



NO-FAULT CUSTOMER NEWSLETTER

The purpose of this newsletter is to communicate new and important information as a party representative of No-Fault Arbitration matters. This issue contains information about AAA WebFile, Petition and Online Filing Tips, Filing an Answer/ Response and Counterclaim Tips, New Arbitrators, and Upcoming AAA Office Closings.

Legislative Updates

S.F. 1848 and H.F. 1012. The Minnesota Legislature is considering changes to Minnesota Statute 65B.44 relating to the regulation of no-fault auto benefits. The companion bills are aimed at amending benefits for replacement services. Such changes would require that services actually be provided to the insured in order to recover. The bills would also add a subdivision providing for a deduction of basic economic loss benefits previously received. Both bills have passed a second reading in their respective committees. To view the full text of the bills, visit the Minnesota State Legislature website at www.revisor.mn.gov.

Access & manage your case through AAA WebFile®

In the 2017 Spring edition of our newsletter, we provided information on AAA WebFile. WebFile is the AAA's online system that provides parties with 24-hour internet-based access to case filings and administrative services. **WebFile is more than just a website that allows you to file a case.** You can rank lists, view arbitrator resumes, review active cases, view and print documents, and check dates and times of scheduled hearings.

WebFile is a convenient tool for all case participants. If you need assistance learning how to navigate the site, there are several online tutorials available to assist users. Once you've logged in, you can access these tutorials under AAA WebFile® Help Center. The AAA WebFile login page is located at: <http://www.adr.org>. If you need additional assistance, please contact us directly at 612-332-6545, or by email at MinnesotaNoFaultArbInfo@adr.org.

You will be required to enter your username and password to access the online site. If you are new to WebFile, you may register an account by visiting <http://www.adr.org> and selecting "Register" at the top right-hand side of the screen. During the registration process, you will be asked to provide a registration code. This code can be provided to you by contacting the AAA at 612-332-6545, or by email at MinnesotaNoFaultArbInfo@adr.org.

Filing Requirements – Denials

In order to process a petition, you are required to include a denial letter from the insurance company or a certification that the bills were submitted and are over 30 days past due. For paper filings, this certification should be included in your cover letter. For online filings it can be entered in the Claim Description box in the Demand document or submitted as a separate document.

Online Filing Tips

Include all claim information - Claim number, accident date, policy number, and policy holder. To find these fields click the green "Create" button at the bottom right corner of Party 1 or Party 2.



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In the Claim Description box please enter:

- Type of claim: medical, wage loss, replacement services, etc.
- If you don't have a denial letter, include a statement that indicates that bills have been submitted and are over 30 days past due.

If you have any questions about filing call our office at 612-332-6545.

Filing an Answer/Response and Counterclaim Tips

When filing a response or answer to the petition, please have available most if not all of the following information: the AAA case number, case administrator's name, claimant's first and last name, accident date, and claim number. This ensures that your correspondence will be processed accurately.

Rule Highlight

Minnesota Rules of No-Fault Arbitration Procedures, Rule 5. Initiation of Arbitration. When the AAA receives a petition for arbitration, the materials are reviewed by the AAA to ensure the claimant meets the basic filing requirements. If at the time of filing, the materials submitted meet the requirements under Rule 5, the AAA will process the filing and begin administration. Rule 5(f), however, provides that the claimant shall file an itemization of benefits at the time of filing or within 30 days. Should a dispute arise regarding the sufficiency or timeliness of these documents, the No-Fault Standing Committee has directed the AAA to defer to the arbitrator to make such determinations.

New Arbitrators

On May 25, 2017, a New Arbitrator Training was held at the AAA for new applicants approved by the No-Fault Standing Committee. The training was conducted by Standing Committee members John Gores and Markus Yira with assistance from AAA employees Kelly Baker, Supervisor, and Victoria Chandler, Case Administrator. The training provides new arbitrators with direction on the responsibilities and expectations of service as a No-Fault panel member, as well as best practices for handling cases as an arbitrator. We would like to welcome to the No-Fault Panel the following new arbitrators: Michelle Anderson-Horecka, Paula Duggan Vraa, Thomas M. Klug, Kirsten E. Pranschke, and Gregory J. Young.

Upcoming AAA Office Closings

Friday, September 1 – Office closes at 1:00 PM CDT

Monday, September 4 – Office closed