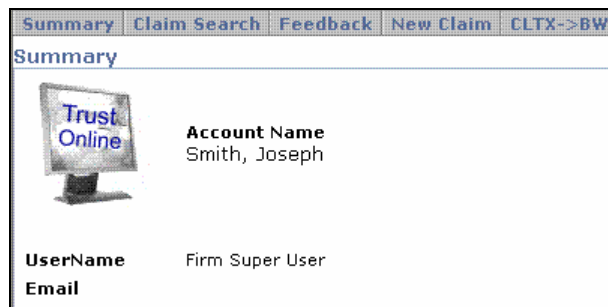# Faxing Documents to Existing Claims

Requirements

1. Must allow pop-ups from Trust Online or disable pop-up blocker.
   - To allow pop-ups from Trust Online:
     a. Select **Internet Options** from the **Tools** menu.
     b. From the **Privacy** tab, click **Settings**.
     c. Type trustonline.bwasbestostrust.com in **the Address of website to allow:** and click **Add**.

   - To disable pop-up blocker:
     a. Point to **Pop-up Blocker** from the **Tools** menu and select **Turn Off Pop-up Blocker**.

2. Adobe Reader version 6.0 or better.
3. Local or Network printer.

Find the Claim

- From the Summary page, click on the Claim Search link on the top menu bar:

- On the Claim Search page, enter the claim criteria and click on the <**Search**> button.

- From the Search grid, click on the Claimants name to open the individual summary page. (*note – The claim will open in a new window and each subsequent click on the claimant's name will open another new window*)
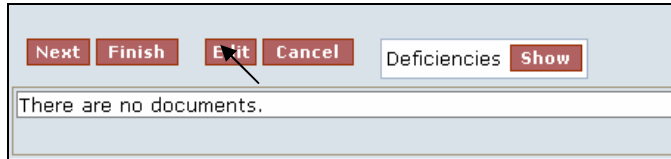

- Maximize new window (*if necessary*) to view entire claim summary page.

Instructions on Faxing Document

1. Click on the <**Document**> button.

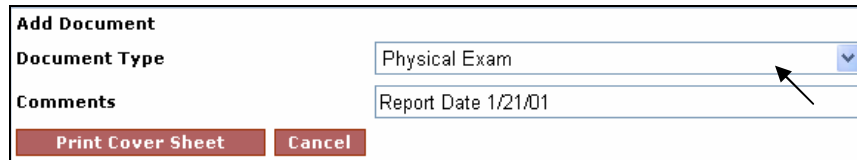2. Click on the <**Edit**> button. (*note – the user's full name will be displayed in the 'Being Edited by:' section*)

3. Click on <**Create Cover Sheet**>.

4. Select type from the **Document Type** drop-down box.

- **Note**: *When faxing several documents of the same type, it is advisable to add a comment to differentiate between documents of the same type. This will also facilitate the review process.*

5. Preview the cover sheet for accuracy and print it. (*note – to edit the cover sheet, see Appendix C – Document Terms, Icon & Usage*)

6. Attached the document to the cover sheet and fax it to the number at the top of the cover page. (*note – you may fax multiple documents using multiple cover sheets*)

7. The newly created fax cover sheet creates a record which includes Document ID, Document Type, Comment, Received (date), Edited By, Edited, Created By and Created (date). The last field displays a yellow pencil, a print icon and a blue arrow. (*See Appendix C – Document Terms, Icon & Usage*)

8. Note that **Received** field will not be populated with the date received until the faxed document has been received and attached to the Trust Online claim.

Document ID	Document Type	Comment	Received	Edited By	Edited	Created By	Created	
							Save To File < 1 to 1 of 1 >	
368809	Physical Exam	Report Date 1/21/01		firm super user	2/8/2007	firm super user	2/8/2007	

9. After creating the fax cover sheet(s), proceed to the Finish page by either clicking on the <**Finish**> button or the **Finish Claim** tab located on the left side menu bar.

10. At the Finish page, you <u>must</u> complete the electronic submission of the supporting documents by clicking on the <**Submit Claim**> button.

- **<u>Note:</u>** If after creating the cover sheets, the user times out or closes out of the claim without proceeding to the Finish page, the claim will still appear to be edited by the last user and the Trust will not be able to continue with the Review process of the claim.