



How to View Archived Claim Folders

Introduction

Claim Folders are archived periodically after a set time of inactivity. This is done to reduce the number of total Claim Folders in standard search results and improve overall performance.

At the time of archiving, all contents of a claim folder (Estimate Print Images, Documents, Images, and History) are converted to a single PDF document.

The PDF format can be found using the Archived Claim Folders and Individual Archived Claim Folder Searches.

Before You Begin

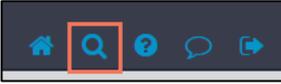
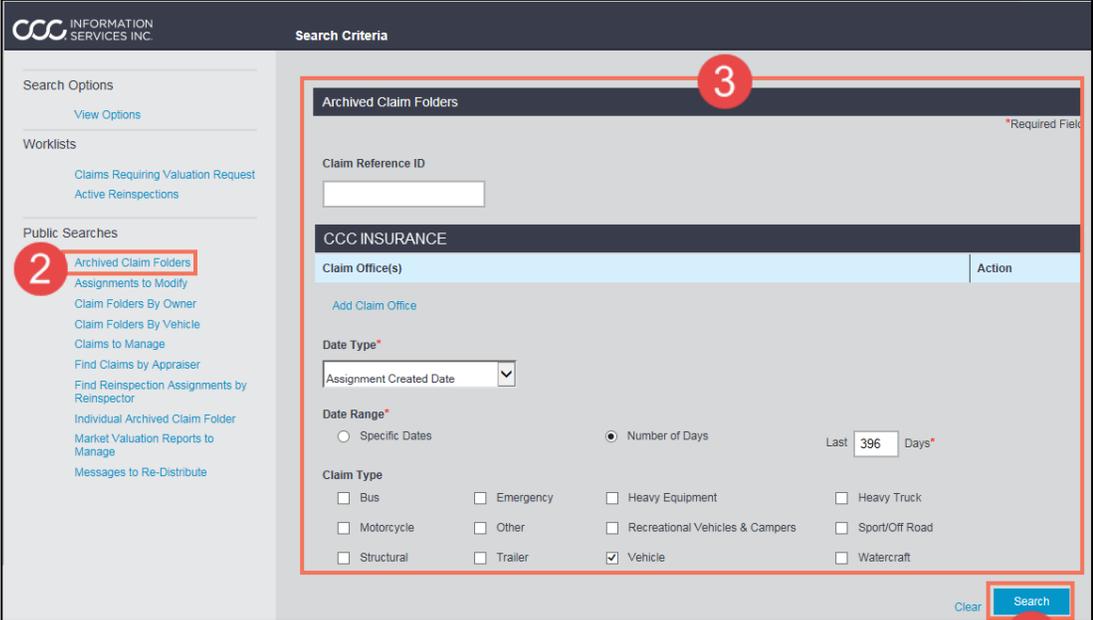
The *Archived Claim Folders and Individual Archived Claim Folder Searches* are available through a specific permission that can be added to CCC Portal logins as needed. CCC's Registration Services Group can assist with requests to add this permission.

Note: The Claim Folder Archive PDF contains the full Claim Folder contents. This should be kept in consideration when determining who should have access to these searches. Best practices suggest only providing this permission to users that regularly need access to the full Claim Folder contents beyond one year of claim inactivity.

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How to View Archived Claim Folders, Continued

Archived Claim Folders Search Follow the steps in the table below to view an Archived Claim Folder.

Step	Action
1	From the CCC Portal Home Page, click the Search link in the upper right-hand corner of the screen. 
2	From the Search Screen, click the Archived Claim Folders search link. This opens the Archived Claim Folders Search Criteria Screen.  <p>Note: Clicking any search link under Public Searches will open the Search Criteria for that Search.</p>
3	Set the Search Criteria to view Archived Claim Folders. <p>Note: The Insurance Company, Date Type, Date Range (either Specific Date or Number of Days) and Last Name / Company are required fields.</p>
4	Click the Search button when the parameters are set.

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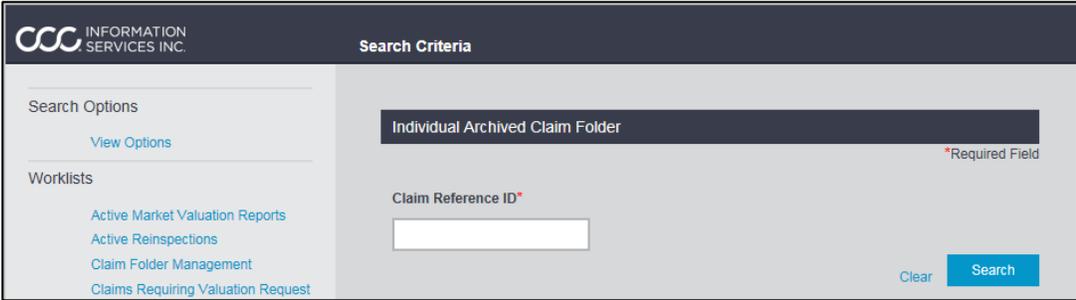
How to View Archived Claim Folders, Continued

Archived Claim Folders Search, continued

Step	Action
5	The Claim Folder contents open as a .pdf file and are view and print only.

Individual Archived Claim Folder Search

A user can search for a specific Archived Claim Folder as well.

Step	Action
1	<p>From the Search Screen, click the Individual Archived Claim Folder link. This opens the Search Criteria screen:</p> 
2	Enter a Claim Reference ID.
3	<p>Click the Search button when the parameters are set.</p> 

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How to View Archived Claim Folders, Continued

Individual Archived Claim Folder Search, continued

Step	Action
4	The Claim Folder contents open as a .pdf file and are view and print only.

Support Contact Information

For setup questions please contact CCC's Registration Services Group at registration_services@cccis.com.

All other support questions should be directed to CCC's Technical Support at 1-800-637-8511 or visit www.cccis.com and go to the Contact Support page.

Related Resources

CCC ONE® Workflow - Claims Management eLearning modules.
