# Oregon Medicaid Personal Injury Liens Unit (PIL)

Internet Based Web Form for Reporting Accidents or Incidents to PIL

## Why did PIL move to an internet based reporting form?

- Paper forms are labor intensive for everyone.
- PIL has moved to a paperless environment and this will continue to reduce the amount of paper we receive.
- Paper forms were handwritten or typed and sent by email, fax or by regular mail leaving out key information which in turn took longer to process.

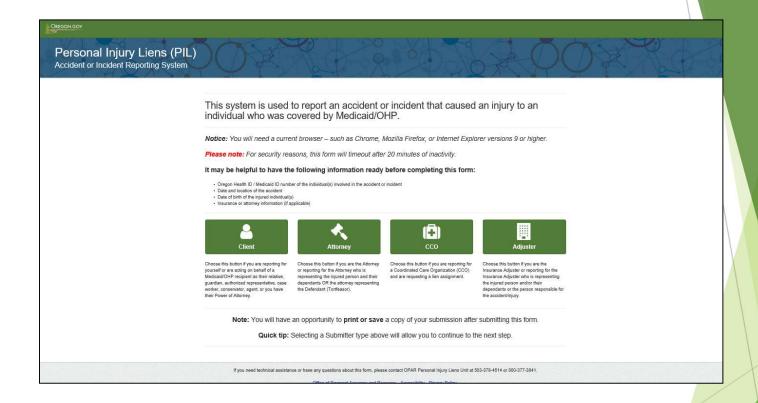
▶ PIL needed a more effective procedure to track and process referrals.

We were drowning in paper!

### Value of the online form

- Easy to access and complete.
- Uses drop down menus for many of the questions.
- Some fields are mandatory, which collects much needed information.
- Submitter can print summary page of their submission which can be saved on a computer or printed.
- Submitter gets an email with a confirmation number for tracking and confirms the form was received by PIL.
- ▶ It's quick and easy for PIL to locate the submission.
- ► Turn-around time for processing is faster.

### The Home Page



#### The URL is EASY to remember:

www.reportinjury.org

## The PIL web form is very robust that is customized for each submitter type

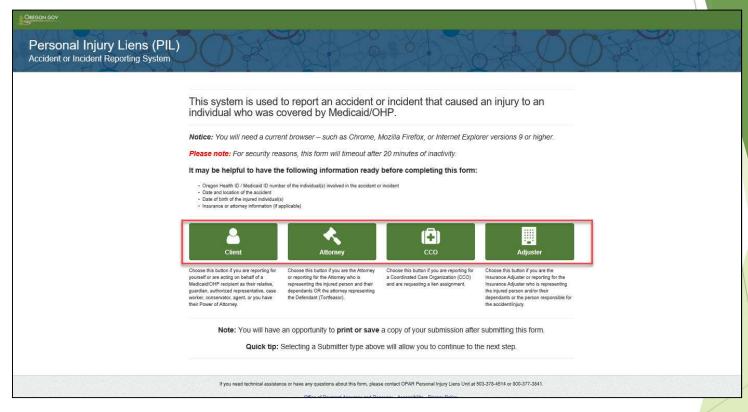
It has been designed to collect information differently depending on the relationship the submitter has with the injured person.

This means a Client, an Attorney, an Insurance Adjuster or a Coordinated Care Organization will each have a different user experience.

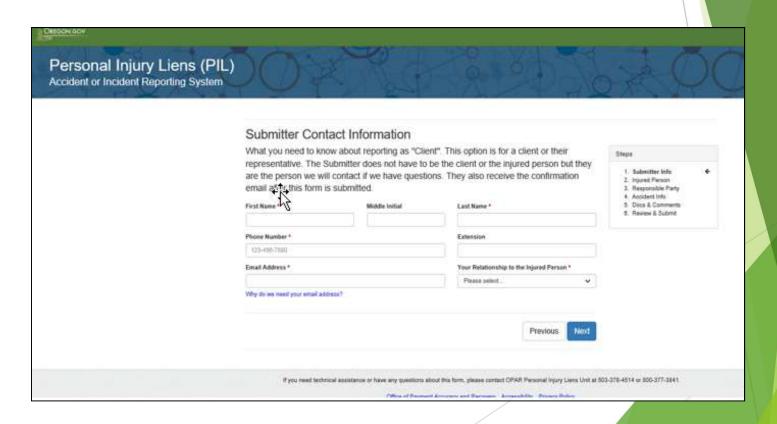
It's important the submitter select the right Path (green button) before they begin.

This training will not show step by step instructions for each section of each of the four paths, however it will explain key sections that appear in all paths and provide tips for successfully submitting personal injury information to PIL.

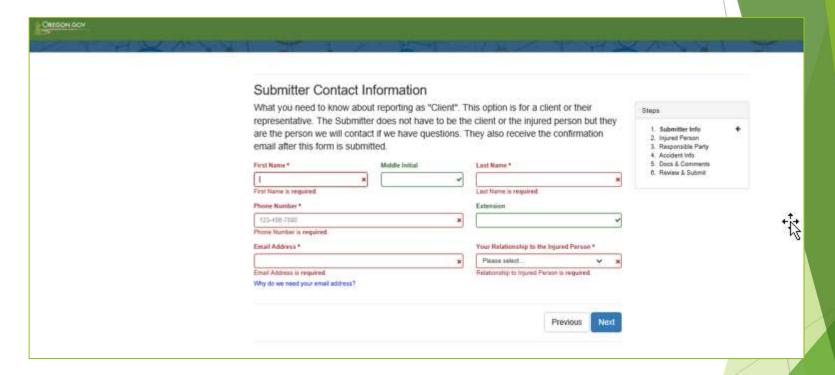
### The first step is to select a green button that best fits the Submitter



Select Client - if you are representing a Medicaid recipient Select Attorney - if you are representing a client or tortfeasor Select CCO - if you are a Coordinated Care Organization Select Adjuster - if you work for an insurance company Each of the four paths requires information about the submitter. The submitter step may have slight variations depending on the submitter type. For example, PIL only asks for the name of a CCO on the CCO path.



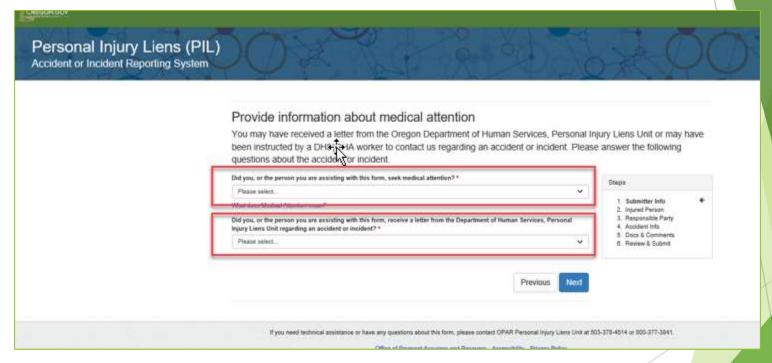
All paths contain a combination of mandatory and optional fields. Mandatory fields ensure PIL receives necessary information to process your request timely.



Note: The mandatory fields are marked with an asterisk and highlight in red if left blank. The mandatory fields have to be completed before the user can go to the next step.

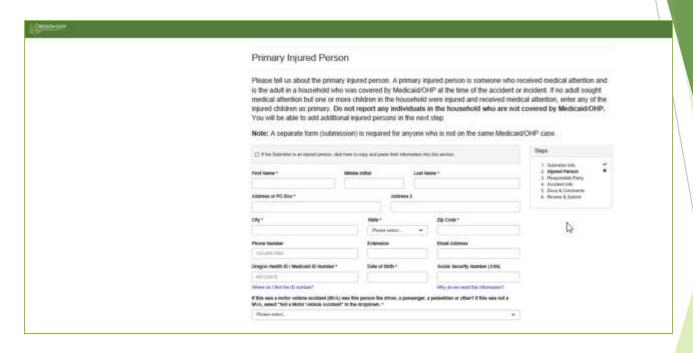
The Client Path asks two questions at the beginning.

1) Was anyone injured? 2) Did the client receive a letter from PIL? The answer to these questions determine what additional information is needed.



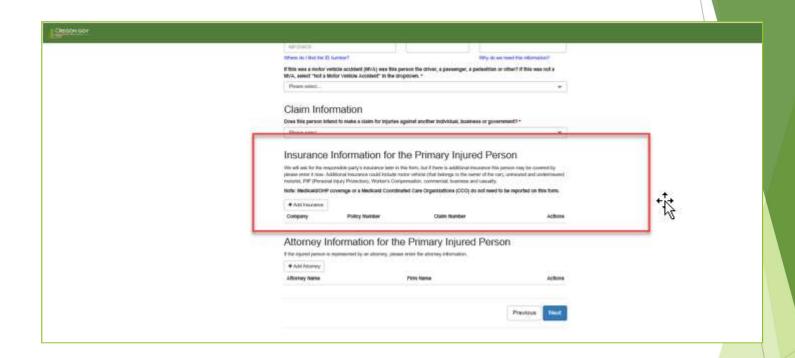
After selecting an option in the drop down box click **Next** and proceed to the next step.

### Every path collects information about the Injured Person(s)



About the Primary Injured Person: If an adult is the only person injured – list them as Primary. If an adult and one or more children are injured in the same accident or incident, list the adult as Primary and add the children in the step for Additional Injured people. If no adult is injured but one or more children were injured you can list one of the children as Primary and any other children in the Additional Injured step.

### Every path collects insurance information



Note: When a Medicaid client is injured in an accident or incident and the person's injuries are covered by other insurance, the state is required to recover any money the state paid for that injury. The insurance sections of all paths are where the insurance needs to be reported. The form tells you the types of insurance to add.

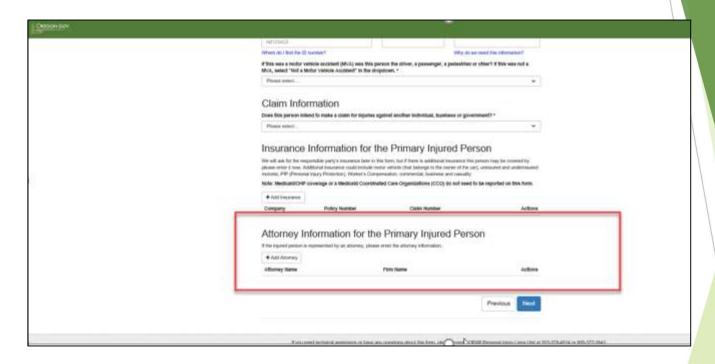
When you click the Add Insurance button a new window (modal) will open.

Sometimes the form will ask for the injured person's own insurance and sometimes the form will ask for the insurance for the party responsible for the accident or incident.

Follow the instructions in each section of each path. They give guidance on who's insurance PIL is asking for.



### Every Path collects Attorney information

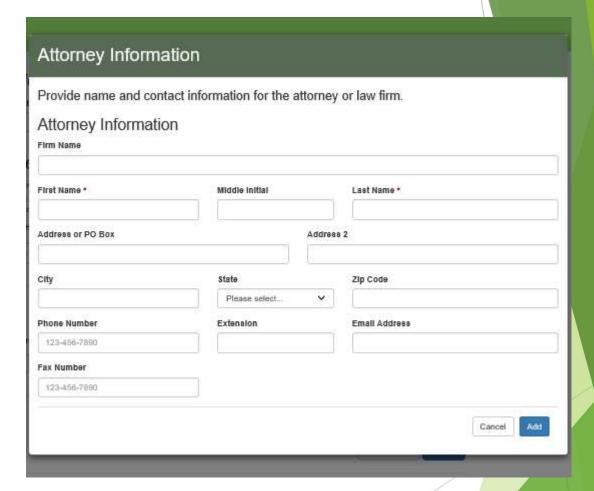


**Note:** Sometimes an injured person will retain an attorney to represent them in an action against the party that may be responsible for the accident or incident. There may also be times when the party responsible for the accident or incident will also hire an attorney to represent them. The instructions in each section provide guidance on who's attorney you should report.

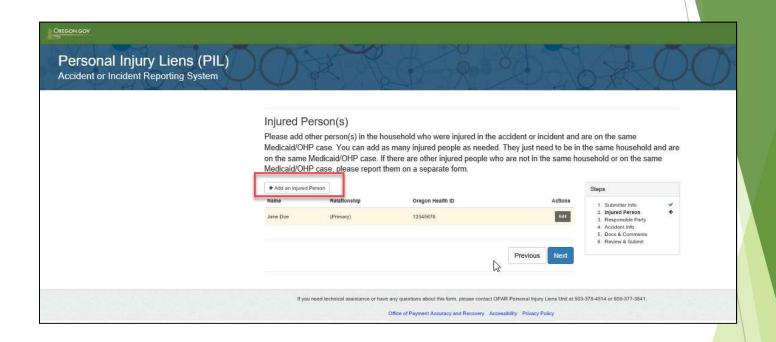
When you click the Add Attorney button a new window (modal) will open.

Sometimes the form will ask for the injured person's attorney and sometimes the form will ask for the attorney for the person that may be responsible for the accident or incident.

Follow the instructions in each section of each path. The instructions provide guidance on who's attorney PIL is asking for.

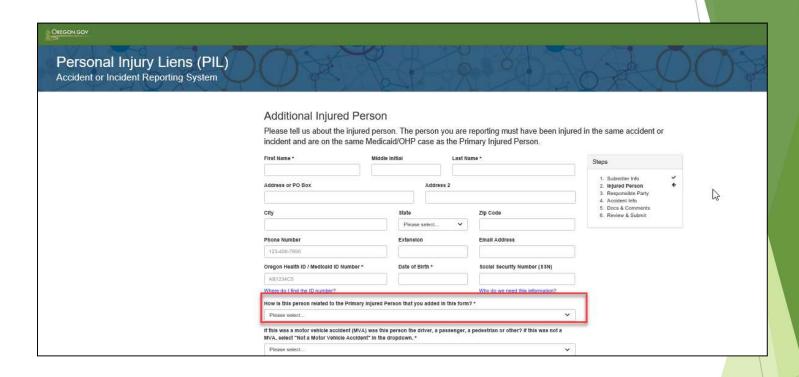


### The Injured Person(s) Dashboard



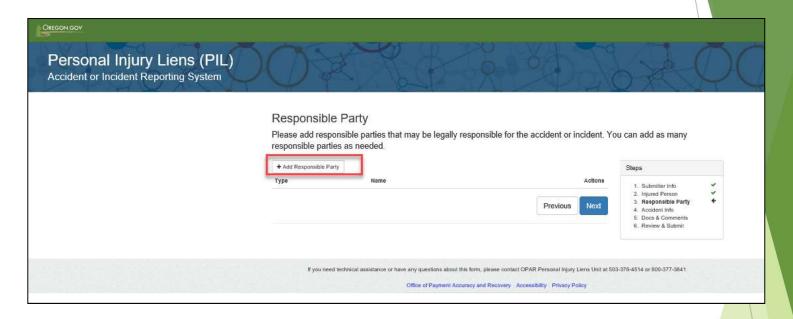
The dashboard collects everyone that is on the same Medicaid case that were injured in the same accident or incident. Use the Add an Injured Person button to add more people. If only one person was injured, click Next to move to the next step. You can make edits to the Primary Injured Person by clicking the Edit button.

### Add Additional Injured Person



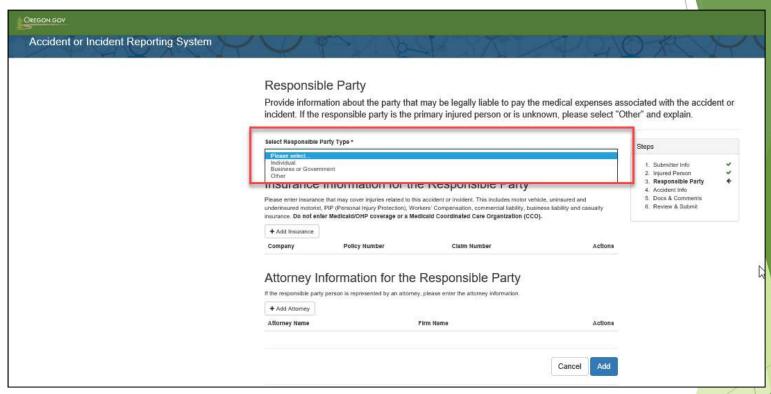
This section asks for information about additional injured persons. It asks how the additional person is related to the Primary Injured Person and their insurance and attorney information.

## Add information about the Responsible Party



If another person, a business or a government may be responsible for the accident or incident, it should be reported in the **Responsible Party** section. If the submitter knows who the responsible party may be, they can add them by clicking the **Add Responsible Party** button.

### Add the Responsible Party by selecting an option from the drop down box

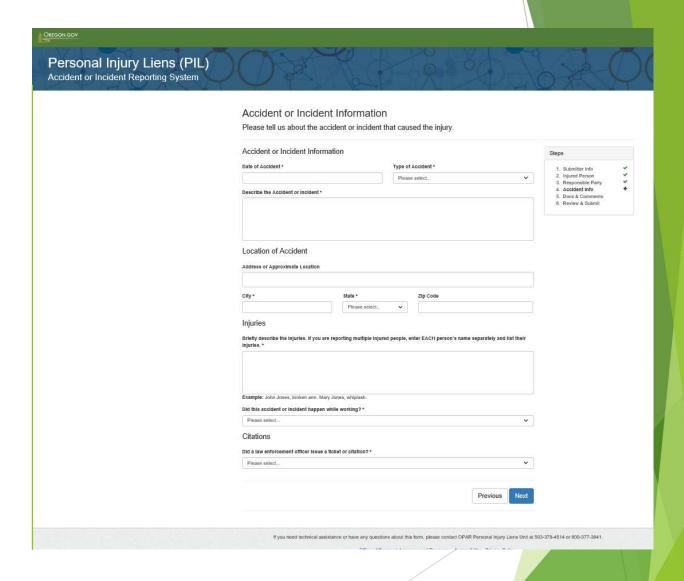


After you select an option, additional fields will open where you can enter Responsible Party contact information, insurance and attorney information.

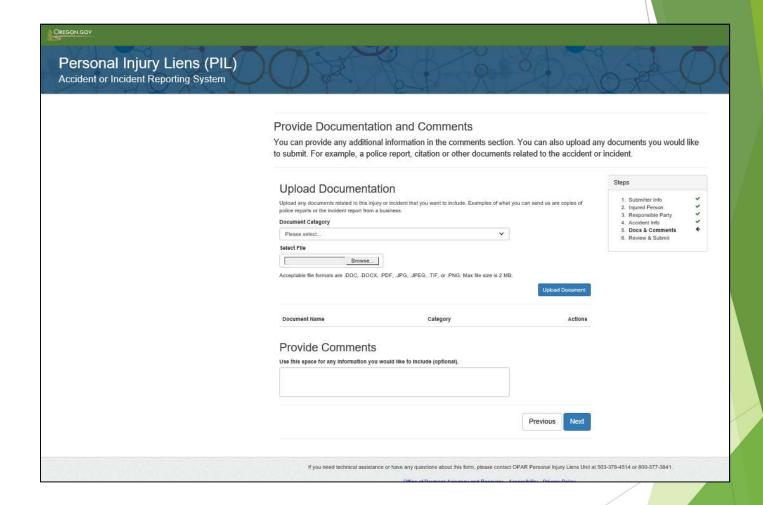
### The Accident or Incident

In this section PIL asks for information about the accident or incident.

Note: This view is for the Client Path. The other three paths ask for less information about the accident or incident.



### You are almost done!



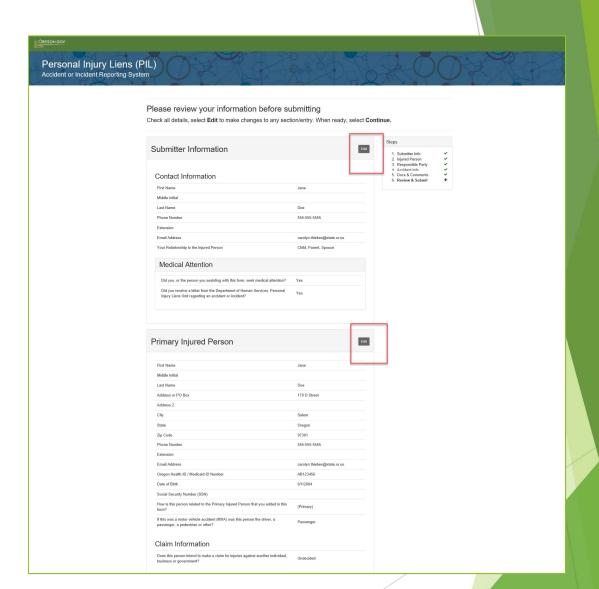
In this section you can upload documents such as a release of information authorization or additional comments.

### Review and edit your entries

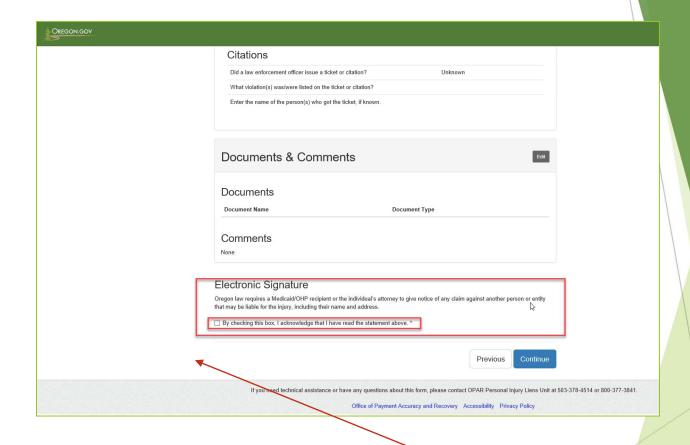
Before you submit the form, you have the opportunity to review what you've entered and make any corrections necessary.

If you find something you would like to add or correct, click **Edit**.

Shown here is a partial view. The review page will show all of your entries.

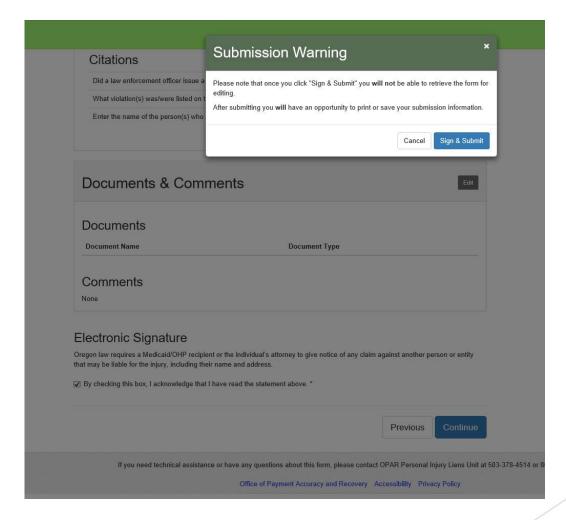


### Time to Submit!



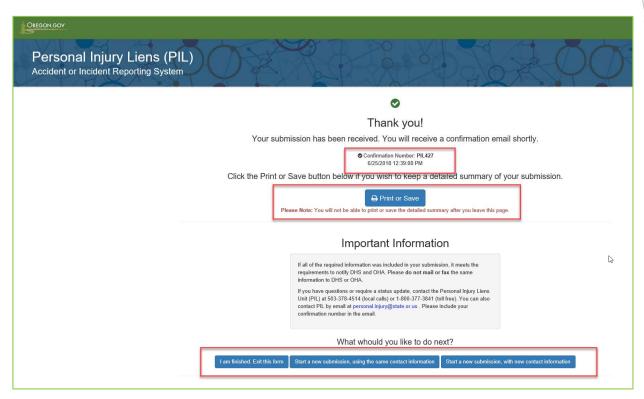
At the bottom of the review page, click the acknowledgement box.

### Warning Message



IMPORTANT: Once you click the **Sign and Submit** button you cannot retract or modify your submission. If you need to make corrections, click **Cancel** and make your edits and then submit.

### You have successfully submitted!



#### Thing to know about this page:

- 1. It shows the date, time and confirmation number
- 2. You can print or save your submission
- 3. It gives you three choices of what you can do next
- 4. Once you leave this page, you can not go back to it

The submitter will receive a confirmation email shortly after submitting the form. The email will contain a confirmation ID. The confirmation ID can be used to track your submission. Below is an example of the confirmation email.

Your Personal Injury Liens (PIL) Accident/Incident Notification has been successfully submitted.

Oregon Health ID / Medicaid ID associated with this request: AB123456

Your confirmation number is: PIL427

\*\*\*\* Important information \*\*\*\*

If all of the required information was included in your submission, it meets notification requirements to DHS | OHA.

\*\*\*\* Please do not mail or fax the same information to DHS | OHA. \*\*\*

This is a system generated email that does not accept replies.

Submissions are processed in the order they are received. Please allow seven to ten business days for your submission to be processed. If you have questions or require a status update, please contact PIL at 503-378-4514 (local calls) or 800-377-3841 (toll free). You can also contact PIL by email at personal.injury@state.or.us. When contacting us, please include your confirmation number.

Thank you,

Personal Injury Liens Unit

### Resources

For questions about reporting requirements or help completing the form, contact:

• Personal Injury Liens Unit

Email: <a href="mailto:personal.injury@dhsoha.state.or.us">personal.injury@dhsoha.state.or.us</a>

Phone: 503-378-4514 or 1-800-377-3841

#### For technical issues with the form, contact:

• Barbara Key, Office of Payment Accuracy and Recovery

Email: <a href="mailto:barbara.key@state.or.us">barbara.key@state.or.us</a>