



CLAIM STATUS

Frequently Asked Questions

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Claim Block

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[Why don't I see the driver name in the claim block on my auto claim?](#)

[How do I know the date my claim was closed?](#)

[What does the question mark icon next to *ADJUSTING OFFICE* and *FILE PREFIX: XX* - line of insurance mean?](#)

Why don't I see the claim office address in the claim block area anymore?

The claim address information can be found by hovering over the question mark icon next to *ADJUSTING OFFICE* and in the *CLAIM PROFESSIONAL* section in the grid.

Why don't I see the driver name in the claim block on my auto claim?

If the claim is considered "sensitive," the driver name will be suppressed for legal considerations.

How do I know the date my claim was closed?

In the claim block, if the claim is closed the *STATUS* field will contain the date.

What does the question mark icon next to *ADJUSTING OFFICE* and *FILE PREFIX: XX* - line of insurance mean?

The icon is a definition tool tip. If you hover over the icon, you will see the adjusting office address or a definition of the *FILE PREFIX*.

Claim Details

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[How do I sort the information in a grid?](#)

Is there a way to jump to a specific section of Claim Details instead of scrolling?

Click on the greater than sign to the left of *CLAIM INFORMATION* to expand the Jump To: toolbar.

Why do I not see the *NOTICE OF LOSS VIEW* in Claim Details or Claim Events?

The *NOTICE OF LOSS VIEW* link is not available for all claims. It is not available on "Sensitive" claims or at the Claimant level.

How do I print the Claim Details information?

At the top of the Claim Details page, click on the print icon in the claim block. This will open up the option to print the Claim Details data.

What does "SENSITIVE INFORMATION" mean in the *CLAIM INFORMATION* section?

This means it is considered a 'sensitive' claim and, for privacy and confidentiality reasons, no information on the claim can be viewed. The 'sensitive' view provides limited data including the claim handler and supervisor contact information. You should contact the claim handler for specific information.

Where can I find the claim office address for my claim?

The claim office address can be found by hovering over the question mark icon next to *ADJUSTING OFFICE* in the claim block and in the *CLAIM PROFESSIONAL* section of the Claim Details.

How do I view the claimant information?

There are 2 ways:

1. Click on a claimant name within the grid that displays in the *CLAIMANT SUMMARY* section.
2. Choose a claimant name from the drop-down list in the claim block.

How can I view what data was provided at the time the claim was reported?

Use the *NOTICE OF LOSS VIEW* link in the *CLAIM INFORMATION* section to see exactly how the claim was reported. These fields are considered 'locked' and cannot be changed – only viewed.

Why do I not see the *CLIENT SPECIFIC* section on my claim?

The *CLIENT SPECIFIC* section will only appear if custom questions were asked at the time the claim was reported.

Why do I not see the *CLIENT SPECIFIC* section in Claim Details when I am on a mobile device?

The *CLIENT SPECIFIC* section will only appear if custom questions were asked at the time the claim was reported. Additionally, this section is not available on a mobile device.

What does the red flag in Claim Details mean?

The red flag indicates that there is a priority message pertaining to this claim.

Why do I not see the *NOTICE OF LOSS VIEW* in Claim Details or Claim Events when I am on a mobile device?

The *NOTICE OF LOSS VIEW* is not available on mobile devices.

Why am I not able to print the *NOTICE OF LOSS VIEW* of the claim?

This feature has been restricted to protect personal information.

What does it mean when the values are red on the *FINANCIAL SUMMARY* grid?

Values in red on the *FINANCIAL SUMMARY* grid mean the reserves are close to being exhausted.

Why don't I see *INCURRED* and *OUTSTANDING* financials on a property claim?

Travelers restricts what can be shown on first party property losses.

How do I sort the information in a grid?

Click on any column heading in a grid to sort by that column. To reset the sort to the original defaults, click the page title (Claim Details, Claim Events, Financials, Notes) in the navigation bar at the top.

Claim Events

[Why do I not see the *NOTICE OF LOSS VIEW* in Claim Details or Claim Events when I am on a mobile device?](#)

[Why am I not able to print the *NOTICE OF LOSS VIEW* of the claim?](#)

Why do I not see the *NOTICE OF LOSS VIEW* in Claim Details or Claim Events when I am on a mobile device?

The *NOTICE OF LOSS VIEW* is not available on mobile devices.

Why am I not able to print the *NOTICE OF LOSS VIEW* of the claim?

This feature has been restricted to protect personal information.

Financials

[Why are all my payments not appearing on the export?](#)

[What is the maximum number of rows that can be returned for the *FINANCIAL PAYMENT DETAIL* grid?](#)

[How do I view the details of a payment that has been made?](#)

[How do I identify “prior paid” information?](#)

[What does it mean when the values are red on the *FINANCIAL SUMMARY* grid?](#)

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[How do I sort the information in a grid?](#)

Why are all my payments not appearing on the export?

Only the rows that appear on the screen when you select export are included. To export the next group of rows, navigate to each page and export.

What is the maximum number of rows that can be returned for the *FINANCIAL PAYMENT DETAIL* grid?

The *PAYMENT DETAIL* grid will display up to 500 rows of payments. Additional rows can be viewed by clicking Next.

How do I view the details of a payment that has been made?

In Financials, click the plus sign in the *PAYMENT DETAILS* grid next to the payment you wish to view. The row will expand and display information such as check number, payee, bill type and more.

How do I identify “prior paid” information?

For Auto, Property, Liability claims: the check number listed in the *PAYMENT DETAILS* grid will begin with “PP”.

For WC claims: the status listed in the *PAYMENT DETAILS* grid will read “PRIOR PAID.”

What does it mean when the values are red on the *FINANCIAL SUMMARY* grid?

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Why don't I see *INCURRED* and *OUTSTANDING* financials on a property claim?

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Click on any column heading in a grid to sort by that column. To reset the sort to the original defaults, click the page title (Claim Details, Claim Events, Financials, Notes) in the navigation bar at the top.

Mobile

[I'm on a mobile device and I tried to open a claim or the help document and I don't see anything.](#)

[If I see data in a grid on mobile with ellipses \(ex. Prop dam...\), how do I see the complete value of the field?](#)

I'm on a mobile device and I tried to open a claim or the help document and I don't see anything.

If you click to open a new claim or launch the help document and nothing seems to happen, you may need to turn off your pop-up blocker setting.

If I see data in a grid on mobile with ellipses (ex. Prop dam...), how do I see the complete value of the field?

In order to see the complete value of a field in a grid, you can widen each column.

Notes

[On claims with a benefit state of California, why am I not able to view notes entered prior to 2/29/2000?](#)

[How do I search for a key word within Notes?](#)

[What does a note in red font mean?](#)

[If I save my filter criteria on a workers compensation claim, will it apply to claims for all lines of insurance?](#)

[If I have a large number of pages of notes, how can I get to a specific page?](#)

[Why don't my limiting choices automatically change my Notes view?](#)

[How do I sort the information in a grid?](#)

[How can I change the orientation of the Notes print?](#)

On claims with a benefit state of California, why am I not able to view notes entered prior to 2/29/2000?

All notes entered prior to 2/29/2000, regardless of topic, cannot be viewed due to California privacy laws.

How do I search for a key word within Notes?

Hitting CTRL F9 while in Notes will activate the search function and allow you to search the page you are viewing.

What does a note in red font mean?

Red font indicates a priority note from the claim professional.

If I save my filter criteria on a workers compensation claim, will it apply to claims for all lines of insurance?

Filter criteria saved as your default are line specific. If you save the filters for a workers compensation claim, they will only apply to workers compensation claims. You can save unique filters for each line of insurance.

If I have a large number of pages of notes, how can I get to a specific page?

There is no ability to enter a specific page number and jump to that page. You can use *FILTER BY* to narrow down the number of notes returned. For example, limit by date range or topic.

Why don't my limiting choices automatically change my Notes view?

If you choose to change your selection filter in Notes, you must click 'Apply' to have the changes take effect.

How do I sort the information in a grid?

Click on any column heading in a grid to sort by that column. To reset the sort to the original defaults, click the page title (Claim Details, Claim Events, Financials, Notes) in the navigation bar at the top.

How can I change the orientation of the Notes print?

Notes print to a .pdf file in landscape mode. The formatting cannot be modified.

New Claims Roster

[Why don't I see my claim on the NEW CLAIMS roster?](#)

[Why are some of my claims coded as "NO HIT" on the NEW CLAIMS roster?](#)

Why don't I see my claim on the NEW CLAIMS roster?

There is a weekly purge that removes all claims that have a reported date of greater than a week or more.

Why are some of my claims coded as "NO HIT" on the NEW CLAIMS roster?

This means the address provided when the claim was reported could not be located in our system. The claim will be re-coded once the code and corresponding address are entered into the Travelers systems.

Rosters

[How do I sort the information in a grid?](#)

How do I sort the information in a grid?

Click on any column heading in a grid to sort by that column. To reset the sort to the original defaults, click the page title (Claim Details, Claim Events, Financials, Notes) in the navigation bar at the top.

Search

[How do I sort the information in a grid?](#)

How do I sort the information in a grid?

Click on any column heading in a grid to sort by that column. To reset the sort to the original defaults, click the page title (Claim Details, Claim Events, Financials, Notes) in the navigation bar at the top.

Timeout

[Why do I see a message saying I will be logged out of the system?](#)

Why do I see a message saying I will be logged out of the system?

If you do not have any type of request activity with the Travelers servers within 238 minutes, a message will appear to let you know that you will be 'timed out' of the system in 2 minutes. To keep your access, click OK.

Email

[How do I send an email to the claim professional?](#)

[Can I include attachments in an email to the claim professional?](#)

[Why does my email signature disappear when I send an email to the claim professional using the link in the claim block or in Claim Details?](#)

How do I send an email to the claim professional?

There are two ways in which you can send an email to the claim professional.

1. You can click on the claim professional's name in the claim block or in Claim Details, which will launch your email provider and prefill the claim professional's email address and subject line with claim number, account name and claimant name (claimant name only appears for workers compensation claims).
2. You can click on the mail icon in the upper right corner. Choosing this option will send a secured email.

Can I include attachments in an email to the claim professional?

Attachments are not allowed when clicking on the mail icon and sending a message through the secured network. You may include attachments when clicking on the claim professional's name and using your email provider.

Why does my email signature disappear when I send an email to the claim professional using the link in the claim block or in Claim Details?

Due to a browser capability limitation, we are not able to include the required disclaimer and your signature, as we do not have access to your email window or settings.