

CUSTOMER PORTAL QUICK REFERENCE GUIDE

QUICK SEARCH

Enter a claim number, subject name or Frasco case number to search for active or closed cases.

SUBMIT A NEW ASSIGNMENT

- From the Home page, select “Add New Assignment”
- Enter the claim and subject information into the referral form
- Select services and include any specific instructions for the assignment
- Select “Add attachments or continue”
- Add attachments and/or select “Save and Submit”

RE-OPEN PRIOR ASSIGNMENT OR ADD SERVICE TO ASSIGNMENT

- From the Home page, select “Add New Assignment” OR
 - Search for the case on the Case List
 - Select “Add Service to Case: from the drop down on the right side of the grid OR
 - From the Case Detail page select “Add Service to Case”
- Enter the claim number (only if navigating from the home page or Case List)
- Indicate that a prior request has been submitted on this claim by selected the “Yes” radio button (only if navigating from the home page or Case List)
- Select services and include any specific instructions for the assignment
- Select “Add attachments or continue”
- Add attachments and/or select “Save and Submit”

VIEW REPORTS, INVOICES, VIDEO OR LISTEN TO AUDIO STATEMENTS

- From the Home Page
- Select the claim from the Case List
- On the Case Detail Page scroll down to Documents
- Select the document to be downloaded/viewed