

Instructions for Online Claims Reporting

Parent Submits Claims Information

The injured player's parent or legal guardian will need to access the online claim form on our website. It is suggested the state association place a link on their website that would take the parent to the following Pullen Insurance webpage: <http://www.pullenins.com/accidentmedicalclaimform.asp>

After clicking on the appropriate state soccer association, a new screen will appear with the medical claims process overview. After the CAPTCHA page the parent / guardian will input the claimant information. Please refer to the Claims Flow_Parent PDF attachment for a screen shot of each page. All of this information will be transmitted to the state association.

***Please keep in mind the online claims reporting system is for injuries that occur on or after 9/1/11. If the injury occurs before this date, the paper claim form must be used.

Confirmation Emails

After the parent completes Section V – Statement of Certification / Authorization to Release Information and submits the report an automatic email will be generated. The email will advise the parent the report has been submitted to the state soccer association and it is awaiting review. The state association will receive a blind carbon copy (BCC) of the email. The BCC email will serve as notice to the state association that a medical claim has been reported and needs to be reviewed. Please see the Confirmation of Submission Email PDF for a specimen copy of the email.

State Verification

The designated state official will need to log into our Cert on Demand program on the Pullen Insurance website. The bottom right corner of the screen contains a Process Injury Report button. By clicking on the button you will be directed to a screen containing all claims. The status of each claim will be either Pending, Approved, or Denied.

To view a pending claim, you will need to click on the link to view the claimant's information. The Claims Flow_State PDF attachment illustrates what the information for the claim will look like. The state official will need to review the information on the screen and decide whether to approve or deny the claim.

Approval – Type your name and title in the appropriate boxes and click on the Approve button. An email will be automatically generated and sent to the parent with the completed and approved claim form attached. Refer to the Claim Form Example PDF for a specimen copy of the claim form. The claims administrator, Chartis, will also automatically get a copy of the approved claim form.



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Denial – If you choose to deny the claim, you may indicate the reason for the denial in the Email Message box and click the Deny button. An email will be sent to the parent informing them of the denial and will instruct them to contact the state office with any questions.

Please feel free to contact me with any questions or concerns you may have regarding the online claims submission process or if you have any suggestions on how we can improve the system.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Pullen", is written in a cursive style.

Dan Pullen, CIC
Account Executive
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