

HOW TO FILE A CLAIM USING THE iCE SYSTEM



Step	Action	Notes
1	Go to www.setseg.org website and select "File a Claim" from the homepage button.	This will link you directly to the CCMSI – ICE logon page.
2	Enter your login ID and password.	If you need assistance with your login ID or password, contact the CCMSI help desk at 1-844-525-0294.
3	Hover your mouse over "Initial Reports" at the top left corner of the screen. This will give you a drop-down box. Select "Create New Report".	
4	The Initial Report Form will be open. Enter the information in the order of the form into all the fields that are highlighted with a red box.	
5	POLICY TYPE Select the policy type for the loss that you are reporting. (Professional Liability = Educators Legal Liability)	<p>Policy Type: ⓘ Covg Code: ⓘ Report Type: ⓘ Claimant ID: <input type="text"/></p>
6	COVERAGE CODE When you have selected the policy type, the coverage code options will update specific to the policy type that was selected. Select the appropriate coverage code for your claim.	<p>Example: Auto Policy selected</p> <p>Policy Type: ⓘ Covg Code: ⓘ Report Type: ⓘ Claimant ID: <input type="text"/> Employee ID: <input type="text"/></p>

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<p>7</p>	<p>REPORT TYPE</p> <p><u>Claim</u> is selected if you intend to create a claim.</p> <p><u>Report Only</u> is selected to record an event for district record keeping only. No claim is being presented at this time.</p> <p>(If a claim is not being presented today but the incident involves a serious injury and/or fatality, you MUST submit this as a claim as opposed to report only)</p>	<p>Workers' Compensation: "Claim"—claimant seeks or is scheduled to seek medical treatment.</p> <p>Workers' Compensation: "Report Only"—claimant is reporting an injury, but is <u>not</u> seeking medical treatment.</p> <p>Property Casualty: "Claim"—produces a claim with the expectation that the district and/or third party will seek damages for a loss.</p> <p>Property Casualty: "Report Only"—no claim is being submitted, district record keeping only.</p> <p>(CCMSI does not receive a claim for "Report Only" entries, they are housed in the iCE system)</p>
<p>8</p>	<p>Continue entering claim information from top to bottom, working from left to right.</p>	<p>COMPLETE INFORMATION FOR:</p> <ul style="list-style-type: none"> General Information Claimant's Personal Information Client Specific fields (if applicable for coverage) Incident Information Group/Analysis Codes Documents (if you have any to attach)
<p>9</p>	<p>When all of the information has been entered into the red highlighted fields, select "Submit Claim".</p>	<p>Save and Continue: Save the form, allows you to add documents</p> <p>Save and Exit: Save the form but not ready for submittal, draft</p> <p>Submit Claim: Saves the form and submits the claim to be processed</p>

* **NOTE:** Your 6-digit authentication code will expire if you do not log into the iCE system within six months.