



DIGITAL CLAIM SUBMISSION

Streamlining Processes for Efficient Claims Management



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Welcome to Digital Claim Submission Solution

This guide is designed to support your transition to the digital way of submitting claims. It's designed to walk you through every aspect, from understanding the basics to optimizing your internal processes, ensuring privacy and security, providing practical demonstrations, guiding you on how to get started, and offering ongoing support contacts.



UNLOCK THE POWER OF DIGITAL SOLUTIONS

- **Optimizing Your Internal Processes:** Step-by-step instructions on seamlessly integrating digital submissions into your workflow, making it efficient and error-free.
- **Privacy and Security Measures:** Ensuring data confidentiality, integrity, and availability; defining the API concept within Acclaim's framework.
- **Demo Screenshots:** Visual aids with screenshots to show you exactly how the digital submission process works, making it easier for you to follow along.
- **Login Credentials:** Guidance on securely managing and accessing your login credentials for the submission platform.
- **How-To Guide:** A detailed guide on using the digital platform to submit ANF claims.
- **Ongoing Support:** Contact information for continuous support and assistance, ensuring a smooth experience as you embark on your digital submission journey.

SEAMLESS. SECURE. STREAMLINED.

Website API Privacy & Security Measures

This document outlines the security measures implemented for the website API hosted by Acclaim. The purpose of these measures is to ensure the confidentiality, integrity, and availability of the information processed by the application. Before delving into the security details, let's clarify the concept of an API within the context of Acclaim's website.

What is an API?

An API (Application Programming Interface) on Acclaim's website refers to a set of rules and protocols that govern the interaction between the website and external systems, applications, or services. It acts as a bridge, allowing developers to access specific functionalities or data securely. In the context of this document, the API enables communication between our application and Acctrak™, contributing to the seamless integration of services.



Authentication and Authorization

Specific Credentials: Our application utilizes credentials defined in Acctrak™ for communication. Access is restricted to authorized personnel with unique login credentials.

Unique Authentication Tokens: Each functionality, such as retrieving a user record or creating Level1 or Level2 records, requires a unique authentication token. This additional layer enhances security by ensuring that only authorized actions are performed.



Data Handling and Processing

Client-Side Information Restriction: No information is returned to the front-end or client side. All processing occurs on the back-end, preventing unauthorized access to sensitive data. Users can only view their claims by logging into SmartSimple.

HTTPS Encryption: All communication, both from the front-end to the back-end and from the back-end to Acctrak™, is conducted over HTTPS. This ensures encryption, protecting data during transit.



Platform Security

Webflow CMS Security: Webflow is a premium secure Content Management System (CMS) platform. It adheres to industry-leading security standards to safeguard against vulnerabilities and unauthorized access.

Amazon Web Services (AWS) Hosting: Webflow uses Amazon Web Services for hosting, leveraging one of the most secure platforms available. AWS adheres to strict security protocols and provides a robust infrastructure to ensure the reliability and security of our application.



Data Storage and Management

No Local Data Storage: We do not store any data on the website, separate servers, temporary storage, etc. All data is directly transmitted to and resides exclusively in Acctrak™, minimizing the risk of unauthorized access.

Conclusion

By implementing these security measures, we aim to create a robust and secure environment for Acclaim's website API, mitigating risks and ensuring the protection of sensitive information. Regular assessments and updates will be conducted to adapt to emerging security threats and maintain the highest standards of data security.



Secure Login Credentials

Digital Claim Submission



Welcome! Below are your secure login credentials to start submitting claims through Acclaim's online claim submission portal. Please note that an Ability Management Consultant (AMC) will reach out to the claimant within 24 hours upon successful claim submission.

Login Credentials



Username:



Password:

NOTE: These credentials will remain the same each time you start a claim.

Reporting Line

Email: allclients@acclaimability.com

Phone Number: 1-844-829-9444 (if an attendant is not available to respond, please leave a voice message)

Please leave your first and last name, date of birth, phone number, and a brief reason for your absence. We will return your message within 1 business day.

Webpage Claim Submission Process (Steps:)

Step 01: Using your web browser, type in www.acclaimability.com which will bring you to Acclaim's website.

Step 02: Click "Start a Claim" on the top right corner of the screen.

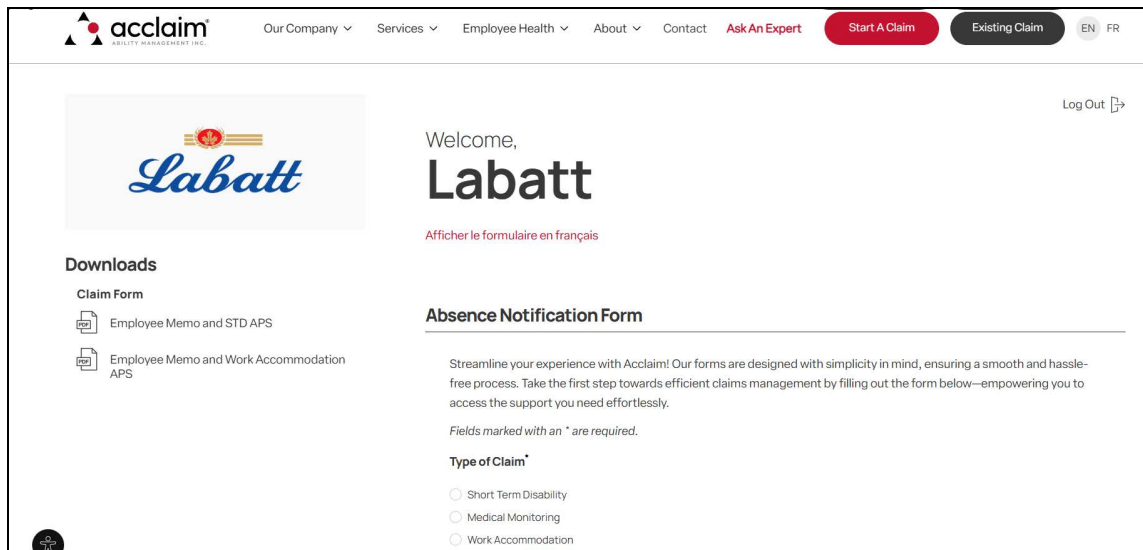
Step 03: Enter the USERNAME and PASSWORD that were provided to you. It will be the same for every claim you submit.

The screenshot shows the Acclaim website interface. At the top, there is a navigation bar with links: "Our Company", "Services", "Employee Health", "About", "Contact", "Ask An Expert", "Start A Claim", and language options "EN" and "FR". The "Start A Claim" button is highlighted with an orange arrow and a callout box that says "1. Click here to start". Below the navigation bar, the main content area is divided into two sections. The left section is titled "Powered By Our Acctrak™ Technology Start A Claim" and contains a welcome message. The right section is titled "Acclaim Customers Log-In" and contains a login form with fields for "Username" and "Password", a "Forgot Password?" link, and a "Log-In" button. The "Log-In" button is highlighted with an orange arrow and a callout box that says "2. Log in using new credentials". At the bottom right of the page, there is a "Chat now" button.

Webpage Claim Submission Process:

Step 04:

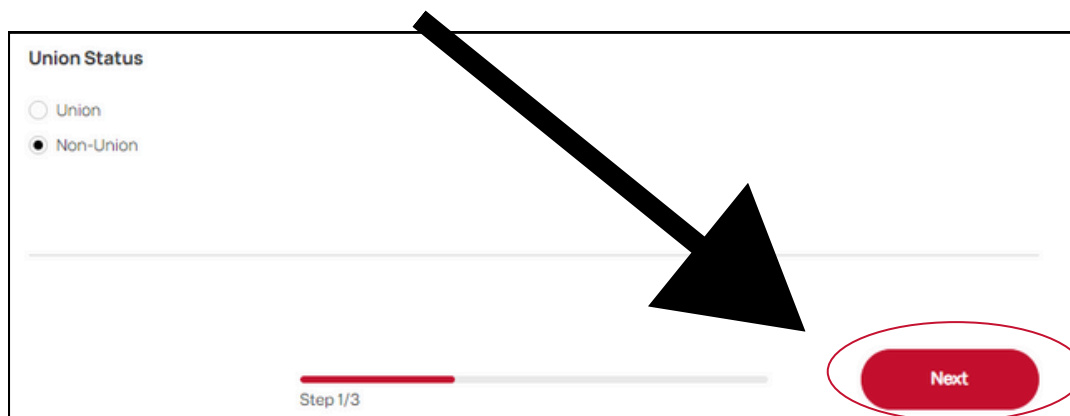
Upon logging in, you will see a simple 'Welcome' message along with your company name. Beneath this, you will find the 'Absence Notification Form,' where you can begin inputting all relevant information to begin submitting your claim.



The screenshot shows the Acclaim Labatt website. The header includes the Acclaim logo, navigation links (Our Company, Services, Employee Health, About, Contact, Ask An Expert), and buttons for 'Start A Claim' and 'Existing Claim'. The main content area features the Labatt logo, a 'Welcome, Labatt' message, and a link to 'Afficher le formulaire en français'. Below this is the 'Absence Notification Form' section, which includes a description of the form's purpose and a list of claim types: Short Term Disability, Medical Monitoring, and Work Accommodation. A 'Log Out' link is visible in the top right corner.

Step 05:

Click "Next" to continue to the next part of the form.



The screenshot shows the 'Union Status' section of the form. It includes two radio button options: 'Union' and 'Non-Union'. The 'Non-Union' option is selected. A large black arrow points from the 'Non-Union' option to the 'Next' button, which is highlighted with a red circle. A progress bar at the bottom indicates 'Step 1/3'.

Webpage Claim Submission Process:

Step 06: All fields with an *are mandatory. You will not be able to submit until these are completed.

Step 07: Medical notes can be added here before submitting the form.



The screenshot shows a form section titled "Medical Notes". It contains a "Choose a file" button with the text "Max file size 10MB." below it. At the bottom of the section, there is a "Previous" button, a progress indicator showing "Step 3/3" with a red line, and a "Submit" button. A red arrow points from the text "Medical notes can be added here before submitting the form." to the "Choose a file" button. A black arrow points from the text "Submit Form." to the "Submit" button.

Step 08: Submit Form.

SUPPORT AND ASSISTANCE

ACCLAIM IS HERE TO HELP!

This is our Support and Assistance page, dedicated to providing you with all the resources and contact information you need for ongoing support with the Digital ANF Claim Submission process. Whether you have questions, need troubleshooting assistance, or require further guidance, our support team is here to help you every step of the way.

CONTACT INFORMATION:

For support inquiries, please reach out to our dedicated support team:



Melissa Kolk



416.486.9706 ext. 5261



mkolk@acclaimability.com

Feel free to contact us anytime for prompt assistance and support with your ANF claim submissions.