

WAUSAU myServices

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A full line of risk management tools and information.

• INTERNET ExPRSSM

• WAUSAU CLAIMSTATUSSM

• RISKTRAC[®]

• CUSTOMER LOSS REPORTS

• PROVIDER SEARCH

• LOCATION SCHEDULES

• LOSS PREVENTION

• BILLING INQUIRY

Wausau's Internet ExPRSSM

What can it do to help me?

Internet ExPRS is a Web-enabled application that allows a customer to report new auto, general liability, property claims and workers compensation directly from a PC anytime, anywhere, once the customer is registered for the myServices portal and Internet ExPRS. No special application software is needed! All the user has to do is access *wausau.com* and click on the myServices button.

Internet ExPRS works by transmitting report information over the Internet from the users' PC directly into the Wausau claim system. Here it generates a Registration Assignment note to the claim office Screening and Creation Unit (SCU). The SCU verifies the policy number and assigns the claim case owner in Internet ExPRS, Wausau's new claim system. This can all be accomplished in a matter of minutes and no re-keying is necessary.

THE ADVANTAGES AND KEY FEATURES FOR WORKERS COMPENSATION CLAIMS

- It's fast! Internet ExPRS claims arrive in the claim office within minutes of the time they are submitted.
- The user enters the required information in the bold fields to register the claim and produce a First Report of Injury (FROI) for the jurisdiction state. All additional non-bold fields information is optional.
- Keystrokes are reduced through the use of pre-populated fields and drop-down lists.
- Except for California, the claim office is automatically selected based on the jurisdiction state chosen by the user.
- Wausau takes responsibility for each claim as soon as it is submitted, sending



the First Report of Injury (FROI) form to the state (where required).

- The state FROI contains the exact same report language the customer entered in Internet ExPRS.
- The customer has the option to add comments that will not carry over to the FROI such as, "Please investigate this claim" or "We question this claim."
- When submitting a claim, the user receives an online Confirmation Report immediately. This confirmation can be printed, saved or downloaded in a spreadsheet format. It contains the claim confirmation number, information about the branch office and all the information submitted by the user.
- The internal claim number assigned is also provided to the customer through the View Submitted enhancement. This generally takes one business day to view.
- The user receives online feedback to help identify and correct mistakes before the report is submitted.
- There is no direct charge to the customer for this service.

- An interactive Work in Progress list allows customers to save, delete and transfer non-submitted claims.
- Customer Defined Data allows customers to capture specific data within Internet ExPRS.



Many of these advantages and efficiencies apply for auto, general liability and property claim reporting as well.

The **Claim Confirmation** number that Internet ExPRS assigns upon successfully submitting the report to Wausau is also commonly known as the **Claim ID**. This Claim ID provides several benefits over the internal claim number that is assigned. The ID:

- **Is assigned for the life of the claim** (even if the claim is transferred to another claim office)
- **Can be used to search** for the claim in Internet ExPRS and other claim applications
- **Is available immediately** upon submitting the claim through Internet ExPRS
- **Is available 24 hours a day**, seven days a week

Customers do not have to report all their workers compensation claims using Internet ExPRS. They may choose the method of reporting. In fact, Internet ExPRS requires that a user report a fatality claim via the telephone. Also, we encourage other claims resulting from severe injuries such as spinal cord injuries, severe crushing or fractures, major amputations, heart attacks, serious burns, head injuries and brain damage, etc., to also be reported via the telephone to our Service Center. Any claim requiring the immediate involvement of a field investigator is a good candidate for phone reporting.

Claim information is **totally secure** when submitted via Internet ExPRS. Internet ExPRS uses “strong encryption,” also referred to as high-encryption technology, to protect claim information traveling over the Internet. High encryption is the standard used by most Internet retailers

and financial institutions to ensure personal financial information can not be intercepted and misused by unauthorized persons.

There are no special technical requirements for secure communication over the Internet. The user must have access to the Internet and must use a browser that is capable of handling strong encryption. Second, the browser must be capable of communicating in Java, the language used to develop the Internet ExPRS application. Last, the user must have a user ID and password with the correct access privileges to use the Internet ExPRS application.

There is an Internet ExPRS Product Information Web site where users can go to learn more about the application and test their browsers, all at the same time. If a browser upgrade is necessary, links to the most common Internet browser Web sites are included along with some easy-to-follow instructions about performing an upgrade. Normally the entire process can be completed in less than 30 minutes and there is no charge for the service.

For customers who prefer assistance while performing a browser upgrade, help is available. You or your Wausau representative can arrange an appointment by simply calling the Internet ExPRS Service Center at 1-800-989-7854.

GETTING STARTED

CALL 1-800-845-4075 TO ENROLL!

OR

Contact your Wausau representative to discuss if you are a candidate for Internet ExPRS.

With your Wausau representative you should review the Internet ExPRS Product Information Web site, perform the browser tests and ask questions. An Internet ExPRS Service Center representative will be available to assist you with questions, as needed.

WHEN YOU HAVE DETERMINED THAT INTERNET ExPRS IS RIGHT FOR YOU

Have your Wausau representative initiate the registration process. Obtain your “access code,” which will enable you to set up your Internet ExPRS ID.

An Internet ExPRS service representative will contact you by telephone to walk you through the ID and password creation process and provide you with appropriate phone-assisted training. Once done, you’ll be all set. You can even complete a test claim using the online training application.

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Bottom line, a better value.SM

COMMERCIAL AUTO GENERAL LIABILITY PROPERTY UMBRELLA WORKERS COMPENSATION

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