

How to Run and Review a Claim Volume Report

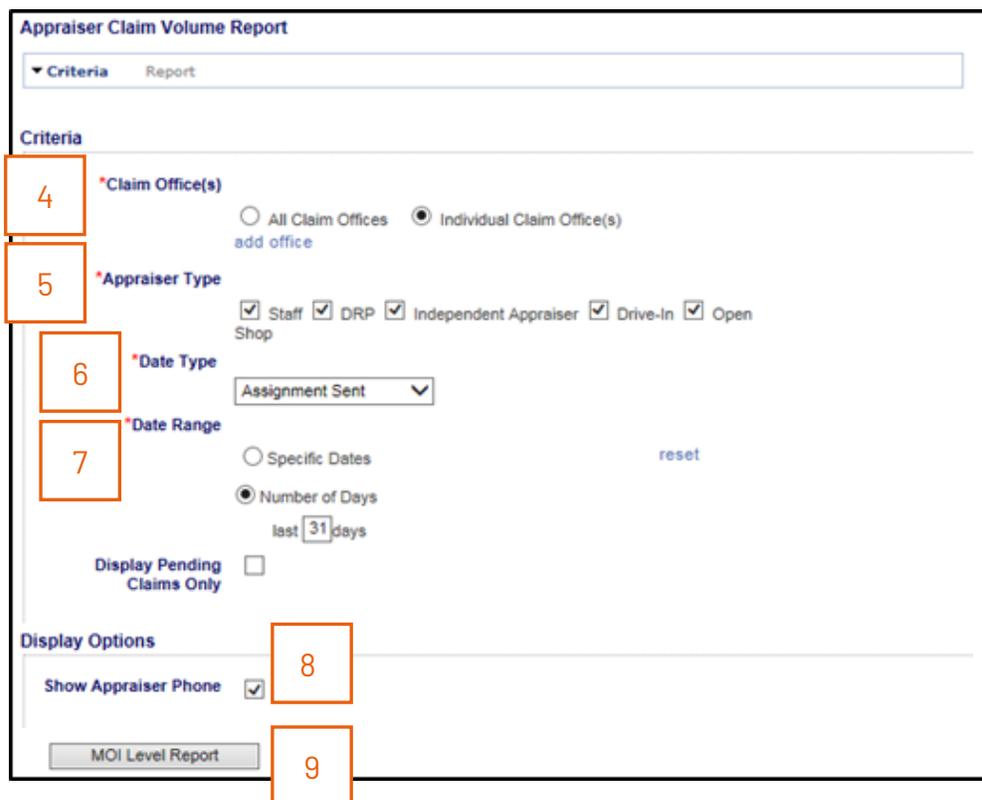
Overview

Using the Claim Volume Report, you can analyse the cycle time performance at an Appraiser Level for individual Claim Offices or at the Insurance Company level.

Running a Claim Volume Report

The table below outlines the steps necessary to access and run a Claim Volume Report.

Step	Action
1	<p>From the CCC Portal Home Page, click the Claim Volume Report link to access the Appraiser Claim Volume report. It opens to the Cycle Time Report search criteria.</p> 
2	Set the criteria for Appraiser Claim Volume Report.



Appraiser Claim Volume Report

Criteria Report

Criteria

4 *Claim Office(s)
 All Claim Offices Individual Claim Office(s)
 add office

5 *Appraiser Type
 Staff DRP Independent Appraiser Drive-In Open Shop

6 *Date Type
 Assignment Sent

7 *Date Range
 Specific Dates Number of Days
 last 31 days

Display Pending Claims Only

Display Options

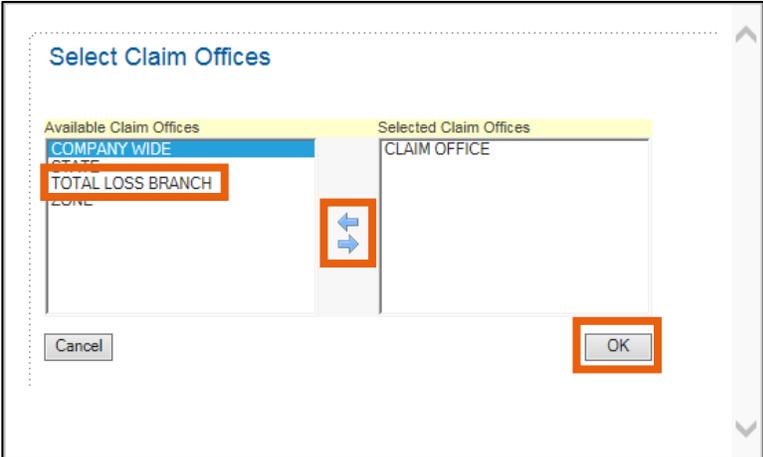
8 Show Appraiser Phone

9 MOI Level Report

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How to Run and Review a Claim Volume Report, Continued

Running a Claim Volume Report, continued

Step	Action
4	<p>Use the radio button to select All Claim Offices or Individual Claim Office(s). Note: If you select Individual Claim Office(s), click the add office link to open the Select Claim Offices window.</p>  <p>Click on the claim office or offices you want to select, use the blue arrow buttons to select them and click OK when you have finished.</p> <p>Note: You can select up to 10 offices to review.</p>
5	Use the check boxes to select the Appraiser Type(s).
6	Use the drop down arrow to select the Date Type. Note: The default is the Assignment Sent Date.
7	Use the radio button to set the Date Range criteria. You can set <i>Specific Dates</i> or designate a <i>Number of Days</i> . Note: You can run the report for up to 60 calendar days from the current date.
8	Click the check box Show Appraiser Phone , to elect to have the Appraiser Contact Details display on the Results page.
9	<p>Click the MOI Level Report button to run the report.</p>  <p>The Appraiser Claim Volume Report displays.</p>

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How to Run and Review a Claim Volume Report, Continued

Sample Claim Volume Report Below is an example of the Claim Volume Report, as well as a review of the details available within the report.

Appraiser Claim Volume Report

Criteria ▼ Report

expand all | collapse all

Appraiser Type	Appraiser Name	Appraiser Phone	Claim Reference Id	Latest Assignment Sent	First Assignment Sent	Estimate Received	Supplement Received	Pending Claims	Days Pending	Average Days Pending
+ STF				84	84	4	0	80		22
+ Open Shop				14	14	9	0	5		23
+ DRP				26	26	2	0	24		18
+ DIA				6	6	0	0	6		19
Totals				130	130	15	0	115		21

Print Export

Reviewing the Report

Column	Description
Appraiser Type	Click the "+" to drill down and review the claims. STF: Assignments sent to Staff Appraisers Open Shop: Assignments sent to Open Shop repair facilities. IA: Assignments sent to Independent Appraisers DRP: Assignments sent to Repair Facilities Note: For each Appraiser Type, you can drill down to the Appraiser Name and to the specific Claim Reference IDs.
Appraiser Name	Under each Appraiser Type, the claims are grouped by Name.
Appraiser Phone	If available, the Appraiser Contact details are displayed.
Claim Reference ID	A direct link to the Claim Folder tabs: Documents, Images and History. Note: These tabs display in a pop-up window.
Assignment Sent	Indicates the latest date the assignment was sent. Note: This date is updated if the assignment is resent.
Estimate Received	The date that the Estimate Version 01 was uploaded for a claim.
Supplement Received	The date that the latest supplement version was uploaded for a claim.

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How to Run and Review a Claim Volume Report, Continued

Reviewing the Report, continued

Column	Description
Pending Claims	<p>The count is for claims that have an assignment sent, but do not have an estimate version returned at the Appraiser level and Appraiser type level.</p> <p>Estimate Received Date Type: Claims with an Estimate Version returned but were reassigned to a new Appraiser who has not uploaded any Estimate Version yet are displayed.</p>
Days Pending	This number is calculated using the Assignment Sent date: Current Date - Assignment Sent Date. This value is displayed at Claim level.
Average Cycle Time	This number is calculated using the Estimate (E01) Received Date - Assignment Create Date or the Supplement (S01) Received Date - Assignment Create Date.
Average Days Pending	<p>The number is calculated using Estimate Version (E01) Received Date - Assignment Sent Date. The average is calculated at Appraiser Name level and Appraiser type level.</p> <p>Note: If there is already an estimate existing, then the average days will be based on the E01 Received date - Original Assignment Sent Date.</p>
Totals	For any date type selected, at the bottom of the results page, a grand total for the Display column is available.