Signal eManager User Manual

Customer focused claims management

WELCOME TO EMANAGER!

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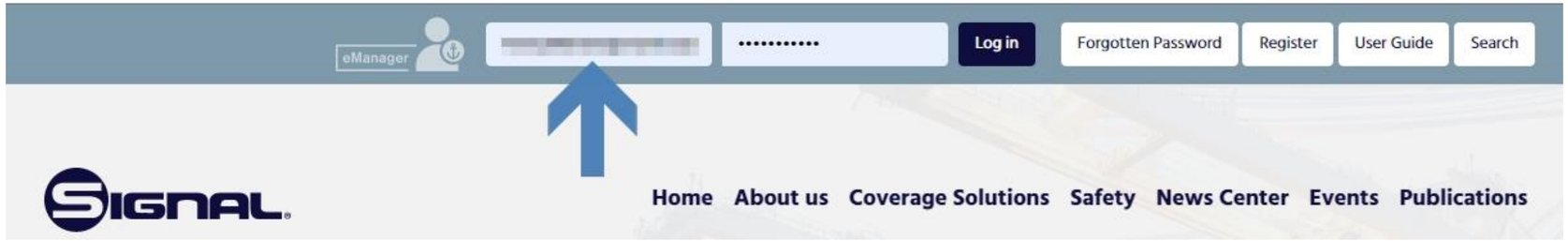
LOGGING IN TO EMANAGER

Accessing eManager is easy! To start, navigate to the Signal Mutual website via any browser using www.signalmutual.com

You will see the login prompt on the top of the homepage - simply enter your login credentials here to access eManager



New Users:

Please select Register button and fill out the appropriate information. You will receive an email within 2 business days once your account is verified and established.

If you experience any issues, please contact the support desk at **475 273 0305**

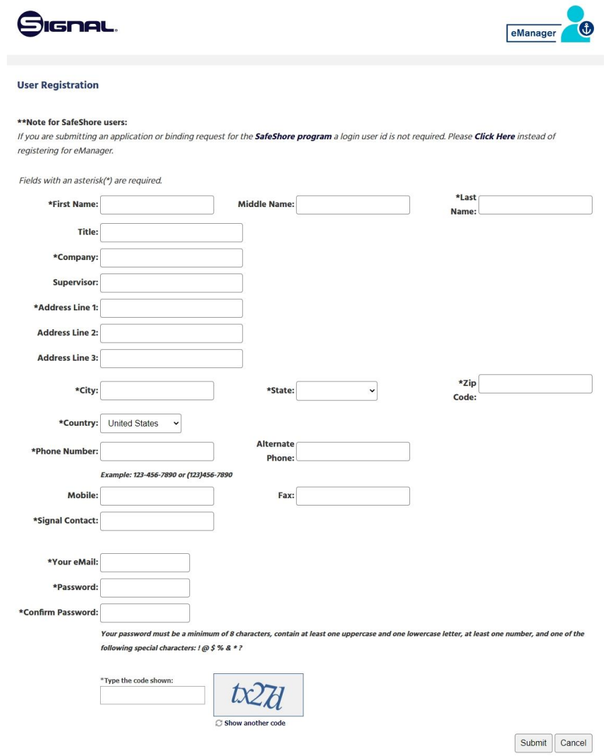
eManager

New User Registration

New users can request access to eManager from the Signal homepage in the eManager login area by selecting Register.

You will be prompted to fill out the below screen with your pertinent details (anything with an * is a required field). It is important that you add the name of your Signal contact so that proper access can be granted for your role.

If you have any questions on this process, please reach out to our support desk at 475-273-0305.



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User Registration

****Note for SafeShore users:**
*If you are submitting an application or binding request for the **SafeShore program** a login user id is not required. Please **Click Here** instead of registering for eManager.*

Fields with an asterisk(*) are required.

*First Name: | Middle Name: | *Last Name:
Title:
*Company:
Supervisor:
*Address Line 1:
Address Line 2:
Address Line 3:
*City: | *State: | *Zip Code:
*Country: United States
*Phone Number: | Alternate Phone:
Example: 123-456-7890 or (123)456-7890
Mobile: | Fax:
*Signal Contact:

*Your eMail:
*Password:
*Confirm Password:

*Your password must be a minimum of 8 characters, contain at least one uppercase and one lowercase letter, at least one number, and one of the following special characters: ! @ $ % & * ?*

*Type the code shown:

Show another code

Submit Cancel

LOGGING IN TO EMANAGER

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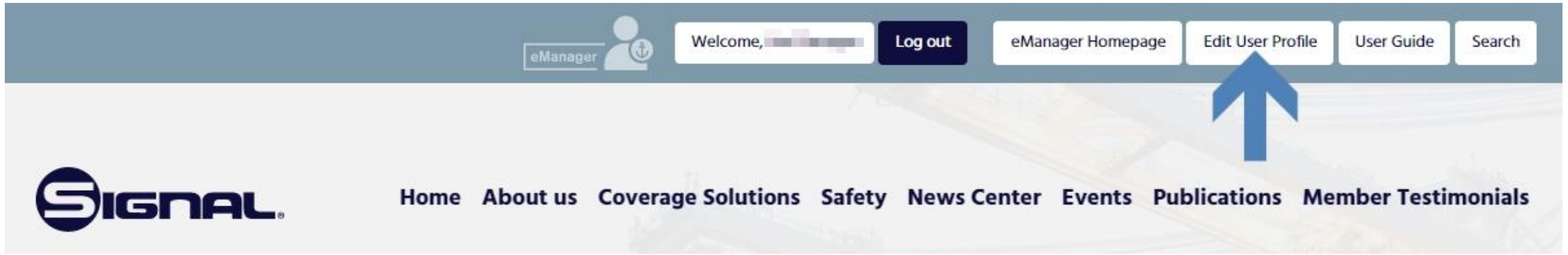
YOUR EMANAGER PROFILE

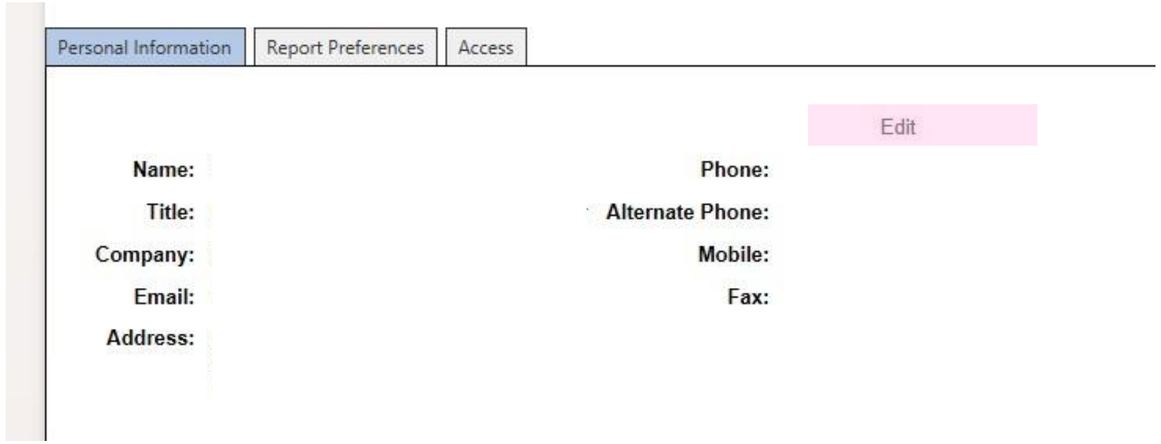
Once you have logged in to eManager, you'll see four options available. Let's start by ensuring your profile is up to date - Select the "Edit User Profile" option to continue



You will notice all of your personal details on the first tab, these can be edited by hitting Edit and then saving any changes.

You can also edit your Report Preferences such as format of file exports and details to be included in reports.

Note, you can view your Access but not edit it. Please contact your Member Services Rep to modify your access



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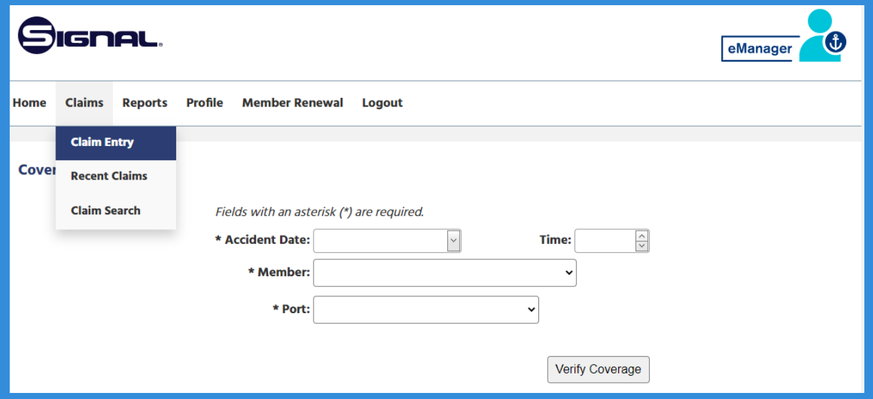
RECORDING A NEW CLAIM



From the task bar, select "Claims" and "Claims Entry" to begin entering a new claim. We recommend that you hit "Save Work" frequently as you enter your claim details.

Note, you are required to populate all fields with an (*) - you will not be able to advance to the next page unless these fields are populated.

You can hit "Cancel" at any time to discard the claim

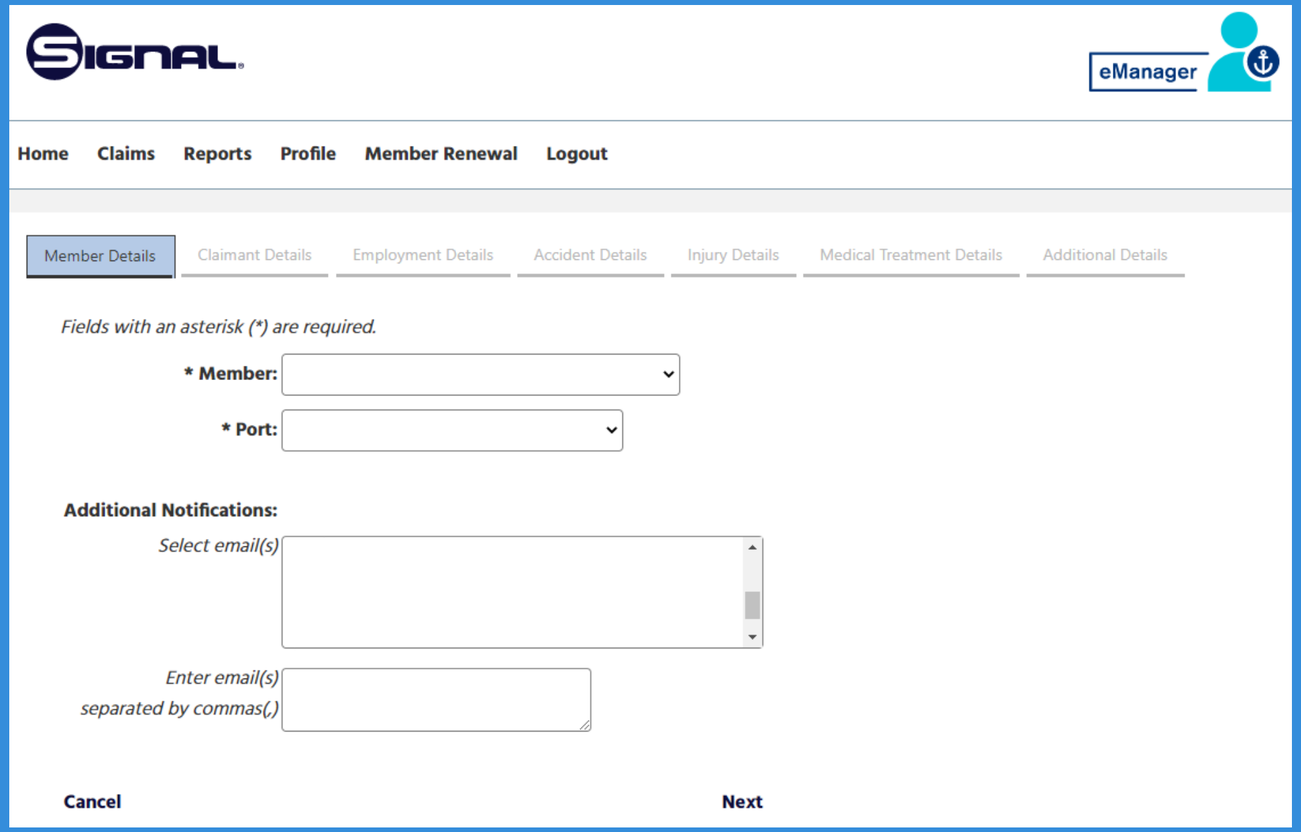
After entering the initial information - Accident Date/Time, Member and Port, hit "Verify Coverage" - this will take you to the main screen to enter all the details of the claim

eManager

CLAIMS ENTRY

RECORDING A NEW CLAIM

On the "Member Details" tab, select or input additional email addresses for anyone (aside from the person entering the claim) who should receive a copy of the LS-202.



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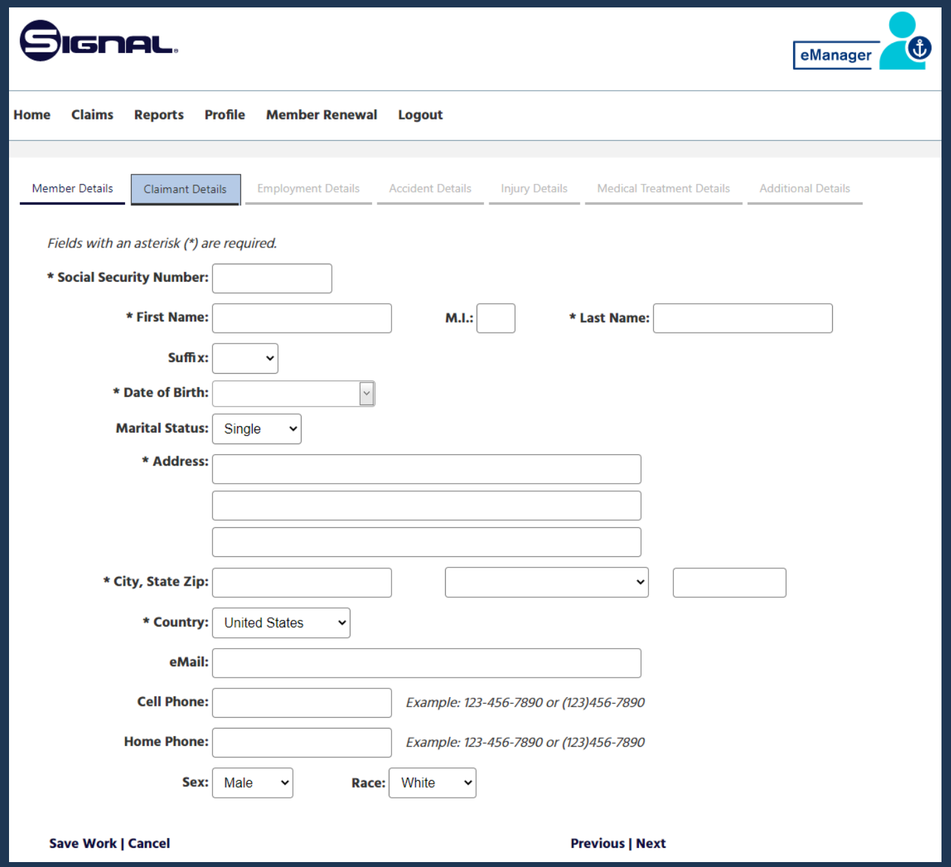
RECORDING A NEW CLAIM

On the "Claimant Details" tab, enter as much information as possible for the claimant.

Required fields are:

- Social Security Number
- First and Last Name
- Date of Birth
- Address (City, State, Zip and Country)



Remember to hit "Save Work" before advancing to the next tab!

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CLAIMS ENTRY

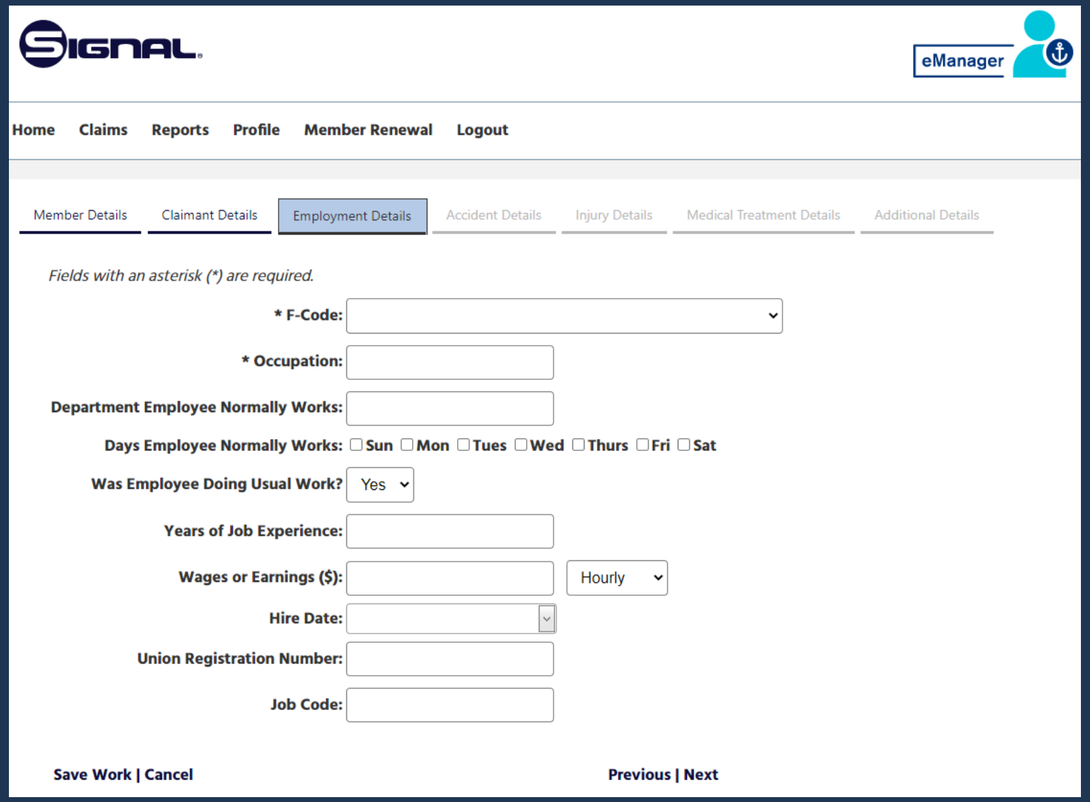
RECORDING A NEW CLAIM

On the "Employment Details" tab, enter as much information as possible for the claimant.

Required fields are:

- F-Code
- Occupation

Hit "Save Work" and "Next" to continue to the next tab



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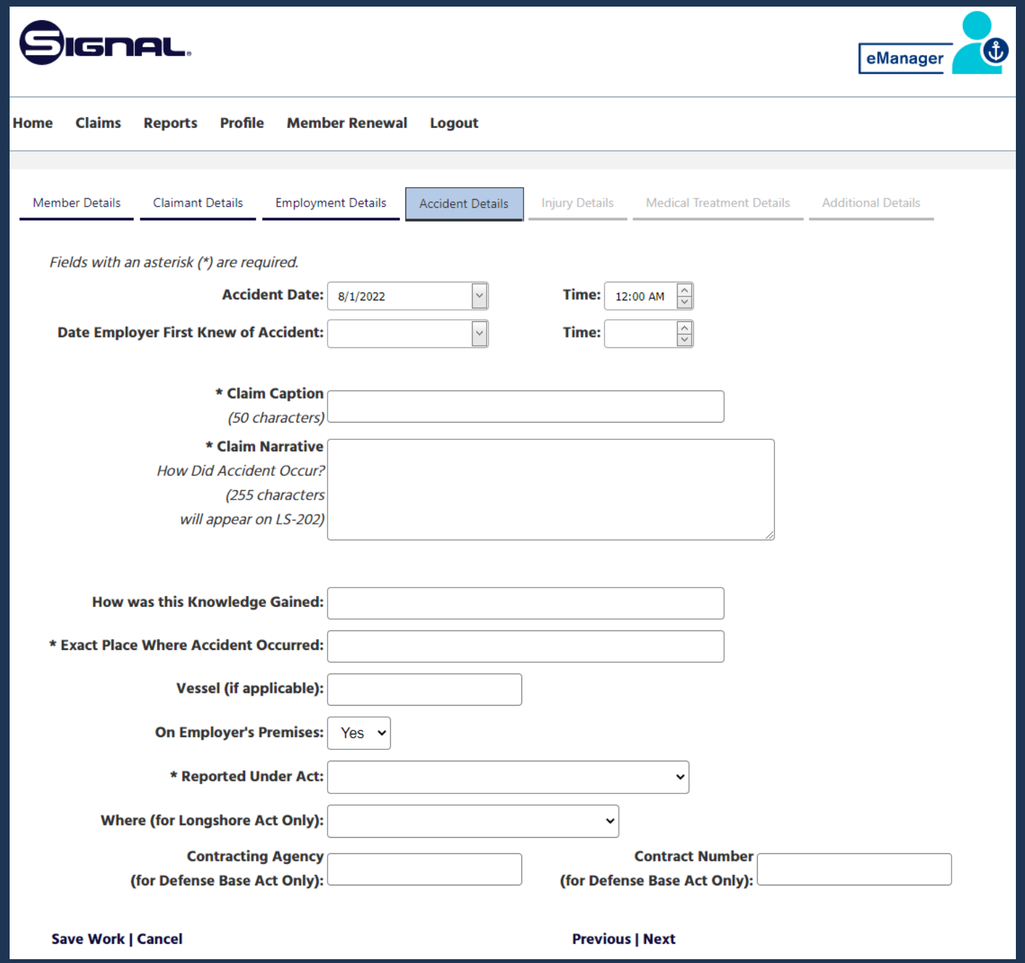
RECORDING A NEW CLAIM

On the "Accident Details" tab, enter as much information as possible for the claimant (note the Accident Date will carry over from the initial screen you entered it on).

Fields with an asterisk (*) are required, including:

- Claim Caption - is a 50-character field for an abbreviated description of the injury (e.g., “Fell on steps injuring l. ankle and knee”)
- Claim Narrative - is a 250-character field where a more descriptive narrative should be provided, detailing circumstances of how the injury occurred (e.g.,” Employee was carrying tools up the stairs to the main deck of vessel. His l. foot slipped on the top step and he fell twisting his left ankle.")

The more information you can provide, the better!



Remember to hit "Save Work" before advancing to the next tab!

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CLAIMS ENTRY

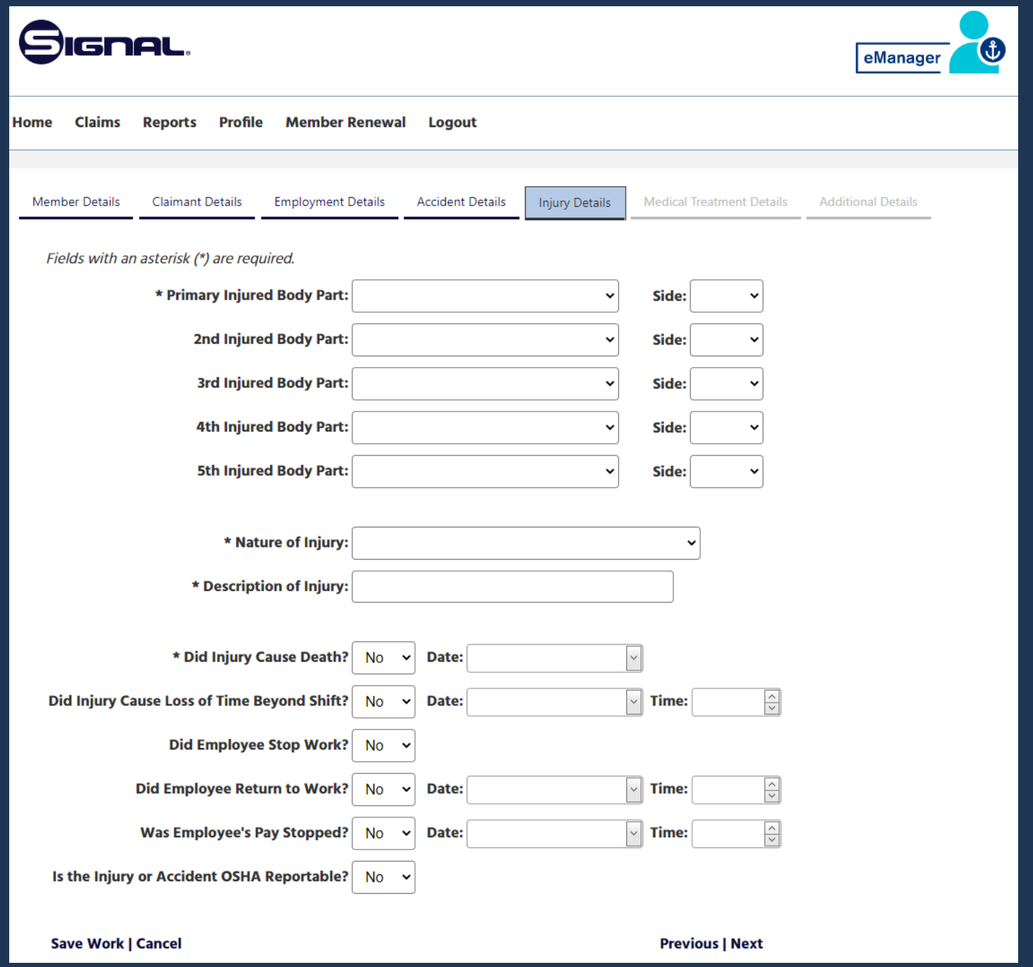
RECORDING A NEW CLAIM

On the "Injury Details" tab, enter as much information as possible.

Required fields are:

- Primary Injured Body Part
- Nature of Injury
- Description of Injury
- Did Injury cause Death?

The more information you can provide, the better!



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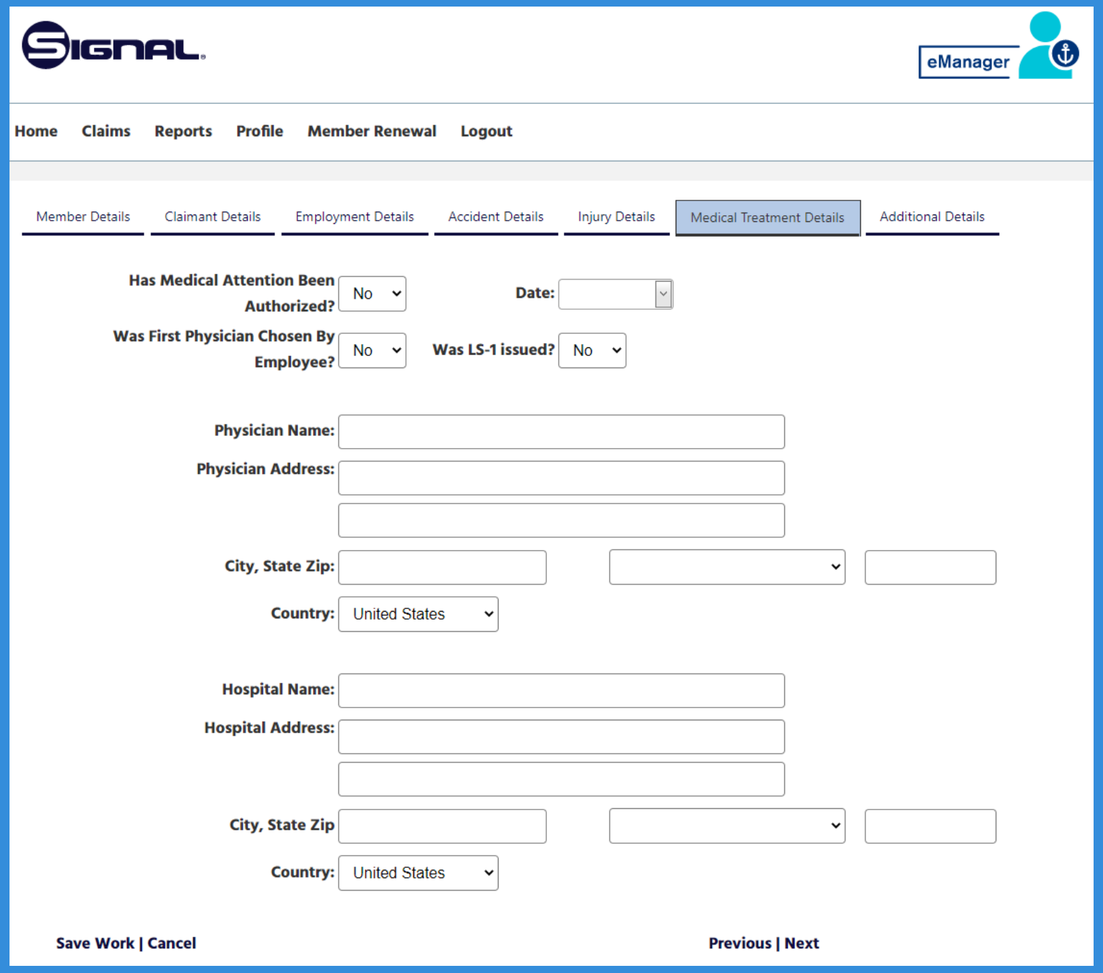
RECORDING A NEW CLAIM

CLAIMS ENTRY

On the "Medical Treatment Details" tab, enter as much information as possible for the claim - the more information you can provide the better!



You must hit "Submit" to properly submit your claim

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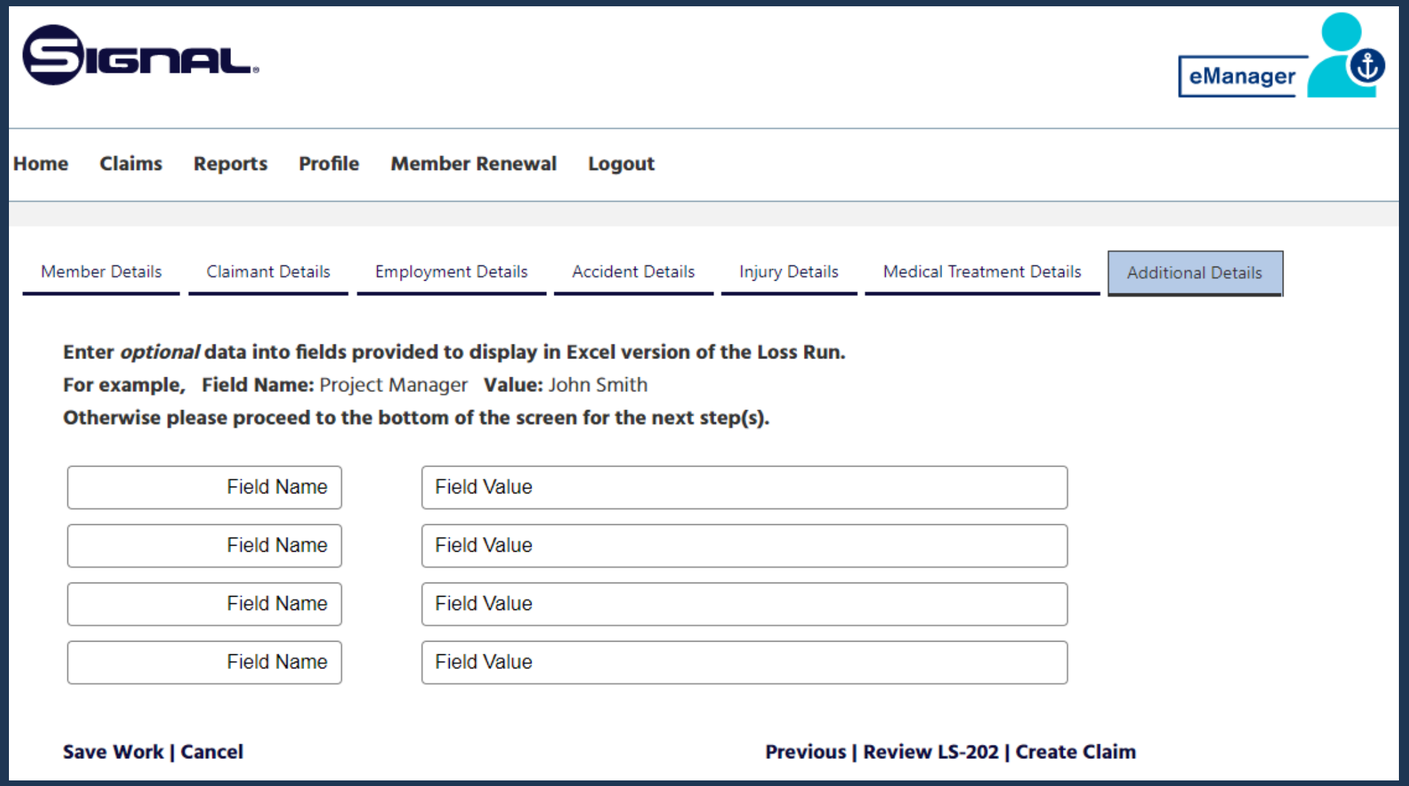
RECORDING A NEW CLAIM

The final tab in the Claims Entry process is the "Additional Details" tab, which allows you to log any other information you wish relating to the claim.

You may review the LS-202 form that has been generated from the details you have entered by selecting "Review LS 202" at the bottom or simply hit "Create Claim" to create a new claim.



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CLAIMS REVIEW

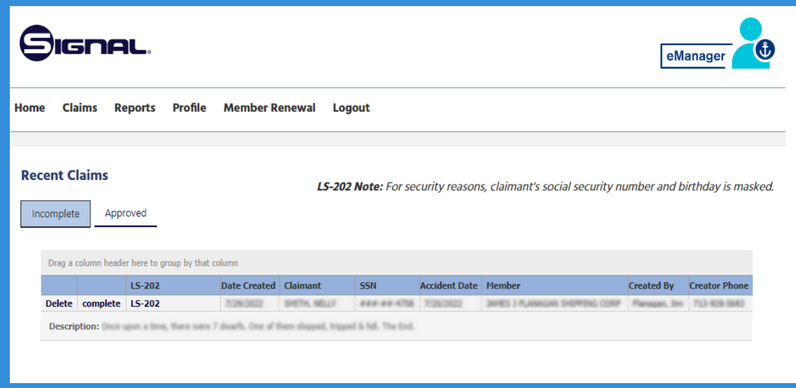
RECENT CLAIMS

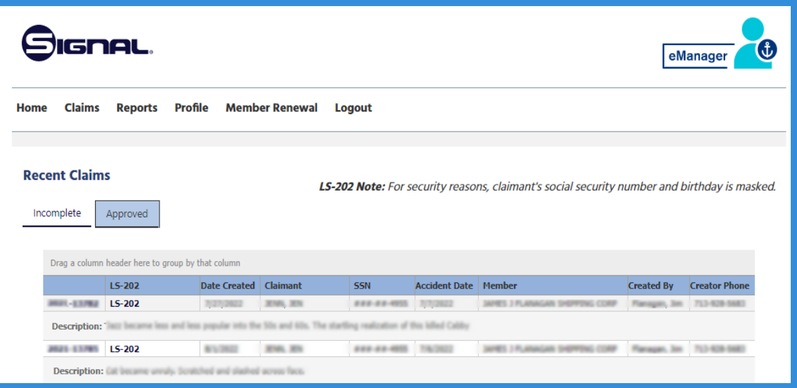
Using this link will allow you to view claims entered into eManager within the last month.

There are 2 Claims Statuses:

- Approved – *claim was successfully created*
- Incomplete – *saved as draft but not yet completed*

To finish entering information for an incomplete claim, simply navigate to the "Incomplete" tab and select "Complete" - this will redirect you to the claims entry tabs for you to complete entry of the claims details.





Need a copy of the LS 202?

Hit "File Copy" to generate with only the last 4 digits of the social security or hit "DOL Copy" for one with the full SS

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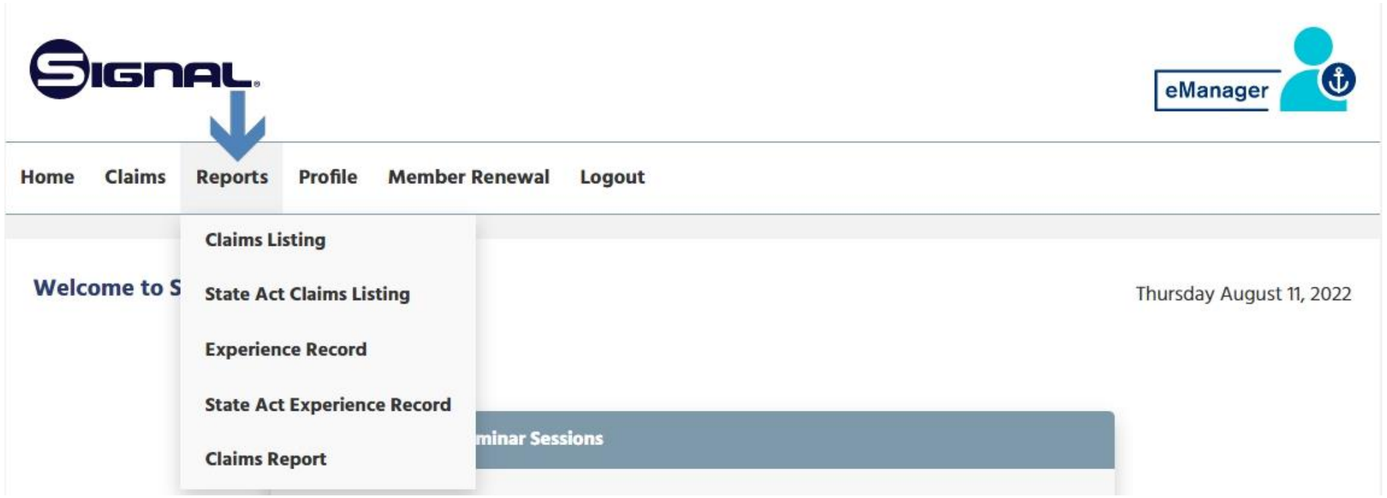
REPORTS OVERVIEW

The Reports section of eManager allows you to access an extensive selection of reports related to your claim activity.

In addition to a claims listing loss run and loss experience record, there are several reports available under Claims Reports sub-menu:

- Claimants on Compensation
- Injuries by Body Part
- Death Claims
- Claims by Permanency Type
- Claimants with Multiple Claims



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CLAIMS LISTING REPORT

The Claims Listing option allows you to either produce a preformatted PDF or Excel report or an extract of raw claims data for further analysis. You have the ability to generate repots for an Individual Member or multiple Members (if you have access)

The PDF option provides any of the following options:

- Graphical Summary
- Claims statistics including frequency, average value, lost time and body part analysis
- Claims incurred summary by year
- Subtotals by port, state and F Code
- Detailed claim by claim listing

Graphs also analyze costs between open and closed claims and allow you to measure your claims to payroll ratio and frequency rate against other Members within the industry or the Association as a whole.

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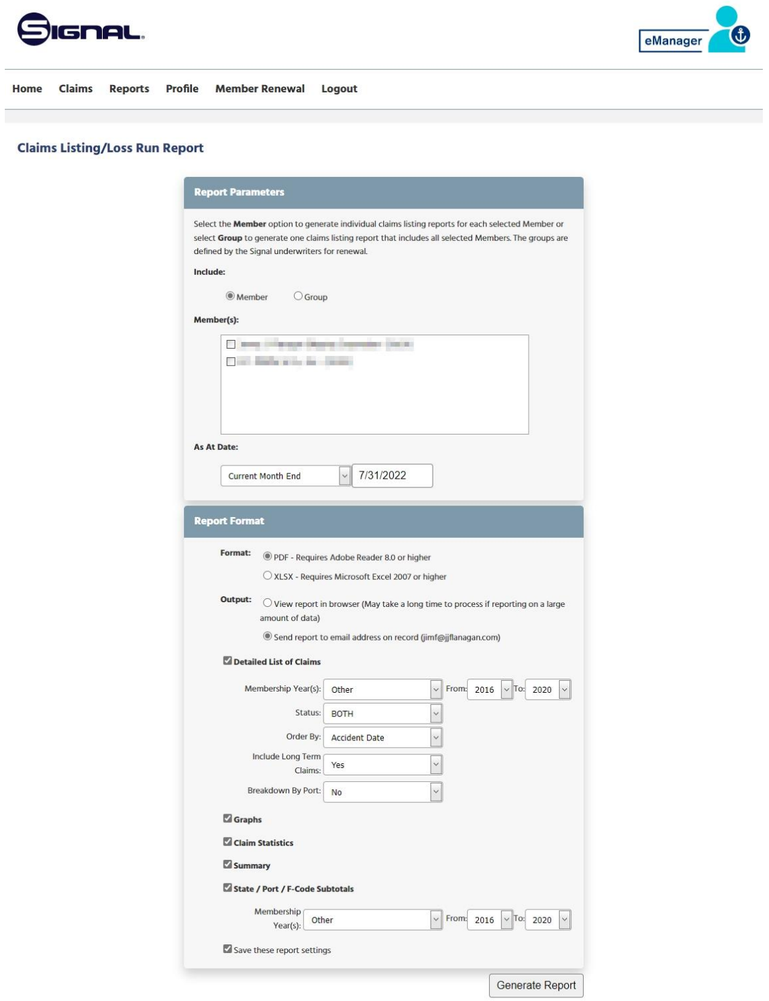
REPORTS: CLAIMS LISTING

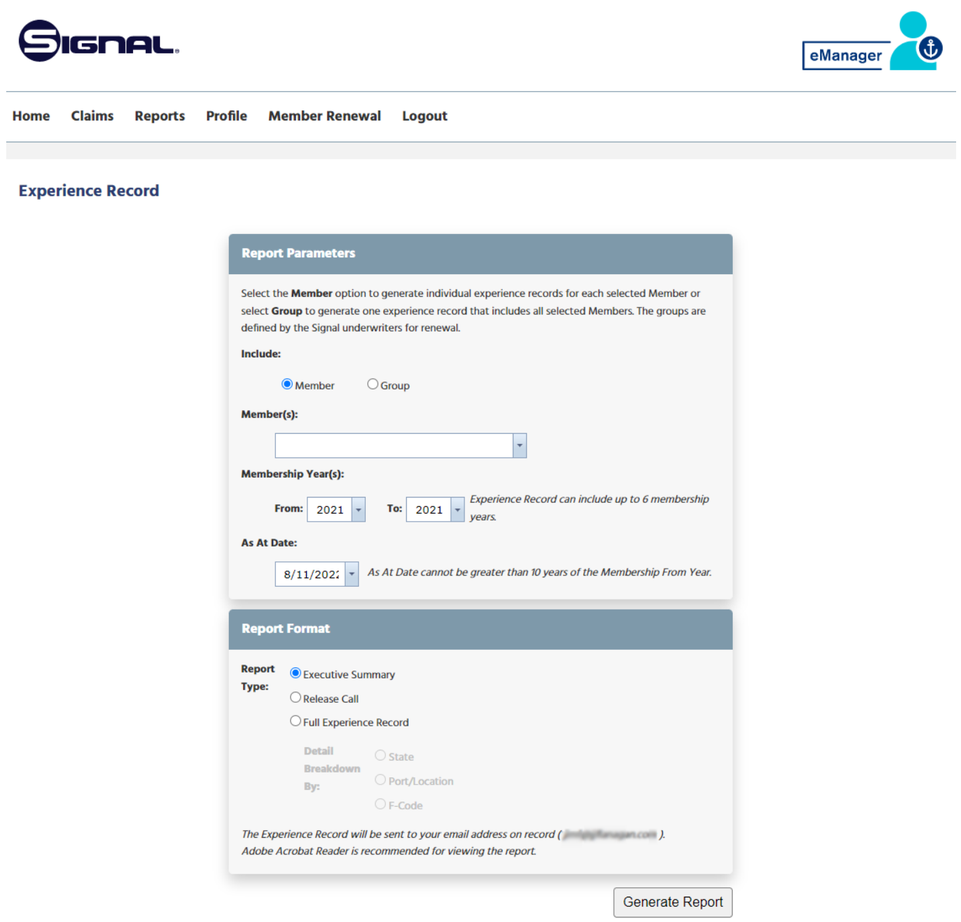
CLAIMS LISTING REPORT

Populate the fields in the report options that you would like to see and then select "Generate Report"

You can select to view the report in your browser or have it sent to your email



EXPERIENCE REPORT



eManager allows you to request a full experience record, comparing your claims record with calls.

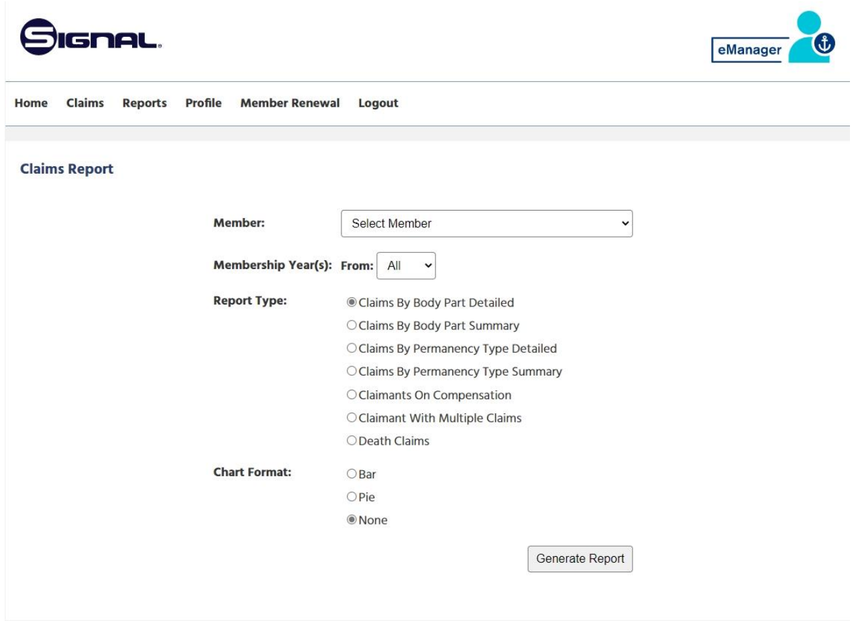
You can generate this report for an individual Member or Multiple Members (if you have access).

This report is emailed to the address on record.

REPORTS: EXPERIENCE REPORT

REPORTS: CLAIMS REPORT

CLAIMS REPORT



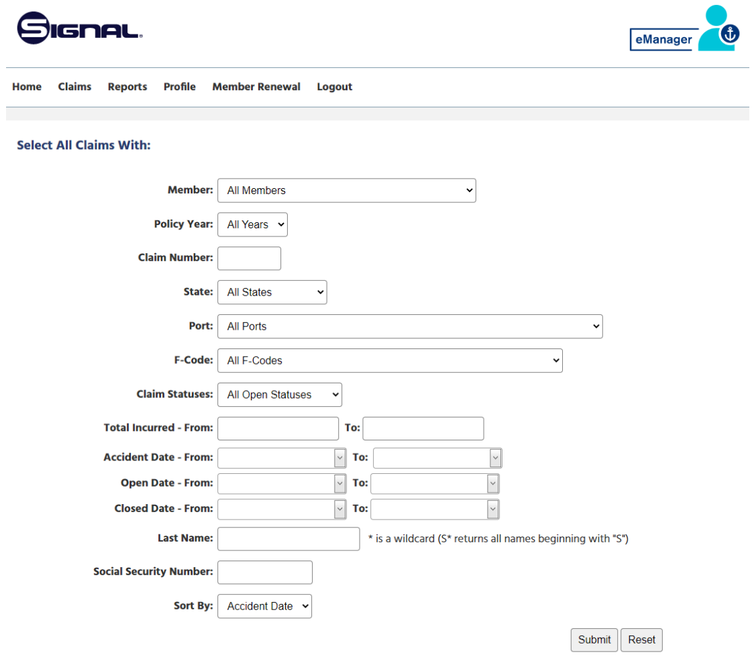
The "Claims Report" of eManager's reports section allows reporting in data and graphical format for a variety of Membership years and claim types, including:

- Claims by Body Part (summary and detailed)
- Claims by Permanency (summary and detailed)
- Claimants on Compensation
- Claimants with Multiple Claims
- Death Claims

CLAIM SEARCH

The Claim Search option allows you to search for specific claims using a variety of criteria such as policy year, Claim Number, Port, F-Code, Name, Accident Date and Total Incurred Value

You can also use (*) in the last name search field if you are unsure of spelling.



REPORTS:
CLAIM SEARCH

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REPORTS: CLAIMS SEARCH

CLAIMS SEARCH

After entering your search criteria, a listing of applicable claims will be displayed. Each Claim Number ID is a hyperlink which can be clicked on for further details on the claim.

The search results can be exported to an Excel or PDF.

To see a different data set, just hit "Revise Search"

Claim Number	LS-202	Claimant	Accident	Status	State	Port	F-Code	Total Paid	Total Outstanding	Total Incurred
1985-			2/28/1986	LONGTERM				$100,400.02	$0.00	$100,400.02
1985-			6/23/1986	LONGTERM				$261,732.96	$0.00	$261,732.96
1986-			10/2/1986	LONGTERM				$380,986.44	$0.00	$380,986.44
1986-			10/3/1986	LONGTERM				$354,140.59	$0.00	$354,140.59
1989-	LS202		12/22/1989	OPEN				$2,482.86	$23,518.00	$26,000.86
1990-			10/22/1990	LONGTERM				$289,077.83	$0.00	$289,077.83
1992-			7/26/1993	LONGTERM				$851,605.02	$0.00	$851,605.02
1993-			12/15/1993	LONGTERM				$1,754,158.97	$0.00	$1,754,158.97
1996-			2/14/1997	LONGTERM				$387,971.47	$0.00	$387,971.47
1997-			3/24/1998	LONGTERM				$169,528.65	$0.00	$169,528.65
1998-			10/9/1998	LONGTERM				$1,064,656.83	$0.00	$1,064,656.83
1998-			11/4/1998	LONGTERM				$1,115,631.34	$0.00	$1,115,631.34
2002-			8/16/2003	LONGTERM				$904,236.72	$0.00	$904,236.72
2002-			9/7/2003	LONGTERM				$1,682,570.99	$0.00	$1,682,570.99
2004-	LS202		3/29/2005	OPEN				$2,983.92	$50,987.79	$53,971.71
2005-	LS202		8/9/2006	LONGTERM				$763,518.11	$0.00	$763,518.11
2007-	LS202		11/12/2007	LONGTERM				$831,199.38	$0.00	$831,199.38
2014-	LS202		1/5/2015	OPEN				$6,396.96	$126,382.37	$132,779.33
2014-	LS202		5/4/2015	REOPENED				$77,184.12	$86,865.20	$164,049.32
2017-	LS202		9/18/2018	OPEN				$346,747.39	$294,149.72	$640,897.11

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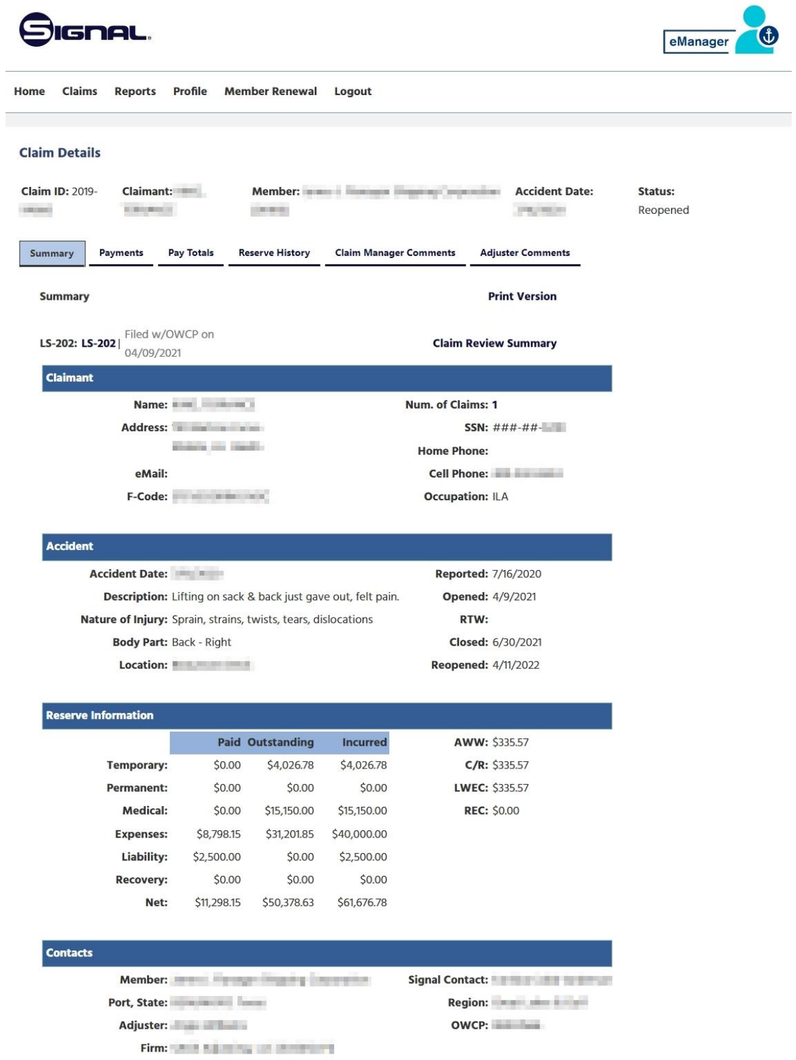
CLAIM SEARCH

After clicking on the Claim ID Link, you will see the Claims Details Summary page, with six sections of information

- Summary
- Payments
- Pay Totals
- Reserve History
- Claim Manager Comments
- Adjuster Comments

The payment list includes all payments approved and in process, covering compensation, medical and adjuster/attorney expenses.

The Reserve Screen provides reserve estimates by benefit type, divided between temporary and permanent compensation, medical, expenses, and third-party liabilities.



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Home Claims Reports Profile Member Renewal Logout

Claim Details

Claim ID: 2019- **Claimant:** **Member:** **Accident Date:** **Status:** Reopened

Summary | Payments | Pay Totals | Reserve History | Claim Manager Comments | Adjuster Comments

Summary **Print Version**

LS-202: LS-202 | Filed w/OWCP on 04/09/2021 **Claim Review Summary**

Claimant

Name: **Num. of Claims:** 1
Address: **SSN:** ###-##-
Home Phone:
eMail: **Cell Phone:**
F-Code: **Occupation:** ILA

Accident

Accident Date: **Reported:** 7/16/2020
Description: Lifting on sack & back just gave out, felt pain. **Opened:** 4/9/2021
Nature of Injury: Sprain, strains, twists, tears, dislocations **RTW:**
Body Part: Back - Right **Closed:** 6/30/2021
Location: **Reopened:** 4/11/2022

Reserve Information

	Paid	Outstanding	Incurred	
Temporary:	$0.00	$4,026.78	$4,026.78	**AWW:** $335.57
Permanent:	$0.00	$0.00	$0.00	**C/R:** $335.57
Medical:	$0.00	$15,150.00	$15,150.00	**LWEC:** $335.57
Expenses:	$8,798.15	$31,201.85	$40,000.00	**REC:** $0.00
Liability:	$2,500.00	$0.00	$2,500.00	
Recovery:	$0.00	$0.00	$0.00	
Net:	$11,298.15	$50,378.63	$61,676.78	

Contacts

Member: **Signal Contact:**
Port, State: **Region:**
Adjuster: **OWCP:**
Firm:

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