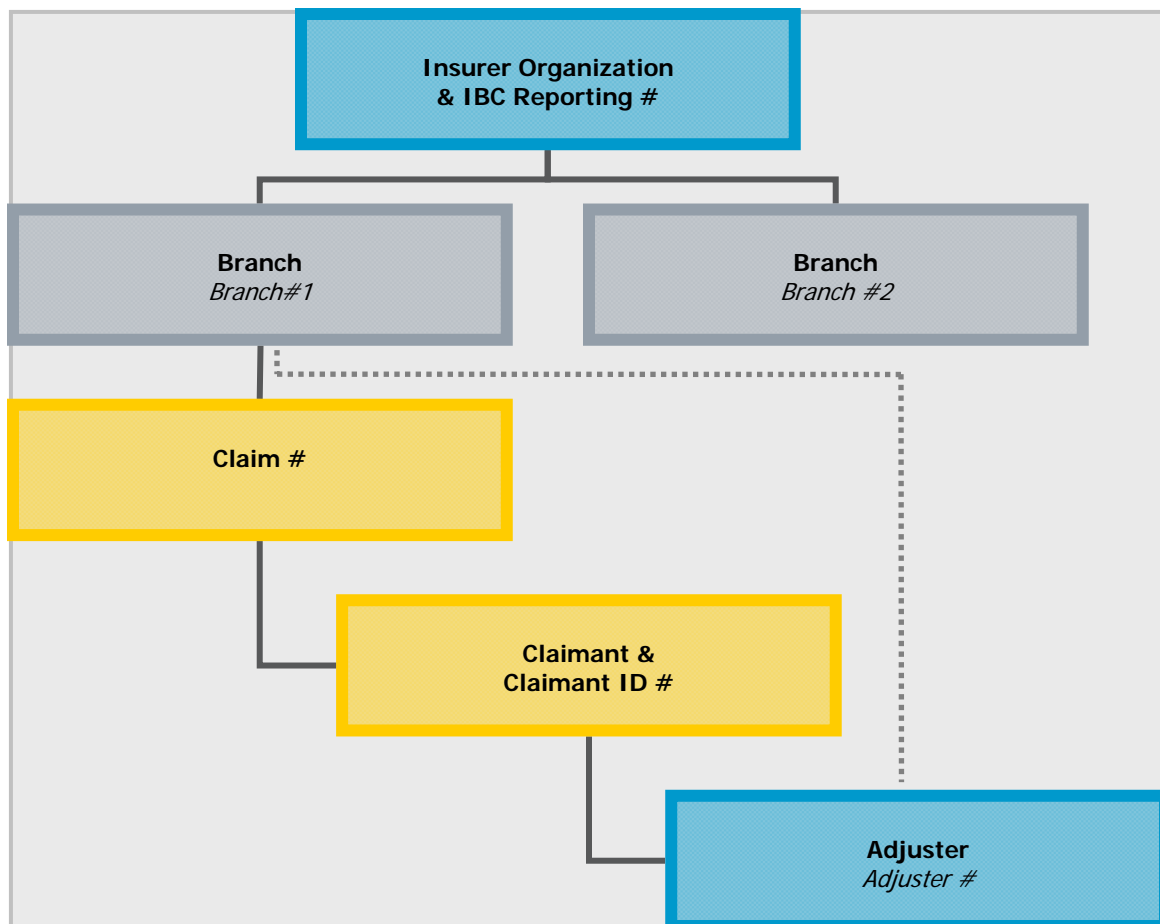


## Did you know?

### Transferring Claims and Claimants within the HCAI system

The HCAI system was built so that claims and claimants are associated with a specific Branch of the Insurance Organization.

Conceptually, the flow of information from the business perspective looks like this:



Once a claim has been created within a branch the claimants will be assigned to adjusters associated with the branch.

***Claims and Claimants cannot be transferred from one branch to another.***

There may be times when Insurers need to have claims and claimants handled by an adjuster outside of the branch to which the claim has been assigned.

## Assigning a Claim/Claimant to an Adjuster Outside of the Branch in which the Claim has Been Created

If an adjuster from Branch 2 will be assisting in the handling of claims and claimant information in Branch 1, add the adjuster to the list of adjusters available within the Branch.

Once the adjuster has been added as an adjuster to Branch 1, you can reassign the claim to him/her (see below).

Once the adjuster has been added to the Branch, s/he needs to be provided with access to any claims and claimants assigned from Branch 2. Access the adjuster's User profile, it should show the adjuster with access to his/her own worklist in Branch 2. Increase the adjuster's access to also include his/her worklist in Branch 1.

Once logged in to HCAI, the adjuster will have the choice to see his/her worklist for either Branch 1 or Branch 2, or all plans and invoices for all Branches.