

# Guide for the Registry and Usage of the Claims Management Platform



UNISERSE CORREDURIA DE SEGUROS, S.A Sugese License N° SC-12-115





## Step N° 1

Open the web browser of your preference



## Step N° 2

Enter the following URL in the address bar: <u>https://clientes.uniserse.com</u>, or scan the following QR code:





Once you have entered, you will see the following login screen, where you will need to create or link your account to the SIGA platform.

The account must be created or linked using your official company email address, which is associated with the following domains:

@fi.com

Sign in with your existing account
Email Address 🛄
Password
Forgot your password?
Sign in Don't have an account? <u>Sign up now</u>
Sign in with your social account Microsoft





## Step N° 4

The account has to be activated creating a user within the SIGA Platform, doing click as illustrated in the image

Sign in	
Don't have an account?	<u>Sign up now</u>

## Step N° 4 - <u>a</u>

<u>Creating the user within the SIGA Platform</u> If you choose this method to create your user, press click on "<u>Sign up Now</u>" (red square of the above image) then the right screen will appear on your screen

The step by step is the following:

- 1. Enter your official company email address in the field, "Email Address"
- 2. Press the "Send Verification Code" button
- 3. Check your official company email where an OTP code, will be sent, and must be enter
- 4. Set a password that meets the security requirements displayed on the screen.
- 5. Confirm the password entered in the previous step
- 6. Enter your Surname
- 7. Enter your Given Name
- 8. Enter the Display Name that will appear at the platform
- 9. Push the Create button, to finish the process

Email Addres	s	
	Send verification code	
lew Password		
New Passwor	d	
Confirm New	Password	
Surname		
iven Name		
Given Name		
Nicolay Namo		
isplay Name		

The user creation process has been successfully completed. You can now Access SIGA, in its client module, to submit your reimbursement claims.







#### **Home Screen**

When accessing SIGA in its client module, the screen presented below will always be the home screen. On this screen, you will be able to:

- 1. Open reimbursement claims cases, allowing UNISERSE to handle their management and followup with the insurer.
- 2. View a summary status of all your claims, with the option to access detailed information for each one, including the documents associated with them.
- 3. Perform searches using specific criteria to locate a claim of interest.
- 4. View pending requirements associated with each case in an organized manner.

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CURREDURIA DE SEGUROS		UNISERSE Correduría de Seguros - Licencia	SC-12-115 © Copyright 2024	





### Let's Explore the Home Screen

- A- Displays information related to the user logged into the system and allows the user to log out of the system.
- B- Main Menu: In this section, the system options are displayed. By default, the system always shows the options linked to the "Claims" menu on the right.
- C- "New Request" button: This button allows the user to generate and send new reimbursement cases to Uniserse for our management and follow-up with the insurer.
- D- Section for viewing all Cases to Uniserse processing
- E- Specific Case Search: This search tool allows users to filter cases using variables such as initial\_date, final\_date, status, or specific criteria
- F- "Hamburger": This button allows the user to expand the view by hiding Section B

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	How to Mana	ae a Reimi	bursement l	Request
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1-	Click on the following button	+ Nueva solicitud
2-	Complete the 4 required fields on the Screen	<ul> <li>Policy Id</li> <li>Event Date</li> <li>Comments</li> <li>Notifications</li> </ul>
3-	Click on the "Files +" button	Archivos +
4-	Click on "Accept" to send the reimbursement request to Uniserse	✓ Aceptar

Nueva solicitud		
Póliza*	F	echa del evento*
	~	<b>e</b>
Requerido.		
Observaciones*		
Notificaciones		
Seleccione		· · · · · · · · · · · · · · · · · · ·
Archivos +		
		✓ Aceptar





#### Let's Explore the Fields on the Reimbursement Request Screen

- A- <u>Policy</u> = This field should appear already fulfilled with your Health Group policy info.
   The data has the following structure (Group Policy N° Your Certificate N° Name of the Product)
- B- <u>Event Date</u> = This is a mandatory field where you must enter the date on which the incident or service occurred for which the request is being made. Ensure the date is accurate to facilitate proper claim processing.
- C- <u>Observations</u> = This is a free-text field where we recommend providing specific details about the event (e.g., "Broken foot," "Treatment for knee pain," etc.) since this is one of the specific search fields, the more detailed the description, the easier it will be to locate the case in the future.
- D- <u>Notifications</u> = This is not a mandatory field. It is designed to configure the system to automatically send notifications as the case progresses. You can select one, several, or all preconfigured email addresses in the system, or enter your preferred email address.
- E- <u>Files</u> = This field allows you to upload documents related to the case. Files must correspond to the reimbursement process and meet the following requirements: Individual file maximum size: 10 megabytes (MB), valid formats \*.pdf, \*.jpeg, \*.jpg, \*.xls, \*.xlsx, \*.xml, \*.doc, \*.docx, \*.zip, \*.xml, \*.txt, ó \*.msg.
- F- <u>Accept</u> = By clicking this button, the case will be submitted to Uniserse. Our service team will review the submitted information to ensure that all necessary documents and details are included before sending it to the insurer, aiming to minimize response times.

Nueva solicitud			
Póliza* A- Repartido	~	Fe	B- B
Observaciones*			
Notificaciones Seleccione D-			<b>~</b>
Archivos + E-			
			F- 🗸 Aceptar





#### **Claim Managed Screen**

Once the reimbursement case is submitted, you will see the screen shown below, displaying all the information you provided. In the upper left corner of the screen, you will find the Claim N° assigned by our platform; this unique number will help you track and manage your claim efficiently

No reclamo: RE-2024-12-18116				
Estado : borrador / Creado por : BENDEL UNO SOCIEDAD ANONIMA				
Póliza: 70BC430	Producto: ASSA SALUD EMPRESARIAL (DOLARES) -ANUAL	RENOVABLE- (P20-64-A05-509)		
Nº caso aseguradora:	Fecha del evento (dd-mm-yyyy): 10-10-2024	Aseguradora: ASSA		
Sucursal:	Cobertura afectada:	Observaciones: DOLOR ESTOMACAL		
Notificaciones: mbenavides@uniserse.com	No caso cliente:	Corredor:		
Ejec. servicio cliente: OCAMPO SANCHEZ, KIMBERLY	Ejec. técnico:	Tipo reclamo:		
>> Personas >> Archivos >> Requisitos pendientes				
Asegurado				
BENDEL UNO SOCIEDAD ANONIMA (3101339595)				

Incomplete fields displayed on the screen will be completed by the Uniserse service team as part of the preliminary review process, ensuring the claim is fully prepared before its final submission to the insurer.





#### **Case Viewer**

As reimbursement cases are added, they will be listed on the Claims screen.

Cases will appear in descending order, with the most recent at the top and the oldest at the bottom. However, you can customize the order by sorting any column, including Event Date, Claim Number, Policy Number, Observations, and Claim Status. Alternatively, you can use the search bar located on the same screen to quickly find the specific case you need.

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cha inicial		Fecha final	E	Estado	
9-12-2023	Ë	29-12-2024	Ë	Selecione	
terio					
Fecha evento   ↑↓	No reclamo _ ↑↓	No póliza   ↑↓	Observaciones ↑↓	Estado del reclamo _↑↓	
Fecha evento 11	No reclamo ↑↓ RE-2024-12-18116	No póliza ↑↓ 70BC430	Observaciones ↑↓ DOLOR ESTOMACAL	Estado del reclamo ↑↓ borrador	





### **Pending Requirements View**

When our service team determines, or the insurer indicates, that there are pending requirements needed to resolve the claim, these requirements will be added to the claim's history. You can view them by accessing the "Pending Requirements" menu shown as follows:

М	ENÙ	PRINCIPAL	
	00	Reclamos	
(	88	Requisitos pendientes	-tim
			~

Once this action is completed, you will be able to view the requirements associated with each claim, as illustrated below:

Re	equisitos pendientes			
	Creación	Requisito	No gestión	Aseguradora
	29-12- 2024	HIZO FALTA LA FACTURA ELECTRONICA DE PAGO AL PROVEEDOR, FAVOR REMITIRLA A KOCAMPO@UNISERSE, CONSIGNANDO EN LEL ASUNTO EL CASO RE-2024-12- 18116	RE-2024-12- 18116	ASSA





### **Final Notes**



SIGA utilizes responsive technology, ensuring optimal functionality and adaptability across various devices.

You can access and use all its features from your computer, tablet, or mobile phone, providing a seamless and efficient experience on any screen.



Keep your login credentials in a safe place.





https://linktr.ee/uniserse

