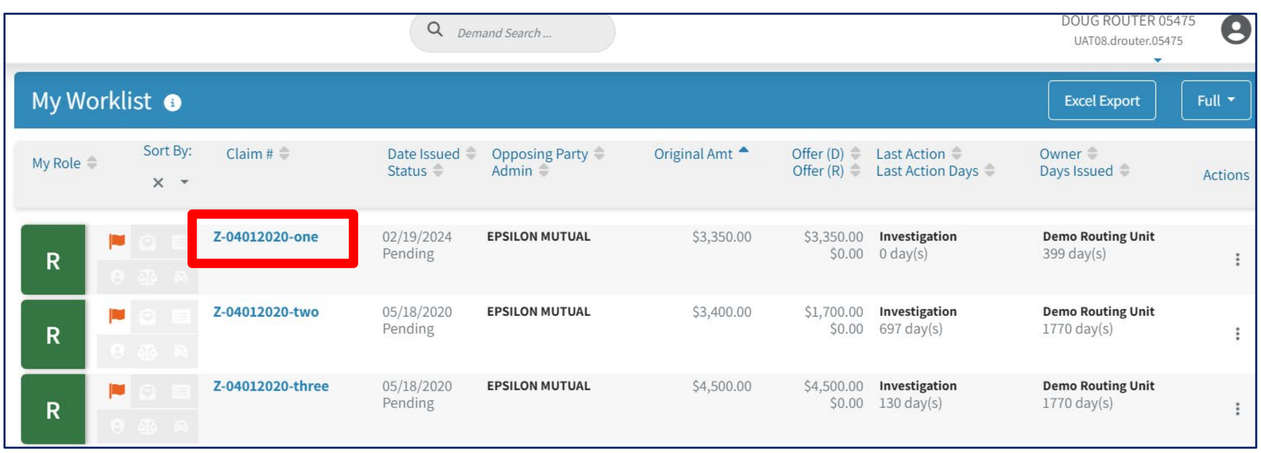
The router is the individual or team responsible for assigning newly-received demands to a user or business unit.

Router Assignment Workflow

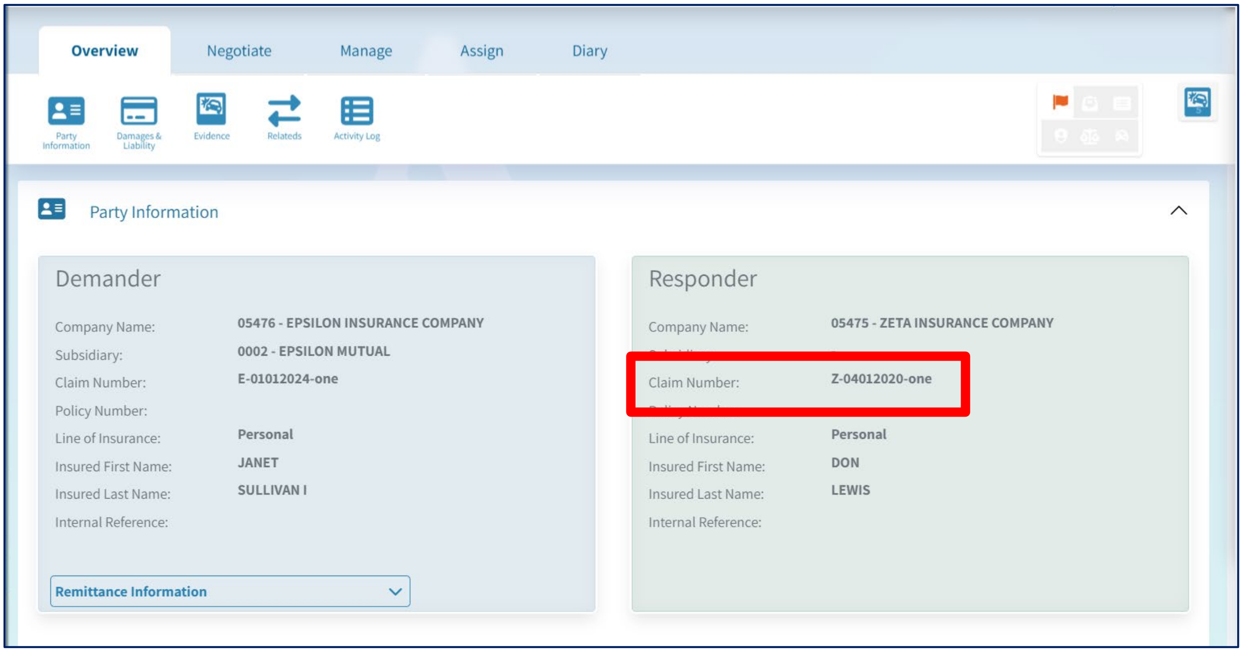
The router can access pending demands by selecting "My Work List" from the E-Subro Hub drop-down menu.



From the Work List, the router can select a demand by clicking on a claim number.



The demand Overview page will show the claim number that will receive the assignment. This will be compared to the associate or team responsible for handling the property damage portion of the internal claim file.



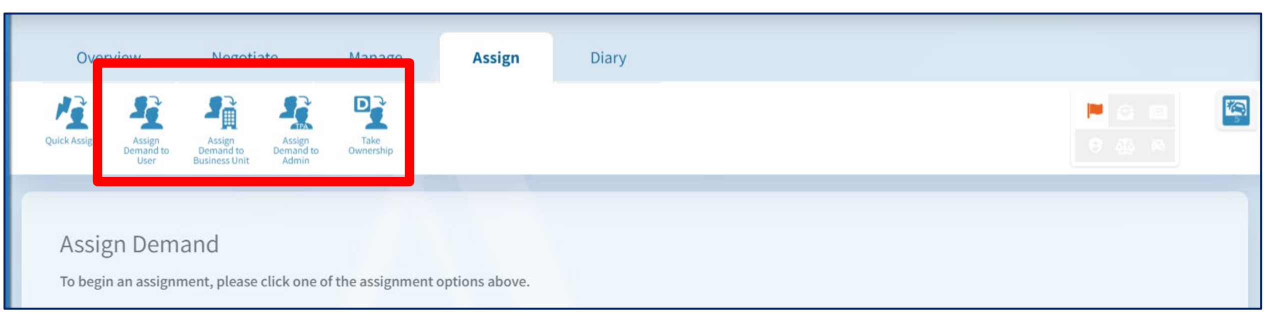
Demands owned by the inbound routing unit can be assigned to a user, business unit, or third-party administrator (TPA) using the functionality under the Assign tab.

Assign Demand to User: This will allow the demand to be assigned to another user.

Assign Demand to Business Unit: This will allow the demand to be assigned to a unit that is associated to one or more users.

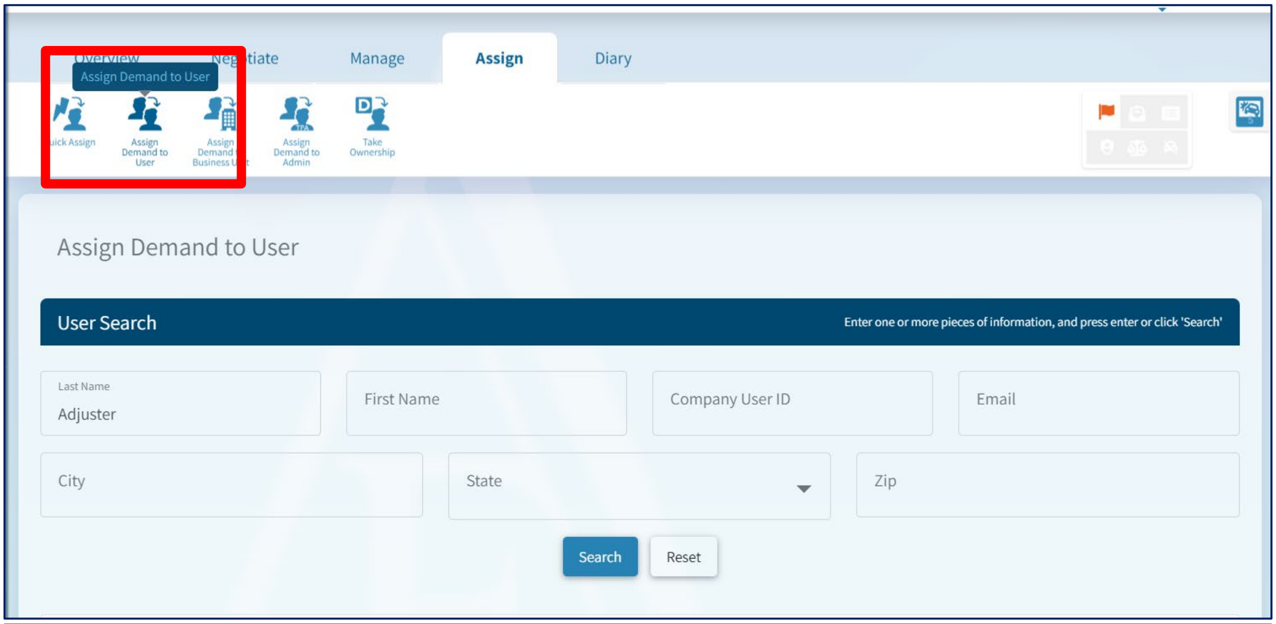
Assign Demand to TPA: This will allow the demand to be assigned to a business unit associated to an outside administrator as part of a subrogation or liability claim handling workflow.

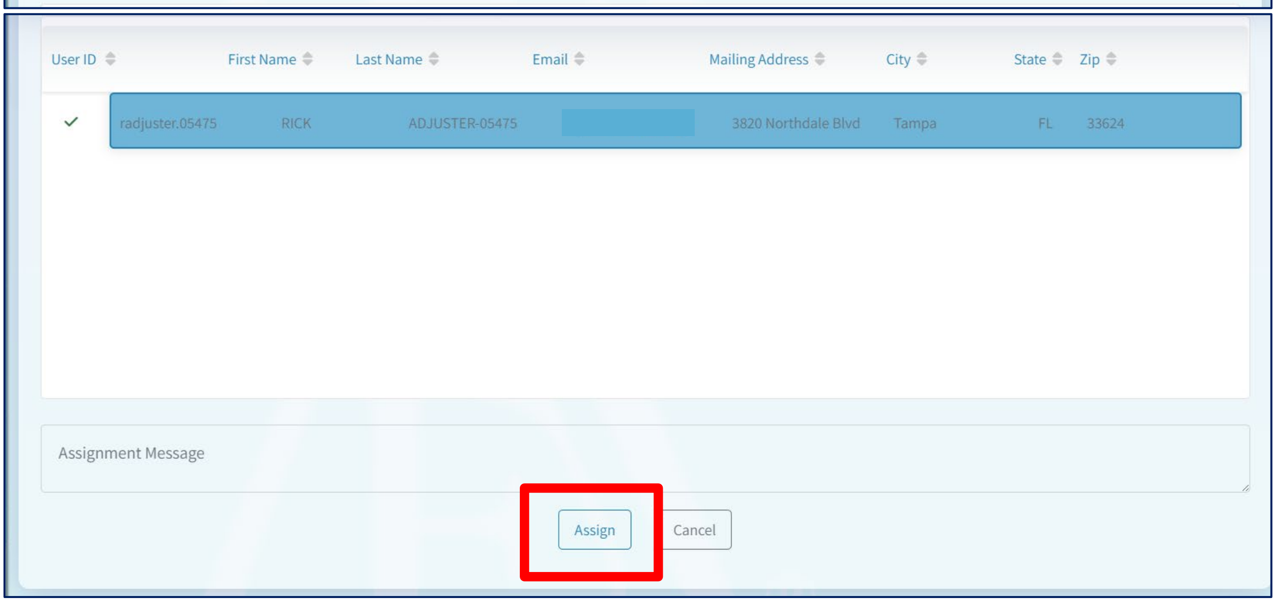
Take Ownership: This will allow the demand to be assigned to the user currently viewing the demand, but this would not be a common action for a router.



Assign Demand to User

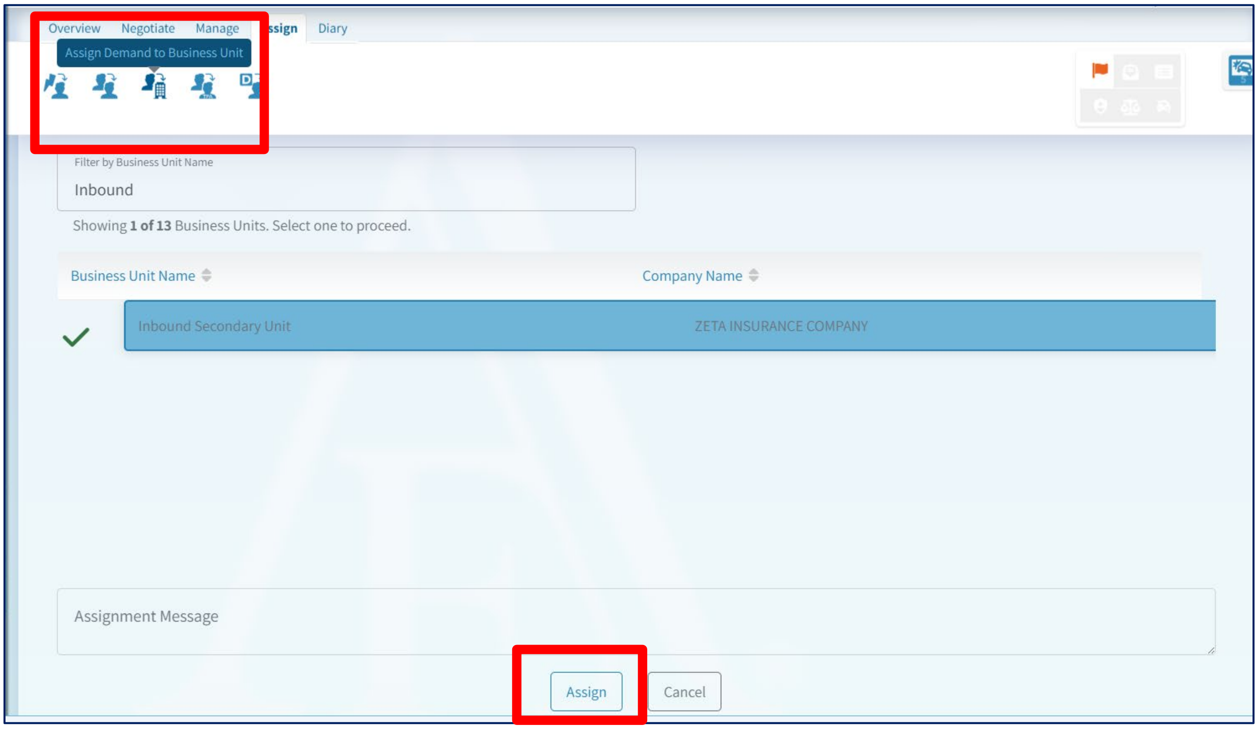
To assign a demand, select the “Assign Demand to User” option, enter a search parameter, then click “Search.” “Last Name” or “Email” searches are the most common options. Click on the correct user’s name when it appears, include an “Assignment Message,” if appropriate, and then click “Assign.”





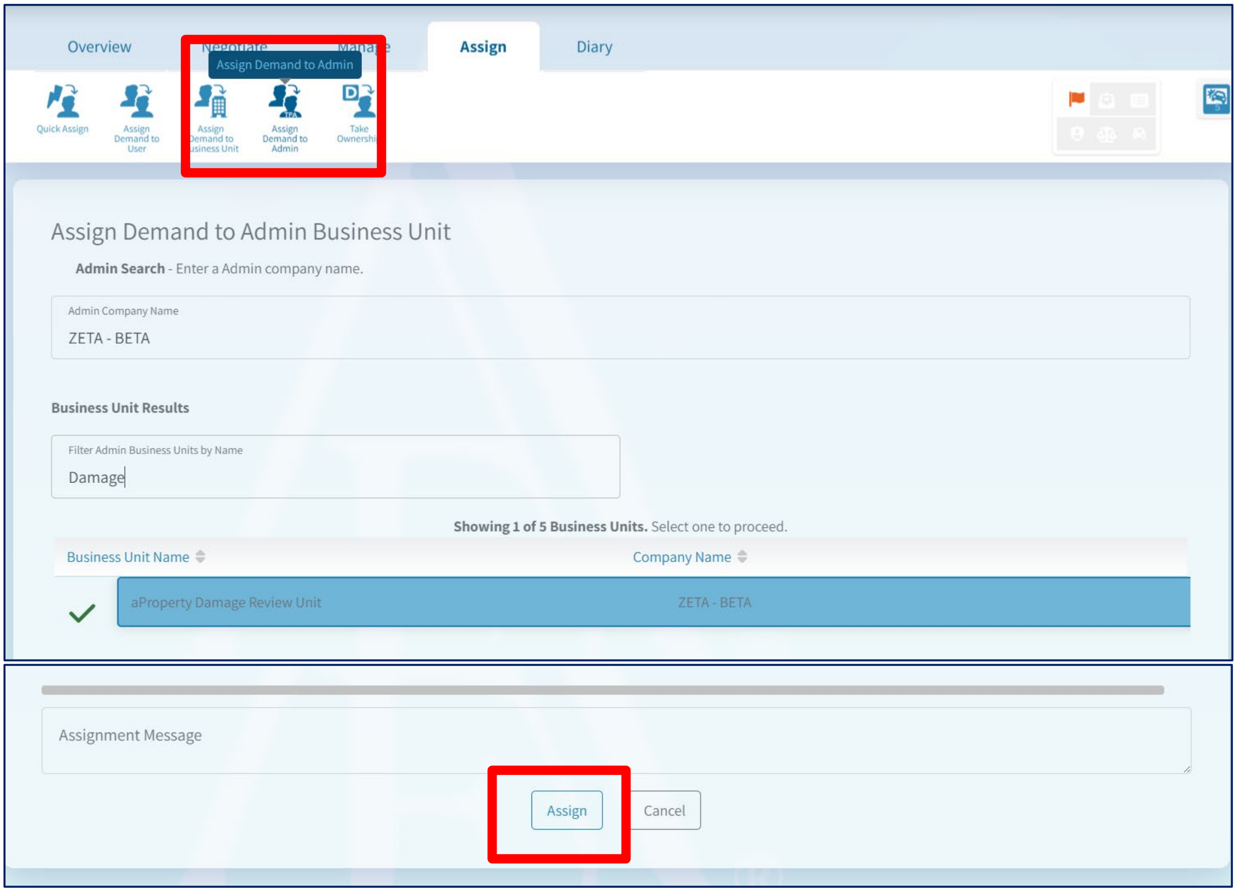
Assign Demand to Business Unit

To assign a demand to a business unit, select the “Assign Demand to Business Unit” option and enter a search parameter. Click on the correct business unit when it appears, include an “Assignment Message,” if appropriate, and then click “Assign.”



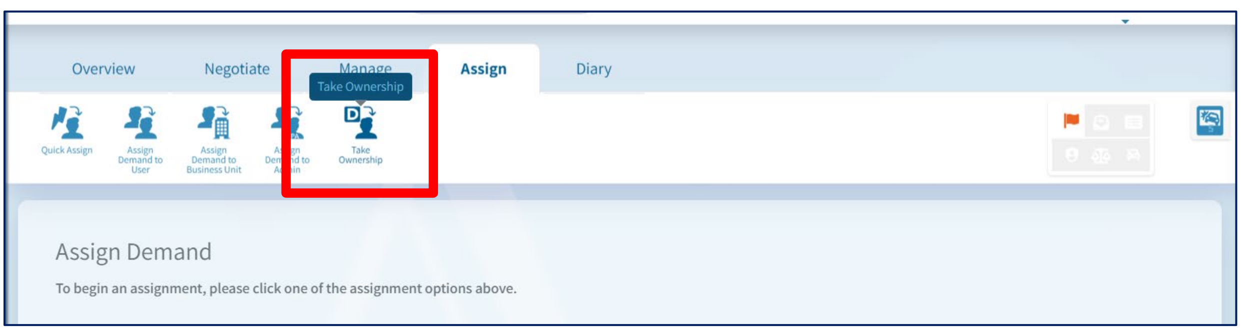
Assign Demand to TPA

As part of an external E-Subro Hub workflow, select the “Assign Demand to TPA” option and enter a search parameter. When the correct company name appears, click on the result. The demand can only be assigned to an associated business unit. Enter a search parameter and click on the correct business unit when it appears, include an “Assignment Message,” if appropriate, then click “Assign.”



Take Ownership

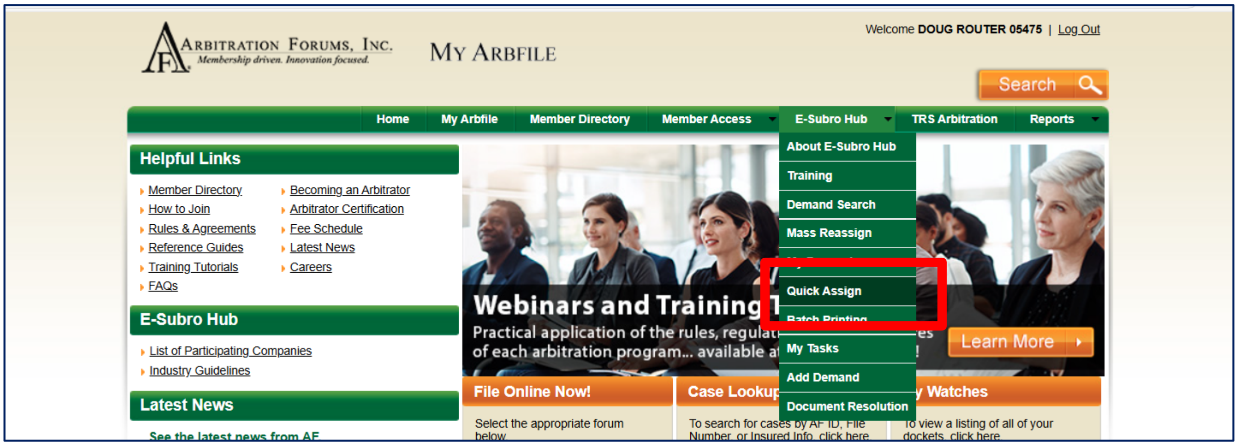
Select the "Take Ownership" option to assign the currently viewed demand to yourself.



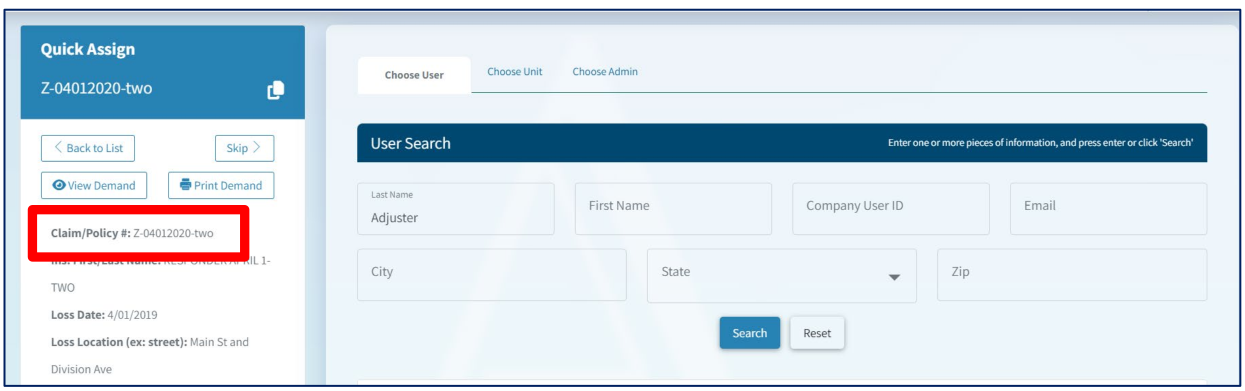
Quick Assign Workflow

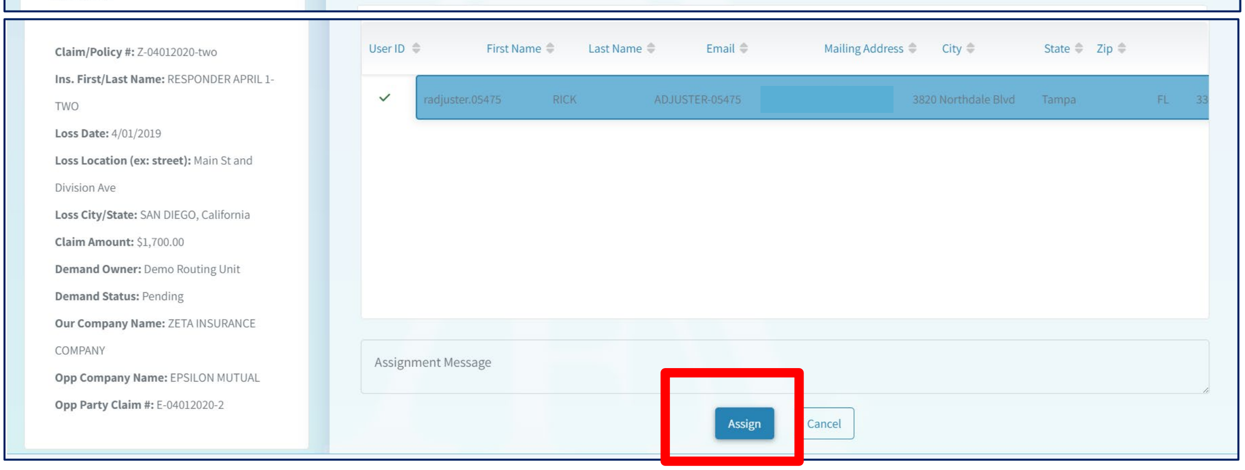
The Quick Assign functionality requires a unique privilege assigned to the user login. The router can access pending demands by selecting "Quick Assign" from the E-Subro Hub drop-down menu.

While Quick Assign retrieves the next available demand to be assigned from the Work List, the router would not fully access the demand to complete an assignment.



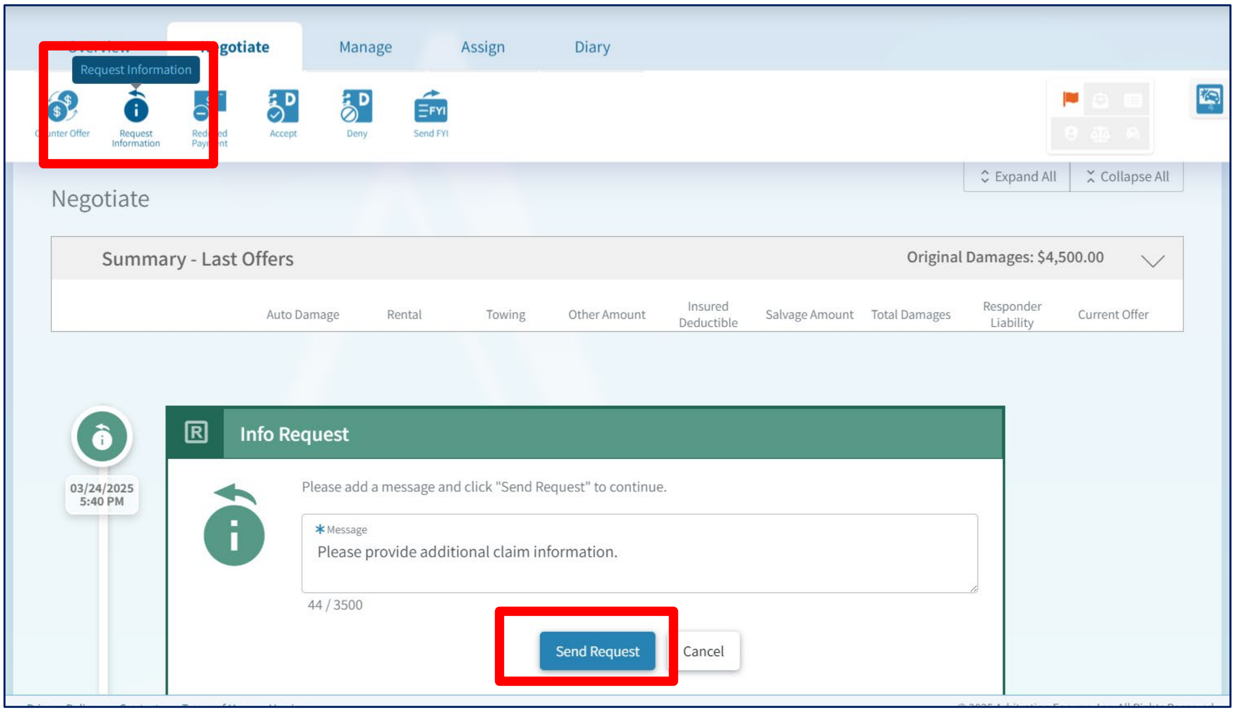
The router has the same options to assign a demand to a user, business unit, or TPA.





Request Additional Information Workflow

If the information provided by the demander does not correspond to an existing claim number or policy, the router can use the Request Information option under the Negotiate tab to send the Action Flag back to the demanding company for review.



First Notice of Loss (FNOL) Workflow

If the information provided by the demander does not correspond to an existing claim number, but there is an active policy, the router will need follow the established FNOL policy for the member company. Once a claim has been created, then the typical assignment workflow can be followed for an existing claim number.