How to Add a Claim

1. Select the Add a Claim tab or the Add Claim button found on the dashboard.
2. Select the **Claim Type** from the drop-down options then select the Next button.
3. The next several screens, will ask certain questions about the case and parties involved. Listed below are some tips you will need to know to enter that information on some of the claim types.
    a) Anything with a red * is a required field and you must enter information or answer the question.
    b) Selecting the **Continuing Claim** radio button populates a new field. Select the magnifying glass on the new field to search for the original claim which was already submitted on ICE. At this time, you can search by date range to locate the original document ID. Select the red Document ID listed in the search results list to return to the previous screen. The Document ID of the original case displays in the new field.
    c) The **Case Number** or **Offense** fields have a plus and minus sign icon next to them. Selecting the plus sign allows you to add additional case number (docket numbers) fields or offense codes fields when you have more than one to enter. System allows up to ten case numbers and/or offenses. Selecting the minus sign removes the additional case number or offense fields if not needed.
    d) The **Offense** field has a magnifying glass. You must select the magnifying glass to search for the offense code using the offense search table. Enter either the TCA offense code include the dashes or use a 'key word' in the **Description** field. Then select the Search button. Scroll through the result list on the right for the offense. Select the associated red TCA offense code number to return to previous screen with the offense displaying in the offense field. Please enter the highest charge offense first and only one count.
    e) After answering all questions or entering data, select the Next button to proceed to the next screen.
4. At the **Demographic Information** screen, you will select information regarding the county where the case was heard, and the court and presiding judge that rendered the decision on the case.
    a) Select the Next button to proceed to the next screen.
5. Certain claim types will have a **Disposition Information** screen, where you will enter the offenses at disposition, the sentence and select the case disposition. Select the Next button to proceed.
    b) Enter each offense with the highest class first. In the sentence box indicate the sentence and if any of the offenses were dismissed or nolle.
    c) If the case is bound over enter "Bound Over" for the sentence, otherwise enter N/A when a case is dismissed or counsel was withdrawn.
6. The **Service Reimbursements** screen is the final screen in the claims entry process which has two tabs (Hours and Expenses). It is also, the first time you see the Save & Finish button. Enter your first entry then select the Save & Finish button.

Note: The ICE system will time-out after one hour whether you are entering information or not. So save often.

7. After you select Save & Finish button, the system provides you with the **Claims Summary** screen which is a quick overview of the information entered on your claim. Each screen previously discussed is represented by a box. Each section box has a red Edit link by the heading that provides a way for you to edit the information for that section.
8. Select the **Edit** link found next to the Service Reimbursement heading to return to that page.
    a) Select the appropriate tab (Hours or Expenses) to enter your reimbursement information. Your descriptions need to be detailed please refer to the Billing Guidelines provided on www.tncourts.gov website.

Note: Though a magnifying glass option is provided, we ask that you ignore this feature and enter in your activity. The activity (description) field allows up to 200 characters.

    b) Use the plus sign to add additional line items or the minus sign to remove line items.

Documents

All documents that are uploaded onto the ICE claim must be scanned and saved in a PDF file format. Make sure your scanner settings are set to black and white and page size is set to 81/2 by 11 inches (standard paper size). The PDF file size cannot be any larger than 4000 KB or it will not upload.

1. **Required Documents** are those documents you must submit with your claim. The first required document is the appointment order which must have the judge's signature on it.
    a) Copy of Expenses is required when you enter an item onto the Expense tab. You will need to upload your receipts for the expenses entered for reimbursement.

Note: You will need to upload the Non-Receiptable document for expense items such as mileage, in-house copies, etc., where a receipt cannot be provided. The form can be found by selecting the Resource tab and downloading the Non-Receiptable document to use for that instance.

2. To **upload documents**, select the 'Attach file' link.
    a) Select the Browse button to search on your computer the file location of your appointment which is in a PDF file format.
    b) Locate your file, click once on the appointment order (.pdf) and select the Open button.
    c) The file path to your document will display in the file box. Next, click the Save button. To cancel an upload, select the cancel button.
    d) You will notice a blue arrow once the upload is complete by Appointment Order. This blue arrow represents the uploaded document. Selecting the minus sign next to it will remove the uploaded document.
3. Repeat steps (a-d) for all other documents you may need to upload.
4. **Recommended Documents** are optional. You can attach the worksheet you used to track your activities. Use the 'Attach File' link by Copy of Hours. These activities must already be listed in your service reimbursements.
5. **Associated Documents** is the place where you will attach any additional documents you may need to submit.

Change Claim Status

The brown box on the Claims Summary screen provides you with claim status, type of judge (on-line or off-line), and ability to change the status so you can move the claim forward to the next stage in the process.

6. Once all required documents have been uploaded and all information has been verified as correct then you are ready to change the status. Only those status options that are currently available will be presented in the drop down box.

❖ Claims under $200.00 whether the judge is off-line or on-line change the status to *Submit for Payment*. Use the *Delete* status if you want to delete your claim.

❖ Claims $200.00 or more with an on-line judge then change the status to *Submit for Judicial Review*. Use the *Delete* status if you want to delete your claim.

❖ Claims $200.00 or more with an off-line judge then change the status to *Print for Judicial Review*. Use the *Delete* status if you want to delete your claim.

a) Select the <u>Create a paper copy</u> link. Print a copy of your claim and take it to the presiding judge for review and signature.

b) Scan and attach the signed claim within the Required Documents section by 'Approved Claim'. (Signed claim must be in PDF file format.)

c) Change the status to *Submit for Payment*.

Note: After a status has been selected do not forget to click on the <u>Update Status</u> button for the status to change. The status will change from Hold to the new status in a matter of a few seconds. Once the status is changed the claim becomes read-only unless it is placed back on Hold.