



## The AAA® New York Insurance ADR Center FAQ

### Respondents

#### What is AAA's New York Insurance ADR Center (ADR Center)?

The AAA New York Insurance ADR Center is a secure, cloud-based online platform that allows users to negotiate settlement, run reports, check account balances, and perform a variety of other functions online and in real time. ADR Center also is accessible through mobile devices.

#### What is the core concept of ADR Center?

ADR Center is designed with logic based on a task and action system. Specific actions that a user performs will trigger a task for another user to complete. Managing a case in ADR Center provides an opportunity for users to communicate efficiently with one another to bring disputes to a speedy resolution.

#### Who can access AAA New York Insurance ADR Center?

Any party to a case can obtain access to ADR Center. A party is the injured person, medical provider, attorney, insurance carrier or third-party administrator, and neutral.

#### How can I gain access to ADR Center?

To gain access, you must register by clicking on the **Register** tab located on the top right-hand corner of the ADR Center landing page. After you complete the registration form and click **Submit**, you will receive a confirmation email containing a unique and secure link. The link will allow you to set your password. You can login to your account after the registration process has been completed.

#### How do I login?

You must be registered in order to login. To login and access your account, simply click the **Login** tab at the very top of the home page. You will be directed to enter your username and password.

#### Can multiple users have access to ADR Center under the same account?

Multiple users can have access to an account in ADR Center. The account is managed by a designated account administrator for the company, who has specific administrative privileges, including adding and deleting authorized users.



## How will I know when a new case filing has been accepted by the AAA?

Once a new filing is accepted and assigned to conciliation, the Applicant and Respondent both will receive a case initiation letter. The case status will change as it progresses through ADR Center. A party can access the **Timeline View** to determine at what stage of the arbitration process the case is at.

## Are there any additional fees to use ADR Center?

There is no additional cost to use ADR Center. The AAA offers ADR Center as an enhancement to our retired Electronic Case Folder (ECF) platform.

## What is First Time Form?

The **First Time Form** appears as the first step that the Carrier/Respondent has to complete upon first review of a case. Respondents must confirm that they are the correct party named on the case before continuing on.

## What are Tasks and Actions in ADR Center?

A **task** is an activity on a case that is triggered—i.e., one activity automatically causes another to be due—within ADR Center for a specific user (for example, Applicant, Carrier, Arbitrator, or AAA) to complete. Tasks can be triggered by the system or by a user.

An **action** is an activity that must be initiated by a user. Actions are not triggered by the system or user. However, certain actions taken can trigger tasks for other users.

A case will progress on to the next phase of the arbitration process based on performed tasks and actions.

## What happens if a task remains pending in ADR Center?

Tasks will remain pending on a case until they are completed by the specific user (i.e., the Applicant or Respondent) for which the task is intended. Tasks also will remain pending only as long as they still are relevant to the case. For example, a case may have a Review Hearing Adjournment Request pending for the Applicant; however, if that case should reach a settlement or be withdrawn, that particular task no longer is relevant to the case, even if it has not yet been completed.

Tasks also can be completed outside of ADR Center (i.e., via fax, mail, or email). Most tasks require a response from a party, and once the response is received and processed by the AAA, any pending task addressed by the response is deemed completed and no longer pending. However, it should be noted that it is faster and more conducive to the maintenance of a more accurate case file to complete all tasks within ADR Center.



## What happens if an action is not completed?

Nothing happens if an action is not completed, as actions are optional. The list of available actions is determined by the user's role as well as by the status of the case. For example, only the Applicant will be able to see the action "Withdraw" in a case. Users have the option to complete actions but are not required to.

## How do I know what stage of the arbitration process my case is at?

Your user homepage will display a grid identifying all active and closed cases. Within the grid, there is a column titled **Status**. The case status will be displayed in this column. The case status also is displayed within the case record itself.

## I would like to receive AAA notices by email. How do I set my notification preferences in ADR Center?

Under **Your Company Information** in the **My Account** section of your user profile, select **Notification Preferences**. You will be provided with the option to set your notification preference to email, fax, or print (regular mail).

## Why are there multiple case numbers for the same filing?

As a case travels through the various stages of the arbitration process, the case number will change. This variance serves as an identifier of each phase of the arbitration. A case in conciliation will begin with 41, a case in arbitration will begin with 17, and a case in master arbitration will begin with 99. However, the last eight digits of the case number never changes regardless of the case status. To review a case, simply enter the last eight digits of the case number.

## What is filtering?

Filtering is an added feature in ADR Center that allows the user to control the output of search results. For example, your home page in ADR Center will display a list of all of your arbitration cases. You can utilize the filtering tab to narrow your search based on specific criteria, including Tasks and Actions.

## What is the Award Search?

The **Award Search** is a library of redacted No-Fault arbitration decisions available in the AAA database. Users can access redacted awards related to a specific case issue or arbitrator. The Award Search feature is available to all parties, regardless of whether they have an account.

## How do I get answers to questions that are not in the FAQ?

Please contact our Customer Relations department at **917.438.1660** or email **NYSInsurance@adr.org** with any questions that are not covered in this section.