

CCC ONE® Estimate Share – Insurance Company Overview

Your company is utilizing a CCC workflow product called CCC ONE® Estimate Share. With CCC ONE® Estimate Share, the repair facility can now initiate a supplement claim assignment when the cost of repairs exceeds the appraisal.

With CCC ONE® Estimate Share, there is no need for your insurance company to create and send the claim assignment. This will result in fewer calls from repair facilities to request a supplement assignment, and the supplement process should see reduced cycle times in processing.

After the repair facility completes its work on the supplement, the claim is routed for approval and payment at your insurance company.

There are three scenarios supported by CCC ONE® Estimate Share. These scenarios are based on the latest appraisal version.

- 1) If the last appraisal was processed by insurance company staff, the supplement claim assignment for the CCC ONE repair facility will contain the previous estimate version details. However, photos are not sent.

The repair facility creates a supplement to the original appraisal and returns the locked supplement to your insurance company for review.

- 2) If the last appraisal was processed by a different CCC ONE repair facility, the supplement claim assignment is sent to the second CCC ONE repair facility requesting a Supplement. The previous repair facility estimate detail and photos are sent to the receiving repair facility.

The repair facility creates a Supplement based on the repair plan for the loss vehicle. The new appraisal is returned to your insurance company for approval and payment.

Note: If the second repair facility is requesting an Estimate Share from a repair facility that is an Open Shop, the workfile will not be eligible for sharing, and an error message will display.

- 3) For repair facilities without CCC ONE® Estimating, the request for a claim assignment is initiated by the repair facility via the CCC Portal. They can import the EMS claim assignment and create an appraisal in the claim folder, or upload documents/images specific to the supplemental repairs.

If you have additional questions about CCC ONE® Estimate Share, please contact your direct supervisor or your CCC Account Representative.
