



ARBITRATION FORUMS, INC.  
*Exceptional service. Innovative solutions.*

Total Recovery Solution® (TRS®)  
Navigation Guide for Filers  
in New York PIP

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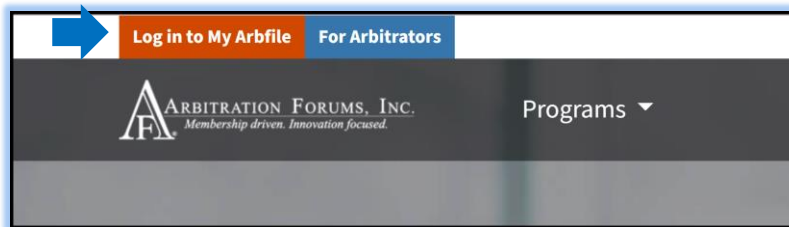
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## Overview

This guide will help recovering companies filing a case in New York Personal Injury Protection (PIP) navigate Total Recovery Solution® (TRS®) by providing step-by-step instructions on completing each Workflow Step in the filing process.

## Filing a Case in TRS

Go to [www.arbfile.org](http://www.arbfile.org) and select **Log in to My Arbfile**.



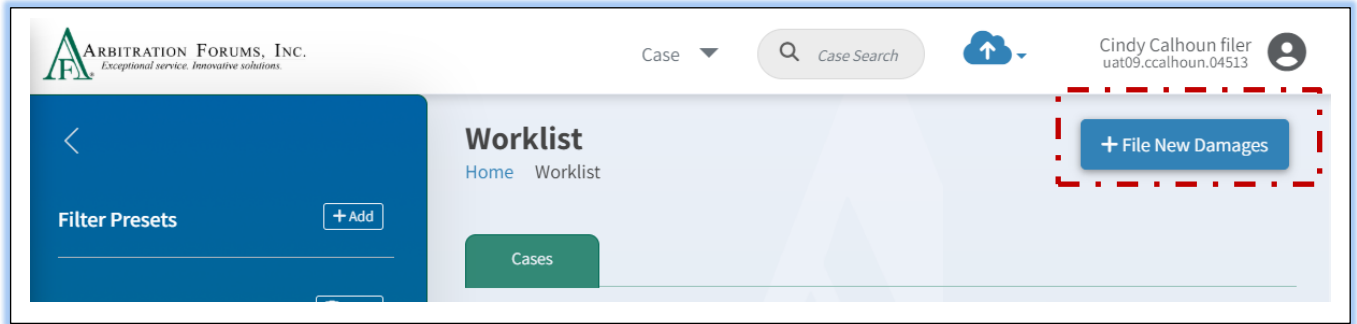
Enter your username and password and select **Sign In**.



Select the **Member Access** tab and **TRS Arbitration** from the drop-down menu.



To start a New York PIP case, select “+File New Damages.”



## Evidence Manager

The Evidence Manager is a storage location for evidence associated with an occurrence. It provides flexibility in how filers can upload evidence to their case.



**Important:** Only evidence that is specifically attached to the case is presented to the arbitrator.

Evidence added to the Evidence Manager can be attached at the case and feature level throughout the submission process (e.g., Case Qualifiers, Liability/Recovery Arguments, and Feature Information).

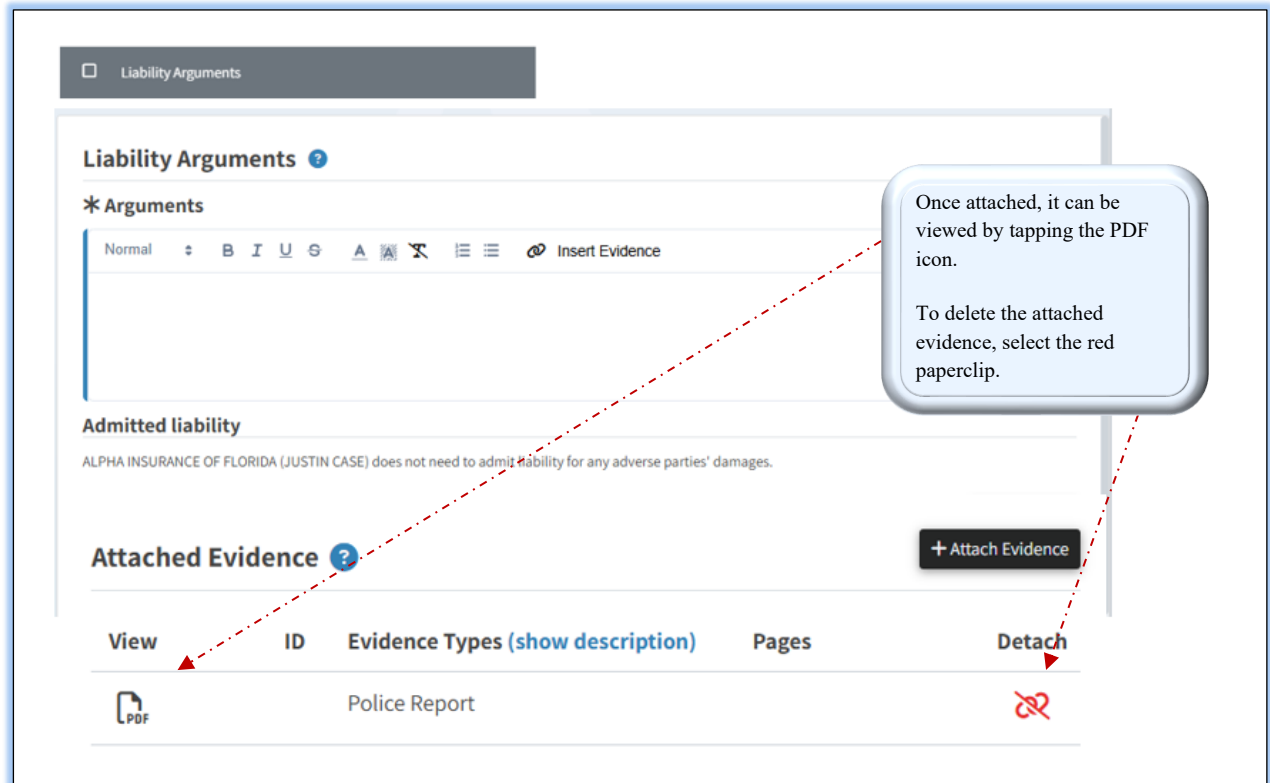
The Evidence Manager allows you to:

- **Add Evidence<sup>(1)</sup>:** Offers users the ability to browse and add multiple evidence items in a one-step process relevant to the occurrence.
- **View Evidence<sup>(2)</sup>:** Reduces attachment errors (e.g., evidence attached from the wrong occurrence).
- **Manage Evidence<sup>(3)</sup>:** Evidence can be viewed in one location making it easier to see what items have/have not been attached to the TRS case.
- **Delete Evidence<sup>(4)</sup>:** Evidence added to the Evidence Manager can be deleted by selecting the trash can icon. For evidence already attached at the case or feature level, select the “Yes” located in the Attached column. Then, select the Delete Link icon found to the right of the listed evidence item.

## Attach Evidence

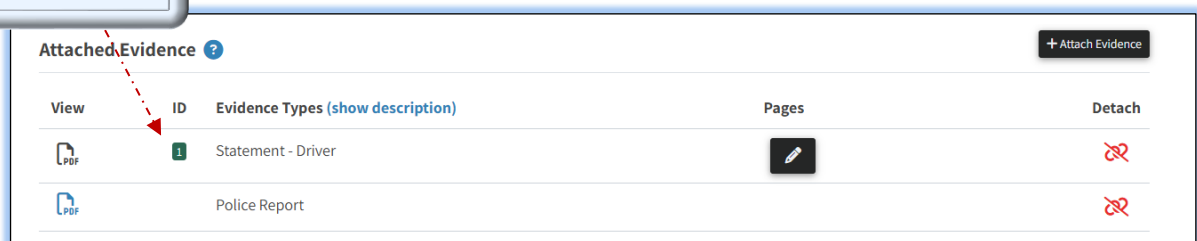
The **Attach Evidence** tab <sup>(1)</sup> is located in various steps in the Workflow (Case Qualifiers, Arguments, and Feature Information). As the recovering company, attach evidence relevant to a specific step (for example, attach a police report to the **Liability Arguments Workflow Step** to support your position on liability or attach medical bills to the **Feature Information Workflow Step** to support company-paid damages).

Once a piece of evidence is attached, it will appear under the **Attached Evidence** section.



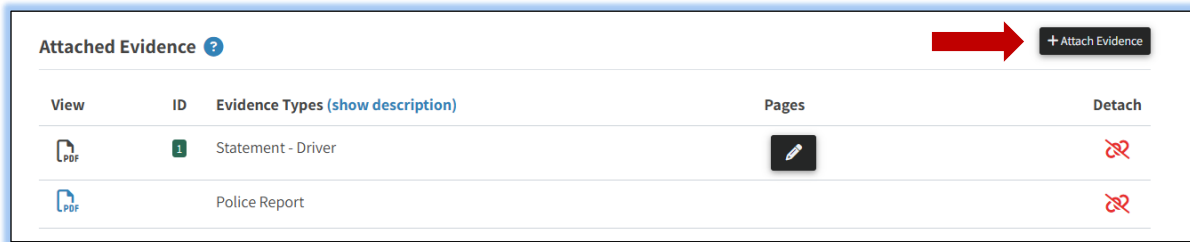
The attached evidence list is a collection of the evidence that you attached and/or inserted into a specific workflow step. (See **Insert Evidence** for more information on this topic.)

**Inserted Evidence**  
 Denoted by the green box.

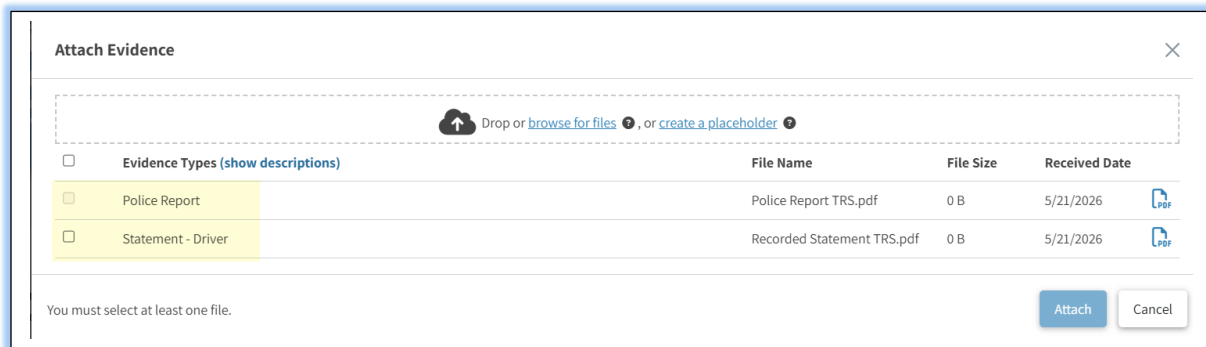


The adverse party(ies) will have access to view the evidence type only; it will not be able to view the evidence content.

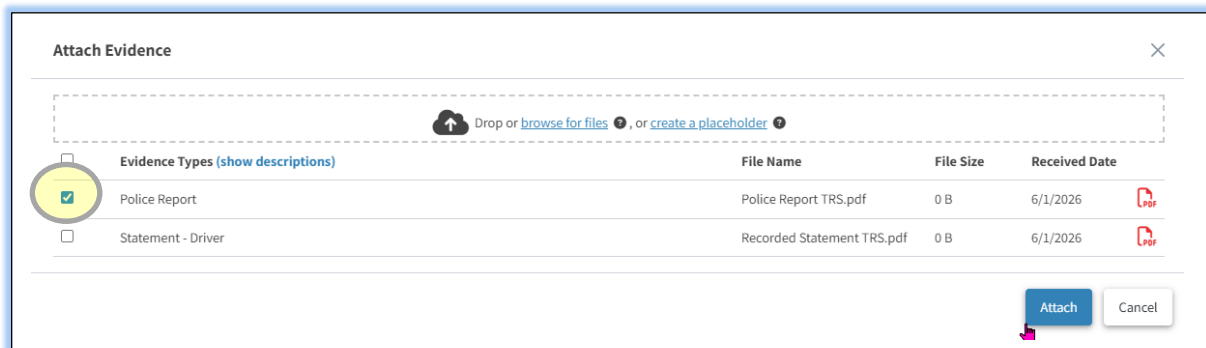
To attach evidence, select the **Attach Evidence** tab.



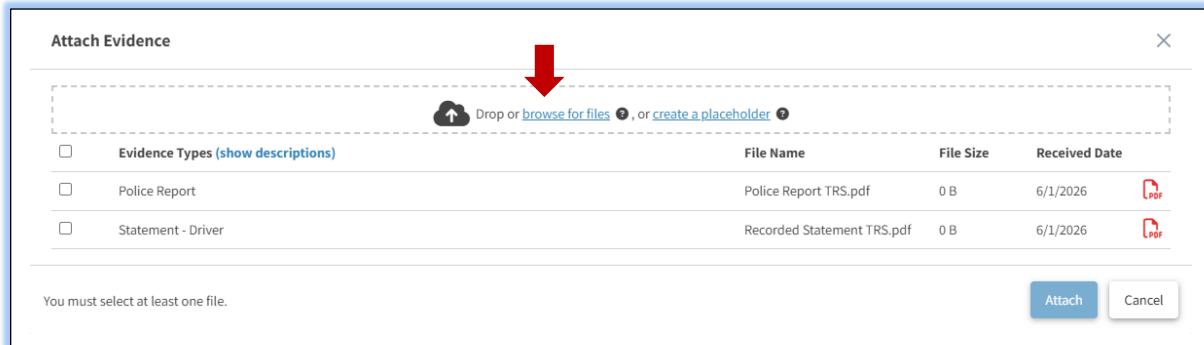
If evidence is listed after selecting the + Attach Evidence tab, it was either added previously to the Evidence Manager or attached to a specific workflow step.



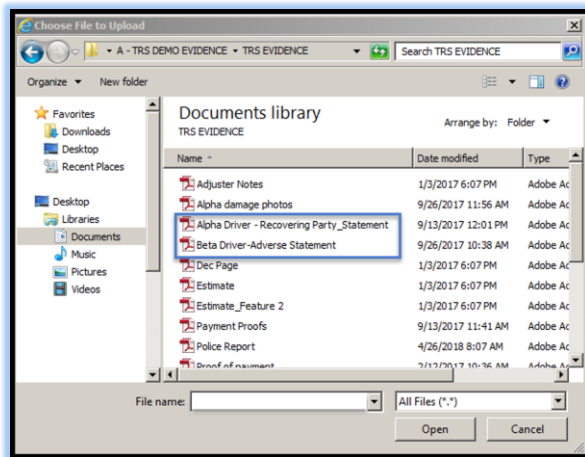
To select evidence from here, simply tap the radio button adjacent to a specific evidence item and select “Attach.” Once this action is performed, it will appear in the Attached Evidence section within that workflow step.



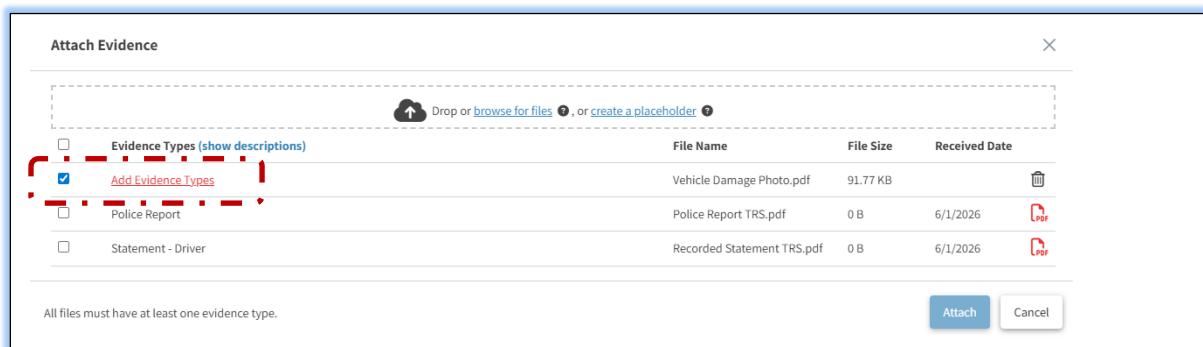
If evidence is not displayed or you wish to attach evidence different from what is shown, drag and drop them into the window or select “browse for files.”



Select evidence items stored in your claims system by double-clicking on the desired evidence item.

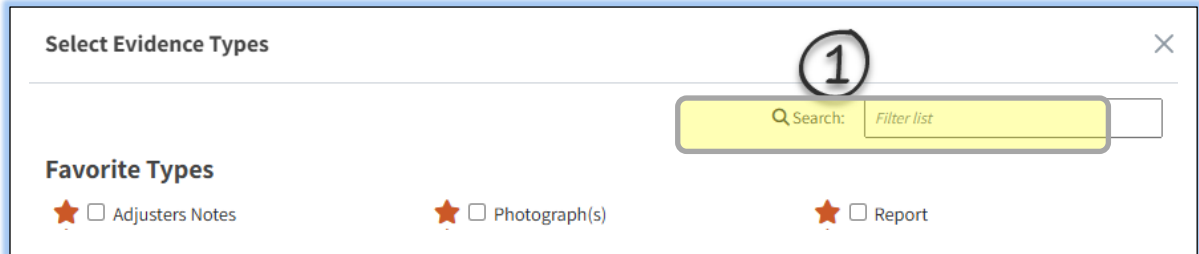


This brings the evidence into the Evidence Manager where filers are required to give it a type. Click the red link to reveal the evidence type options.

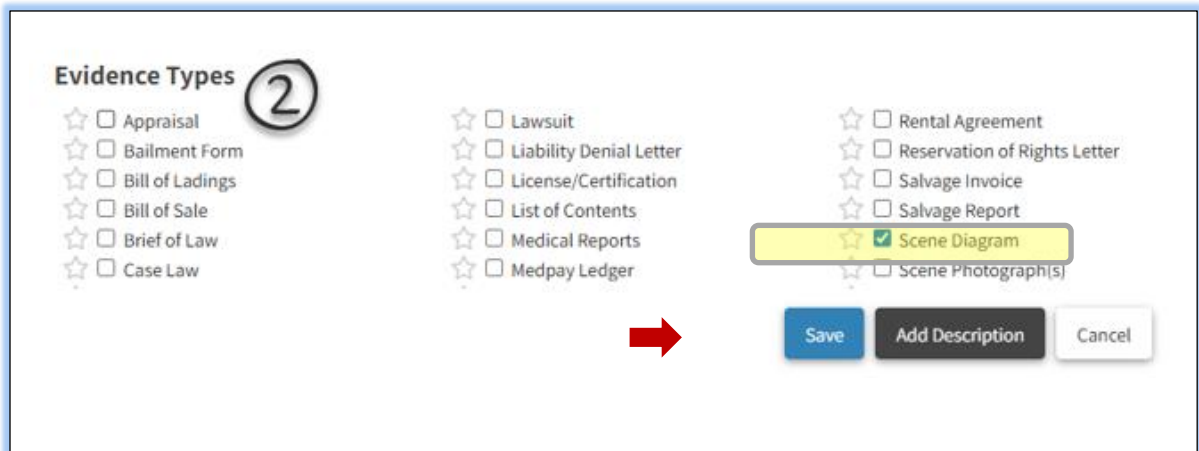


There are three ways to search for evidence types.

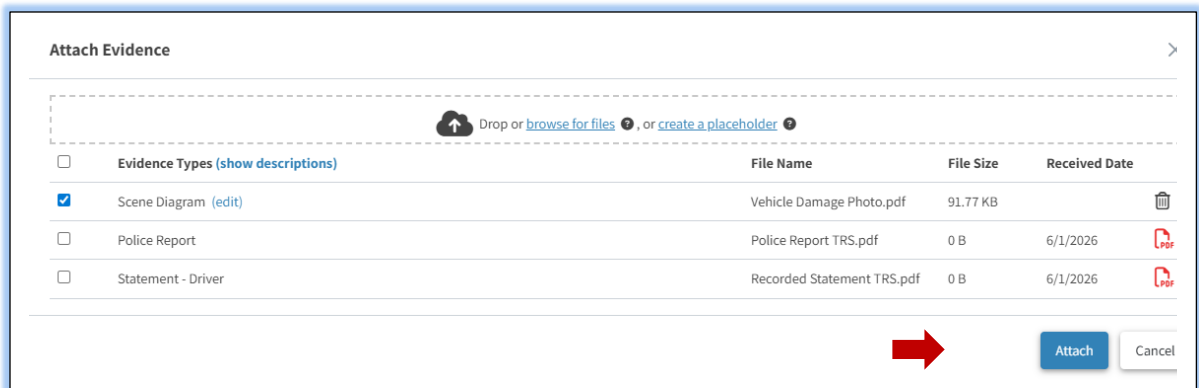
1. The Search box uses an incremental search to progressively find and filter through text. Enter the first few characters to identify a type from the list.



2. Filers can scroll through the Evidence Types list to find the appropriate evidence type. To select an option, check the box next to the corresponding type and click “Save” to bring it into the Evidence Manager.



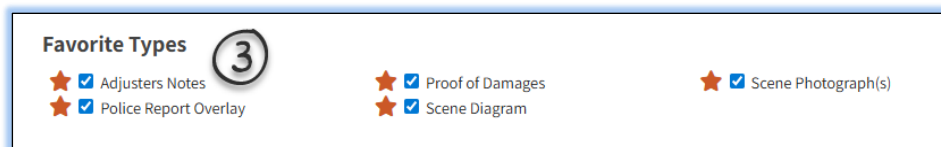
Once evidence is saved in the Evidence Manager, filers will need to select “Attach” to save evidence to the filing.



- Filers can also search for evidence types via the Favorite Types list. To use this as a search option, filers must first save the evidence type to “Favorites” by selecting the gold star. Next, select the box adjacent to the evidence item and select save. Once saved, it will appear on your Favorite Types list.



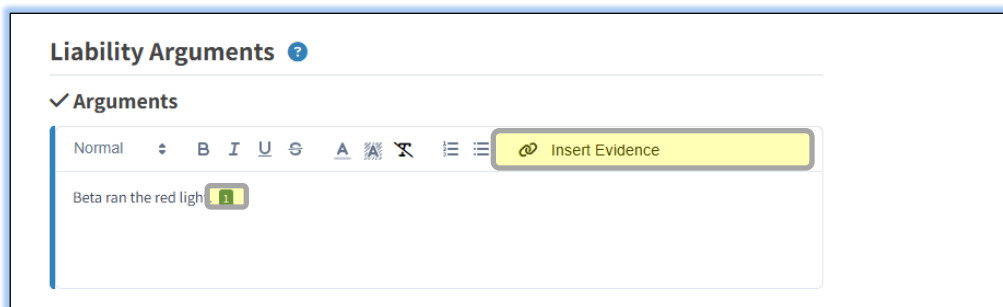
Evidence saved as a favorite is placed in a separate section for quicker access.



## Insert Evidence

Insert Evidence Attachment is used to strengthen and further support your arguments. When evidence is inserted into the Liability/Recovery Arguments Workflow Step, it will appear in the arguments section as a green box with a numerical value assigned. All inserted evidence requires the arbitrator to make a comment in the decision. This functionality is optional.

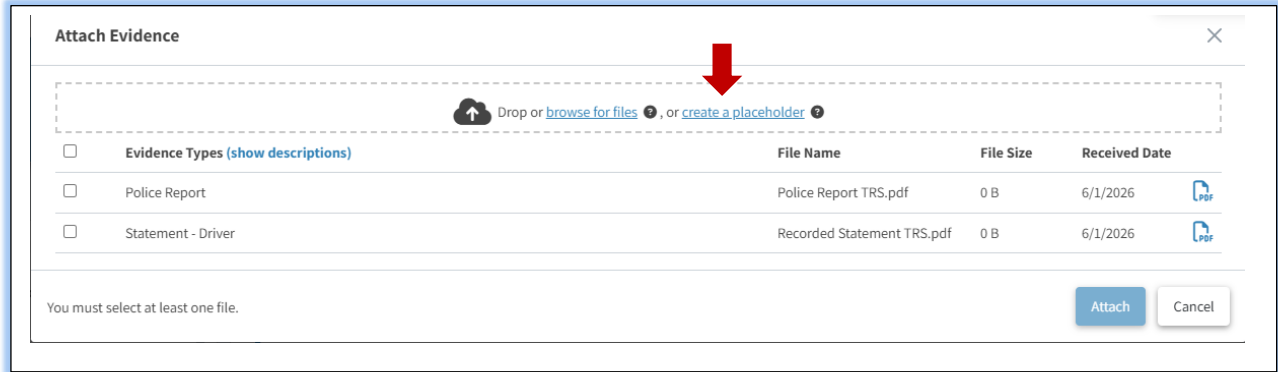
To insert evidence, select the **Insert Evidence Tab**.



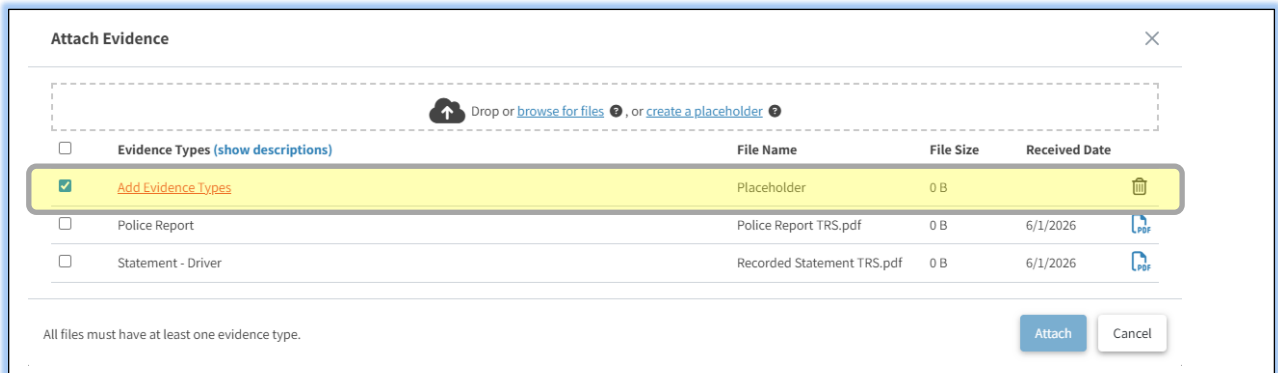
Filers will choose specific evidence items from the Evidence Manager, if applicable or browse for additional evidence items. See [Attach Evidence](#) to learn how to upload and attach evidence to a case.

## Add a Placeholder for Evidence

For those situations where there is known evidence to attach to a case, but it is unavailable at the time of entry, you can create a placeholder.



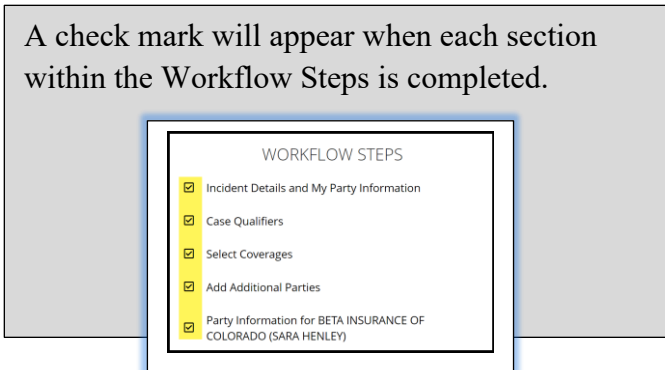
By selecting “Create a Placeholder,” the red link to add a new evidence type appears with a file name of “Placeholder.” To add evidence, follow the steps provided under the Attach Evidence section.



**Important:** Replace the placeholder with the evidence item and attach it prior to submission.

## TRS Workflow Steps

**Workflow Steps** is a navigation window that allows recovering companies (filers) to easily find where they are in the filing process.



There are two paths when filing a New York PIP case: loss transfer and priority of payment. Each path offers slightly different workflow steps.


## Incident Details and My Party Information

The filing company will enter required information in the fields provided. There is no “save” button in TRS. As you enter information into each section, it auto saves. If you need to leave the workflow for any reason, select “Exit Workflow.”

To return to your case and submit, enter the AF case ID number, claim number, policy number, or internal reference number in the field provided.

Case ID	Company	Feature	Claim Rep	Due Date	Status
I2600007EFF-C1 Loss State: New York Loss Date: 4/1/2026	04513 ALPHA INSURANCE OF FLORIDA Insured: JUSTIN CASE	NYPIP   BECKY WRIGHT Claim #: 5212026A	CINDY CALHOUN FILER		In Progress
	04514 BETA INSURANCE OF COLORADO Insured: NAOMI PRICE	No Features Claim #: 5212026B			

Assign Claim Rep  
 Delete Feature  
 Enter Filing




You can easily identify where you left off by reviewing the workflow steps. Fields marked with a checkmark indicate completed entries. Begin at the workflow step displaying an unchecked box to continue your progress.

WORKFLOW STEPS

- Incident Details and My Party Information
- Case Qualifiers
- Select Coverages
- Add Additional Parties
- Party Information for BETA INSURANCE OF COLORADO (NAOMI PRICE)
- Liability Arguments
- Coverage Information - NYPIP
- Feature Information - BECKY WRIGHT
- Select Features To Submit
- Filing Options & Billing
- Review & Submit

Start Here



We'll start with the Incident Details and My Party Information workflow step.

**Incident Details and My Party Information**

**Case Type**

\* Coverage Group

Right of Recovery

**Incident Details**

\* Loss Date

\* Loss State

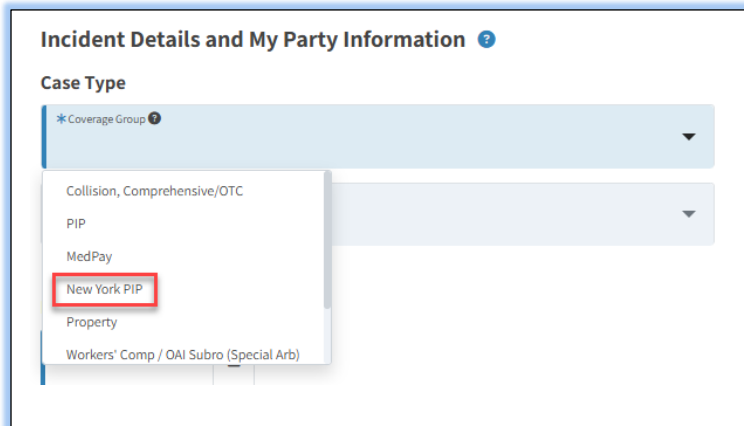
Loss County

Loss City

**Note:**

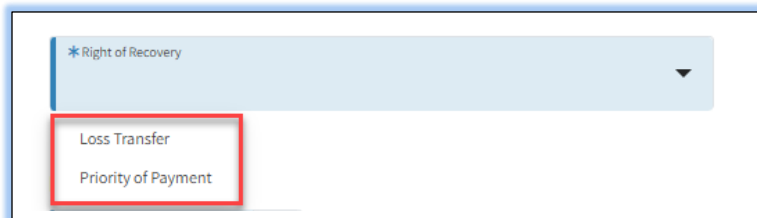
Required fields are denoted with an (\*). Once the field is completed, the \* becomes a ✓.

Under Case Type, select “New York PIP” as the coverage group using the drop-down menu.



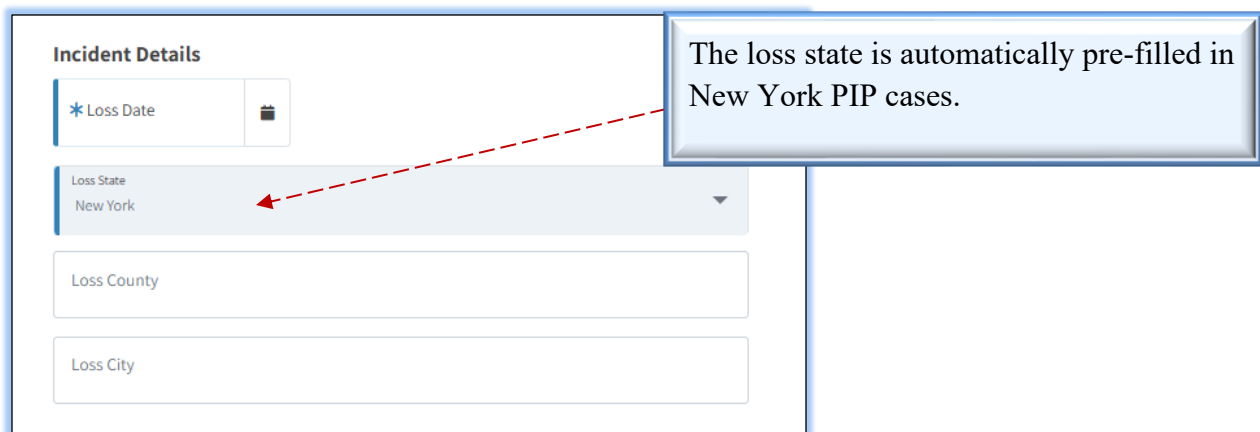
The screenshot shows the 'Incident Details and My Party Information' section. Under the 'Case Type' heading, there is a dropdown menu labeled '\* Coverage Group'. The menu is open, showing several options: 'Collision, Comprehensive/OTC', 'PIP', 'MedPay', 'New York PIP' (highlighted with a red box), 'Property', and 'Workers' Comp / OAI Subro (Special Arb)'.

Next, select the “Right of Recovery” using the drop-down arrow. When New York PIP is selected, the following options will appear.



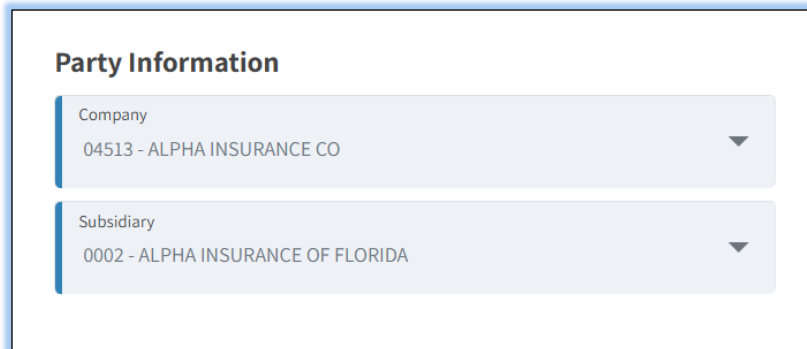
The screenshot shows the '\* Right of Recovery' dropdown menu. The menu is open, showing two options: 'Loss Transfer' and 'Priority of Payment', both of which are highlighted with a red box.

Enter incident details, including the loss date and loss state. The fields with an asterisk are required. Entry fields for loss county and loss city are optional.



The screenshot shows the 'Incident Details' section of the form. It includes the following fields: '\* Loss Date' (with a calendar icon), 'Loss State' (pre-filled with 'New York'), 'Loss County', and 'Loss City'. A callout box on the right contains the text: 'The loss state is automatically pre-filled in New York PIP cases.' A red dashed arrow points from the callout box to the 'Loss State' field.

Party information is auto filled based on user login credentials.



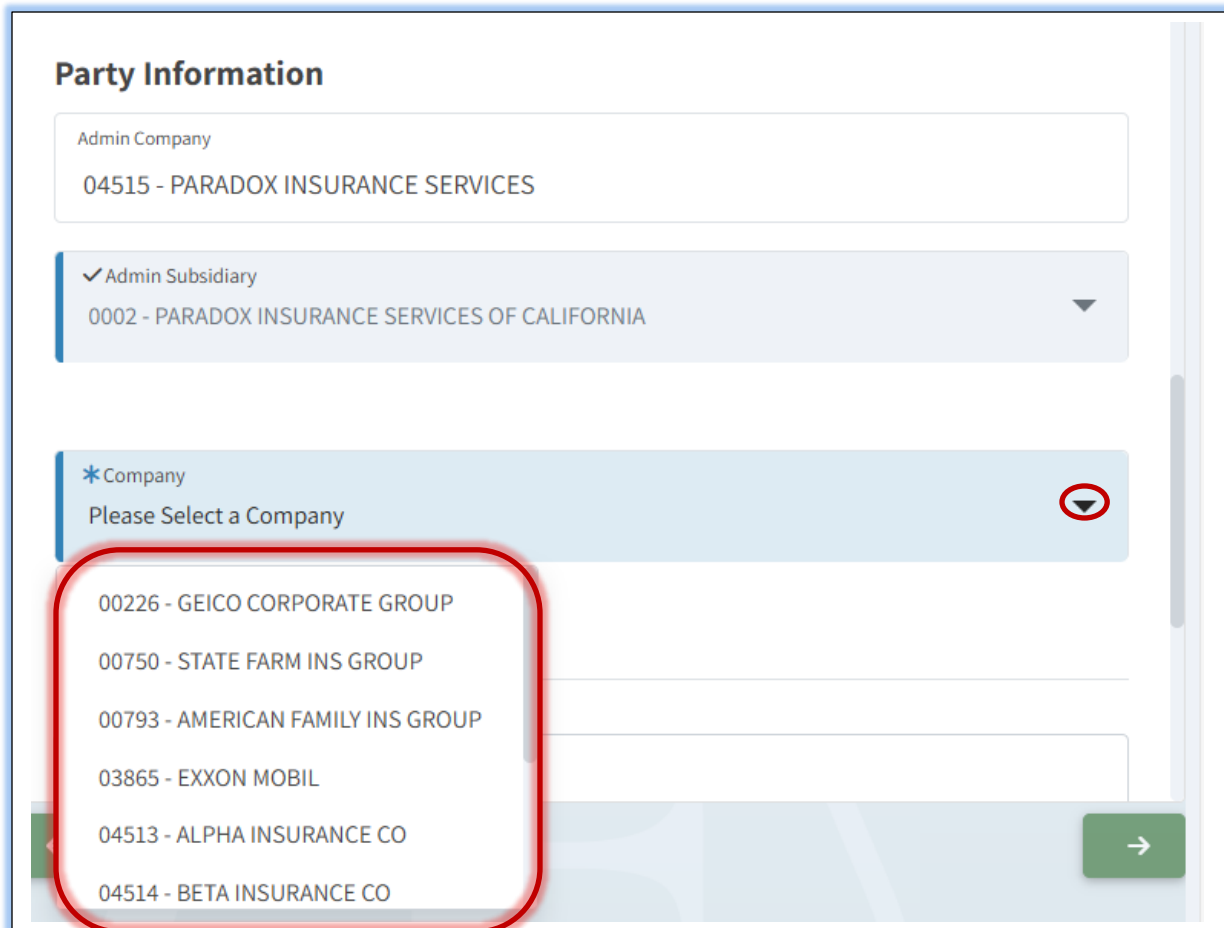
**Party Information**

Company  
04513 - ALPHA INSURANCE CO

Subsidiary  
0002 - ALPHA INSURANCE OF FLORIDA

### Third-Party Administrators (TPA)

For TPAs, there is an additional step in the filing process. When filing on behalf of a member company, select the down arrow. A drop-down menu appears where you will select the company and subsidiary name.



**Party Information**

Admin Company  
04515 - PARADOX INSURANCE SERVICES

✓ Admin Subsidiary  
0002 - PARADOX INSURANCE SERVICES OF CALIFORNIA

\*Company  
Please Select a Company

- 00226 - GEICO CORPORATE GROUP
- 00750 - STATE FARM INS GROUP
- 00793 - AMERICAN FAMILY INS GROUP
- 03865 - EXXON MOBIL
- 04513 - ALPHA INSURANCE CO
- 04514 - BETA INSURANCE CO

→

Enter the policy information starting with the claim number and/or policy number. The policy number and policy issue state are **not** required.

**Policy Information**

\* Claim Number or Policy Number is Required

Claim Number

Policy Number

Policy Issue State

Next, enter the line of insurance. when the line of insurance selected is “personal/individual,” fields with the insured’s first name and last name will display. These are required fields based on the asterisk.

When the line of insurance selected is commercial/business, a field will display for you to enter the insured’s company name. This field is required based on the asterisk.

Line of Insurance: Personal/Individual | Commercial/Business

\* Insured's First Name

\* Insured's Last Name

Line of Insurance: Personal/Individual | Commercial/Business

\* Insured's Company Name

## Case Qualifiers (Loss Transfer Only)

WORKFLOW STEPS

Case Qualifiers

In New York Loss Transfer cases, no-fault payments made to an injured party are recoverable so long as the accident or occurrence meets one of the following criteria:

- Involves a vehicle that weighs over 6,500 lbs. unloaded
- Involves a vehicle-for-hire used principally for the transportation of persons or property (including livery)

Complete the following steps in this section:

**Step 1:** Select “Yes” if one of the above qualifiers apply.

**Step 2:** Provide a justification (optional) in the field provided.

**Step 3:** Attach evidence (**required**). Evidence should support the selected case qualifier. For example, a police report is attached to support that the vehicle involved in the incident is a taxicab.

**Case Qualifiers** ?

Loss Transfer cases are filed to recover No-Fault Payments made to an injured party as a result of an accident or occurrence that meets at least one of the following criteria:

- Involves a vehicle that weighs over 6500 lbs. unloaded
- Involves a vehicle-for-hire used principally for the transportation of persons or property (Including livery)

✓ Please confirm this filing satisfies one of the above qualifiers **1**

Yes, this filing arises from an accident or occurrence that meets at least one of the required qualifiers  
 No, this filing does not arise from an accident or occurrence that meets at least one of the required qualifiers

You may optionally provide a justification. It is required that you attach evidence in support of your claim.

Justification **2**  
 Justification is optional.

**Attached Evidence** ? **3** Attach Evidence

Supporting evidence for Case Qualifiers is required

View	Evidence Types (show description)	Detach
	Police Report	

Police Report

If “No” is selected, the filing cannot proceed.

**Case Qualifiers** ?

Loss Transfer cases are filed to recover No-Fault Payments made to an injured party as a result of an accident or occurrence that meets at least one of the following criteria:

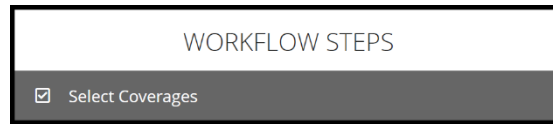
- Involves a vehicle that weighs over 6500 lbs. unloaded
- Involves a vehicle-for-hire used principally for the transportation of persons or property (Including livery)

✓ Please confirm this filing satisfies one of the above qualifiers

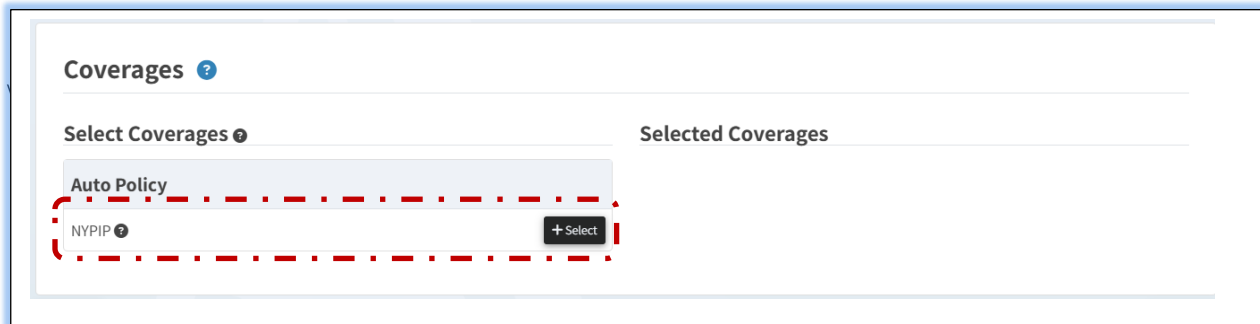
Yes, this filing arises from an accident or occurrence that meets at least one of the required qualifiers  
 No, this filing does not arise from an accident or occurrence that meets at least one of the required qualifiers

Your filing does not meet the qualifying criteria for New York PIP Loss Transfer and cannot proceed further under this Right of Recovery.

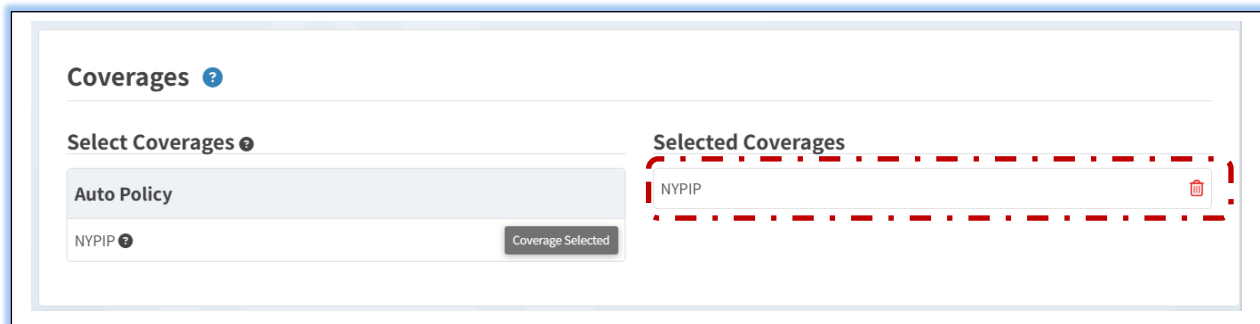
## Select Coverages



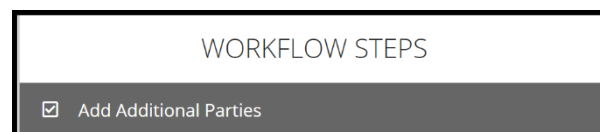
TRS has pre-selected the coverage based on the selected coverage group from the Incident Details Workflow Step. Select New York PIP as the coverage. To add coverage, choose the “+Select” tab.



Once selected, it will appear on the right side. To delete coverage, select the red trash can icon.



## Add Additional Parties



To add a party, simply enter the company code/name in the field titled “Search Companies.” The company will populate under the “Select Parties” section. To add the party, select the “+Add” tab.

**Case Parties** ?

Search Companies: 04514  
1 results found for 04514

**Select Parties** ? [Can't find a company?](#)

04514 BETA INSURANCE CO	2 of 2 subsidiaries	
04514-0002 BETA INSURANCE OF COLORADO		+ Add
04514-0003 BETA INSURANCE OF FLORIDA		+ Add

**Selected Parties (0)**

It will then appear on the right side of the page. To remove the party, select the red trash can found to the right.

**Case Parties** ?

Search Companies: 04514  
1 results found for 04514

**Select Parties** ? [Can't find a company?](#)

04514 BETA INSURANCE CO	2 of 2 subsidiaries	
04514-0002 BETA INSURANCE OF COLORADO		+ Add
04514-0003 BETA INSURANCE OF FLORIDA		+ Add

**Selected Parties (1)**

BETA INSURANCE OF FLORIDA

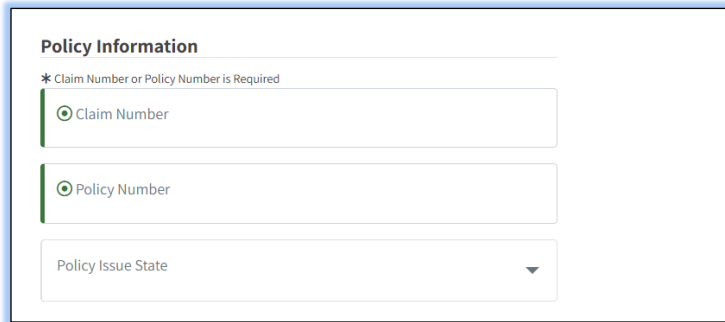
## Party Information (Adverse Party)



WORKFLOW STEPS

- Party Information - Adverse Party

Enter the adverse company’s policy information starting with the claim number and/or policy number. The policy number and policy issue state are **not** required.



**Policy Information**

\* Claim Number or Policy Number is Required

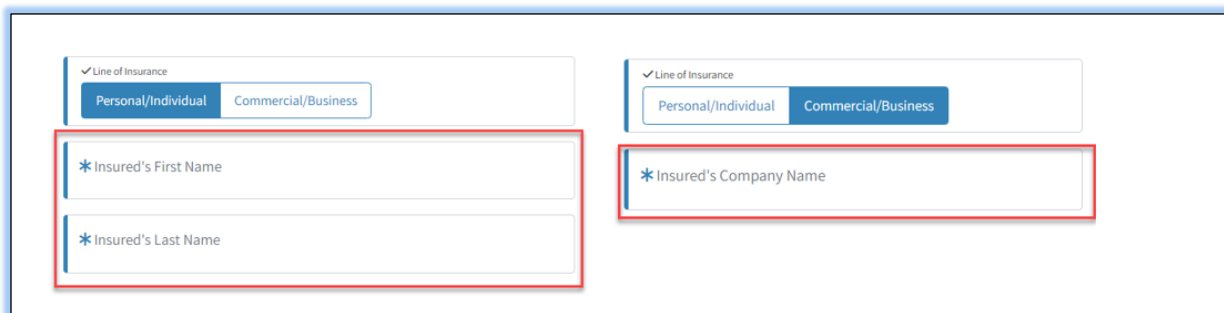
Claim Number

Policy Number

Policy Issue State ▼

Next, enter the line of insurance. When the line of insurance selected is “Personal/Individual,” fields with the insured’s first name and last name will display. These are required fields based on the asterisk.

When the line of insurance selected is “Commercial/Business,” one field will display for you to enter the insured’s company name. This field is required based on the asterisk.



Line of Insurance:  Personal/Individual  Commercial/Business

\* Insured's First Name

\* Insured's Last Name

Line of Insurance:  Personal/Individual  Commercial/Business

\* Insured's Company Name

## Your Liability/Recovery Arguments

**WORKFLOW STEPS**

Your Liability Arguments

**WORKFLOW STEPS**

Recovery Arguments

Your liability arguments will appear in the Workflow Steps when loss transfer is selected as the right of recovery.


Right of Recovery  
Loss Transfer

**Liability Arguments** ⓘ

Arguments

Normal    **B**    **I**    U    **S**    **A**                   Insert Evidence

Enter arguments here.



**recovery arguments** will appear in the Workflow Steps when “Priority of Payment” is selected as the right of recovery.

Enter either liability or recovery arguments and insert evidence, if desired.


Right of Recovery  
Priority of Payment

**Recovery Arguments** ⓘ

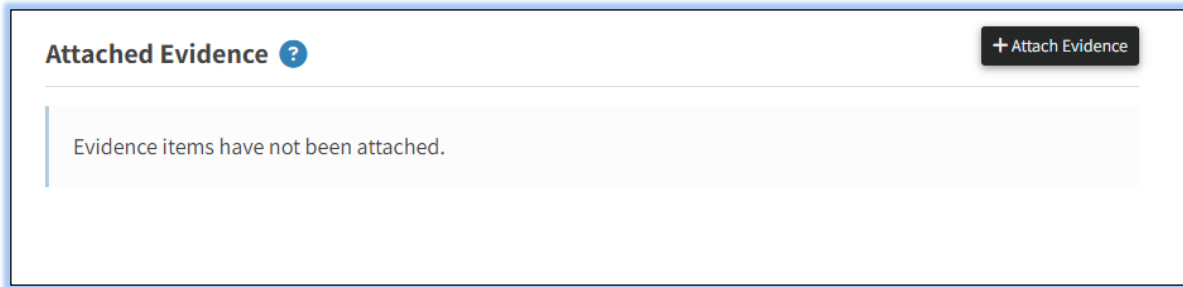
Arguments

Normal    **B**    **I**    U    **S**    **A**                   Insert Evidence

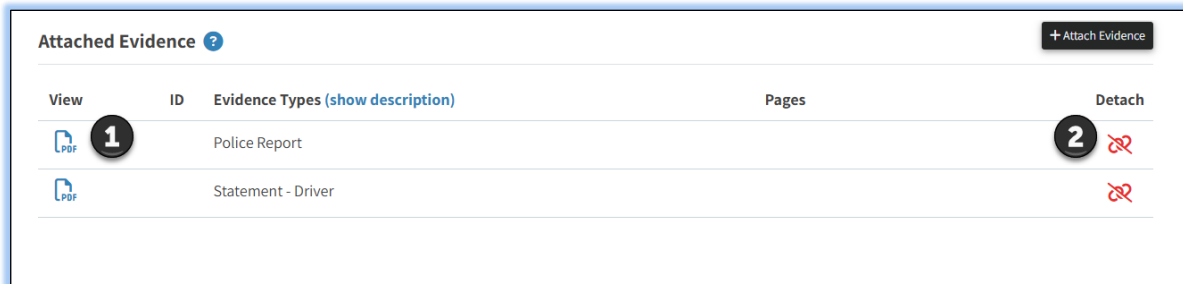
Enter arguments here.



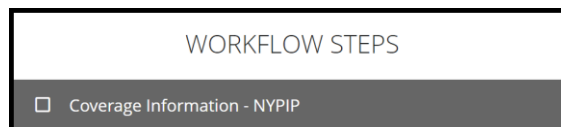




Once evidence is attached, it will appear in the **Attached Evidence** section. Filers can view evidence attached to the case by selecting the PDF icon <sup>(1)</sup>. Evidence can also be deleted, once attached. To delete evidence, select the red paperclip <sup>(2)</sup>.

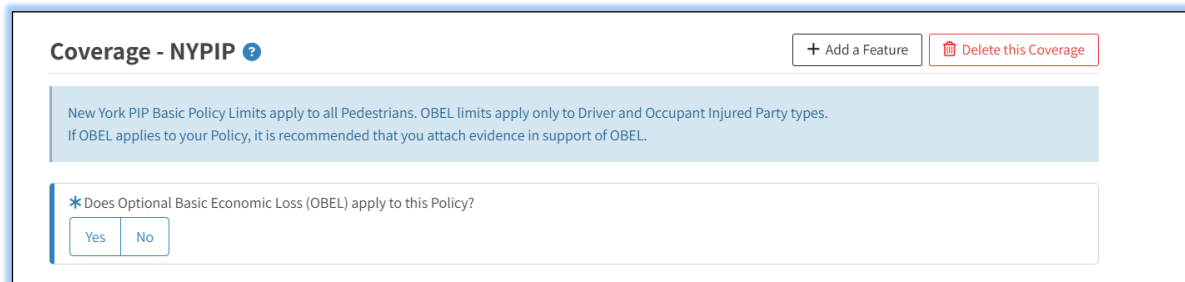


## Coverage Information – New York PIP (Loss Transfer Only)



For New York PIP filings, the Optional Basic Economic Loss (OBEL) question appears.

OBEL coverage provides a person with an additional \$25,000 of coverage beyond the no-fault PIP \$50,000 limit.



Select “Yes” if OBEL applies to your policy and attach evidence to support it.

Does Optional Basic Economic Loss (OBEL) apply to this Policy?

**OBEL Evidence** ? + Attach Evidence

Evidence items have not been attached.

Select “No” if OBEL does not apply to your policy.

**Coverage - NYPIP** ? + Add a Feature Delete this Coverage

New York PIP Basic Policy Limits apply to all Pedestrians. OBEL limits apply only to Driver and Occupant Injured Party types.  
 If OBEL applies to your Policy, it is recommended that you attach evidence in support of OBEL.

Does Optional Basic Economic Loss (OBEL) apply to this Policy?

## Feature Information - Feature 1

WORKFLOW STEPS

Feature Information - FEATURE 1

Enter the injured party’s first/last name and party status. Select the drop-down arrow to see Injured Party Status options.

**Feature - FEATURE 1** ? + Add Another Feature Delete This Feature

FEATURE 1 - In Progress

\* Injured Party First Name

\* Injured Party Last Name

Injured Party Suffix


\* Injured Party Status ▼

Driver

Occupant

Pedestrian/Injured not in a Vehicle

The vehicle information section is optional.

Vehicle Year 

Vehicle Make Vehicle Model

Vehicle Color

Remittance address is saved based on the filer's login information.

**Remittance Address**  Verify Address

Attention

Address 1  
3350 Buschwood Park Dr

Address 2

City Tampa  State Florida x ▼

Zip 33618  Country United States x ▼

Enter Company-Paid Damages. For New York PIP, the following **Company-Paid Damages** fields will be present:

**Company-Paid Damages**

Medical Expenses
Lost Wages
Replacement Benefits and Services
Death Benefit
Allocated Expenses
Workers Comp Legal Fees
Calculated Company-Paid Damages <span style="float: right;">\$0.00</span>

Damages Justification/Dispute Rebuttal

Itemize damages based on the categories listed. For example, lost wages should be entered in the **Loss Wages** field.

**⚠ Important: The arbitrator may not consider damages added to unrelated categories.**

In situations where you know the adverse party will raise a damage dispute in its response, you can enter a rebuttal under the **Damages Justification/Dispute Rebuttal** field. This eliminates the need to revisit the case. See **Revisits** for more information on this topic.

## Total Prior Payment Received

This section allows filers to acknowledge prior payments received from adverse parties.

When a responding company issues a payment for your insured’s damages, you will enter the amount by selecting “Add Prior Payment Received.”

**Total Prior Payments Received** Add Prior Payment Received ▾

No Prior Payments Recorded

Next, enter the payment amount along with a description.

**Total Prior Payments Received** Add Prior Payment Received ▾

Total Prior Payments Received: **\$2,500.00**

BETA INSURANCE OF FLORIDA (JULIA CHILDS)

Payment Amount \$ 2,500.00 Delete Payment

Payment Description  
 Responding party paid \$2500.00 for my insured's vehicle damages. This payment represents 50% of the total damages.

**Note:**

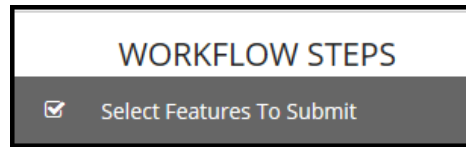
Even when a partial payment is made by the adverse company, enter the total damages sought in the Company-Paid Damages section. TRS functionality will automatically deduct amounts at the award level.

Attach evidence supporting company-paid damages. See [Attach Evidence](#) for more information on attaching evidence.

**Attached Evidence** + Attach Evidence

View	Evidence Types (show description)	Detach
	Medical Bills	
	Medical Bills	

## Select Features to Submit



TRS automatically selects the features to include in this submission. Check the appropriate boxes if you want to revisit responses that raise:

- Jurisdictional Exclusions
- Damage Disputes

**Feature Selection** ?

Since liability has not been determined, the liability arguments will go to hearing with this submission

Select the Features to include in this submission.

**NYPIP**

Include In Filing **HJK BNM,** Total Damages Sought: \$2,500.00

I need to revisit responses that raise Jurisdictional Exclusions

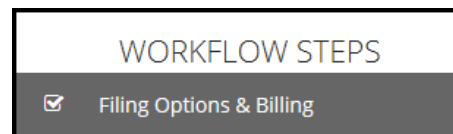
I need to revisit responses that raise Damage Disputes

Selected features will be included in the submission for hearing. If a feature is inadvertently “unchecked,” it will not be heard.

If you want to revisit the case for rebuttal, select the appropriate box.

Options include:  
 - Jurisdictional Exclusions  
 - Damage Disputes

## Filing Options and Billing



In New York PIP, a panel of three can be requested without a qualifying dollar amount. Select the box to make the request next to the appropriate feature. If you select a panel of three, this will result in a scheduled hearing where three panelists will hear the filing collaboratively.

**Filing Options & Billing**

Filing Options

**Panel of Three** ?

I would like to request a Panel of Three hearing for the following qualified features

HJK BNM, F

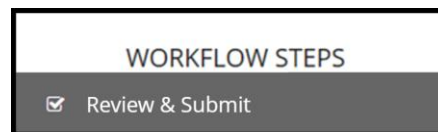
Filers can request to personally appear virtually at the hearing by selecting “Yes” or “No.”

**Personal Rep**

The representative may only clarify, at the arbitrator's request, its arguments and submitted evidence.

Personal Rep at Hearing?

## Review and Submit



Each section is expanded or collapsed using the down arrow to the right of the page. Proofread for spelling or grammatical errors.

**Review & Submit** ?

**Incident Details** ⌵

Loss Date: 5/22/2026  
Loss State: New York

**Case Type** ⌵

Coverage Group: New York PIP  
Right of Recovery: Loss Transfer

**Case Qualifiers** ⌵

To correct an error, navigate to the applicable workflow step. { 1 }

WORKFLOW STEPS

- Add Additional Parties
- Party Information for BETA INSURANCE OF FLORIDA (JULIA CHILDS)
- Liability Arguments
- Coverage Information - NYPIP
- Feature Information - SARA CASE** ★
- Select Features To Submit

Update the appropriate section from within the Workflow Step. { 2 }

Feature - SARA CASE + + Add Another Feature Delete This Feature

SARA CASE - In Progress

- Injured Party First Name  
SARA
- Injured Party Last Name  
CASE
- Injured Party Suffix
- Injured Party Status  
Occupant

**Example:**

**Error:** *Driver* was originally selected.

**Correction:** Changed to *Occupant*.

**Note:**

All corrections must be made prior to submitting the case. There are **no amendments** in TRS.

Select “Submit.” Your filing is now complete. Once submitted, **no amendments** can be made. You can only revisit the case for specific reasons. (See [Revisits](#).)

A screenshot of the TRS interface showing a large orange button with a white checkmark and the word "Submit" in white text. The button is positioned at the bottom right of a light blue form area.

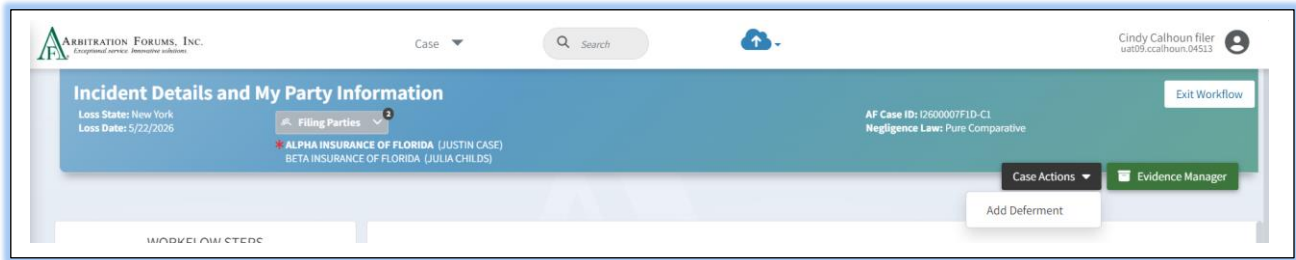
## Deferments

Parties can postpone a hearing by one year by adding a deferment.

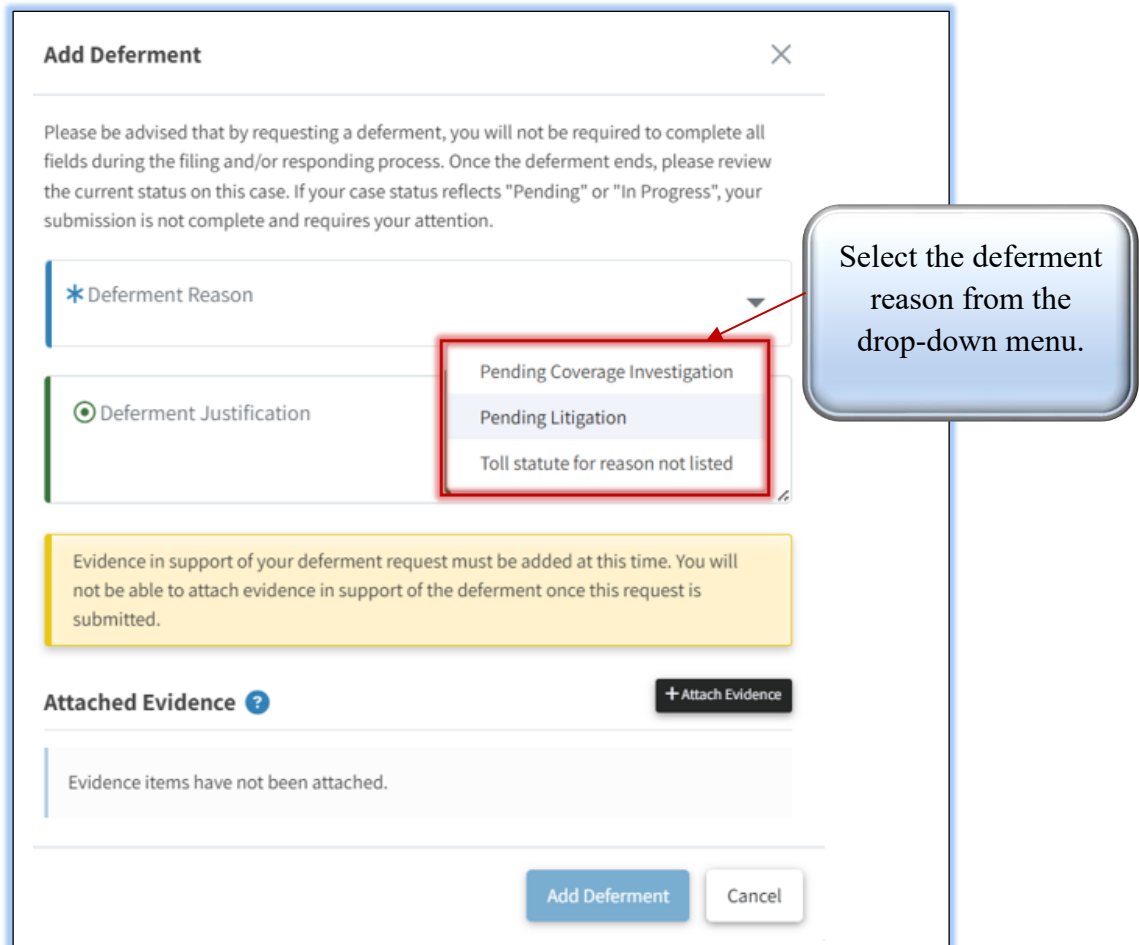
The documents linked below provide step-by-step instructions on how to complete this process.

- [How to Request a Deferment](#)
- [How to Challenge a Deferment](#)
- [How to Withdraw a Deferment](#)

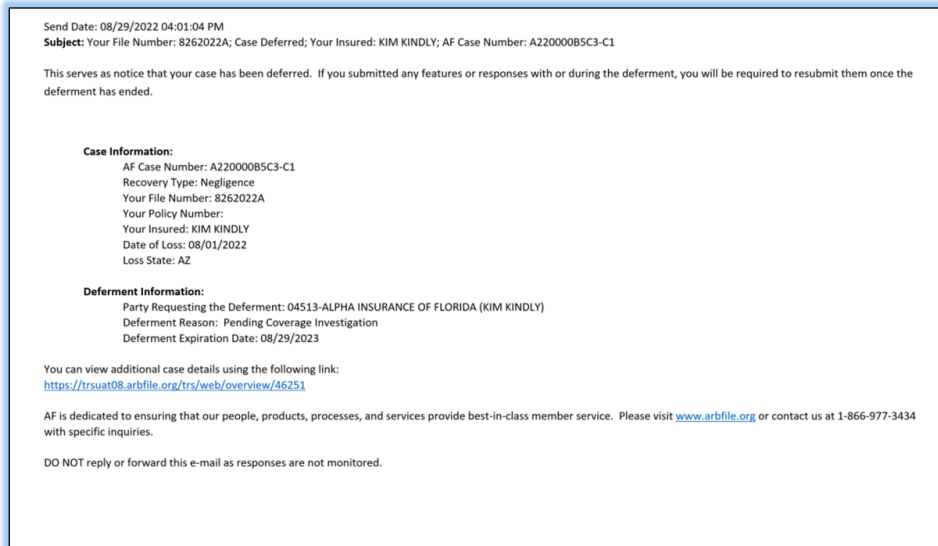
To defer a case, navigate to the Case Actions tab and select “Add Deferment.”



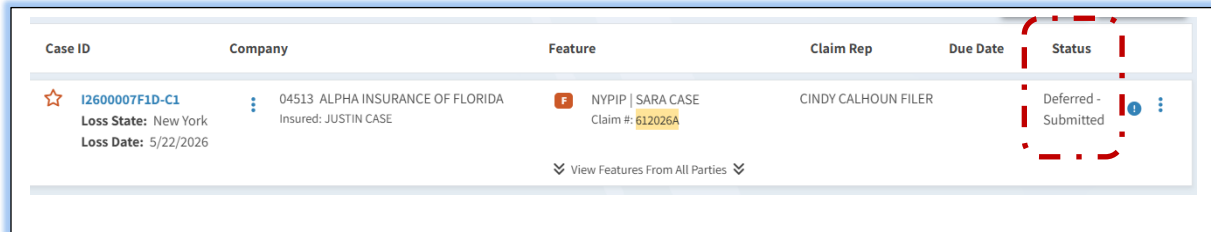
Select a deferment reason and provide a justification. Attach evidence to support the reason for the selected deferment.



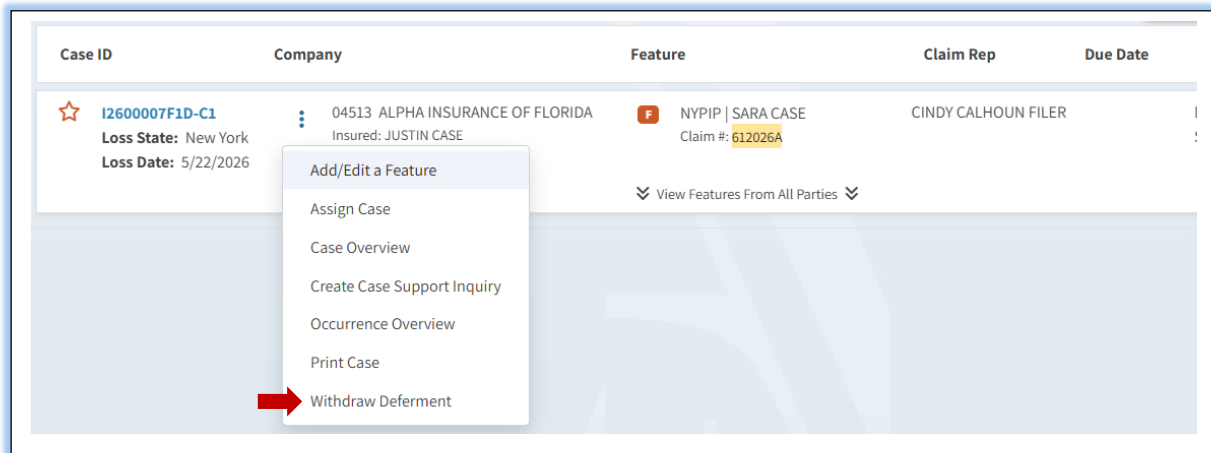
An email notification will be sent to confirm the deferment has been added.



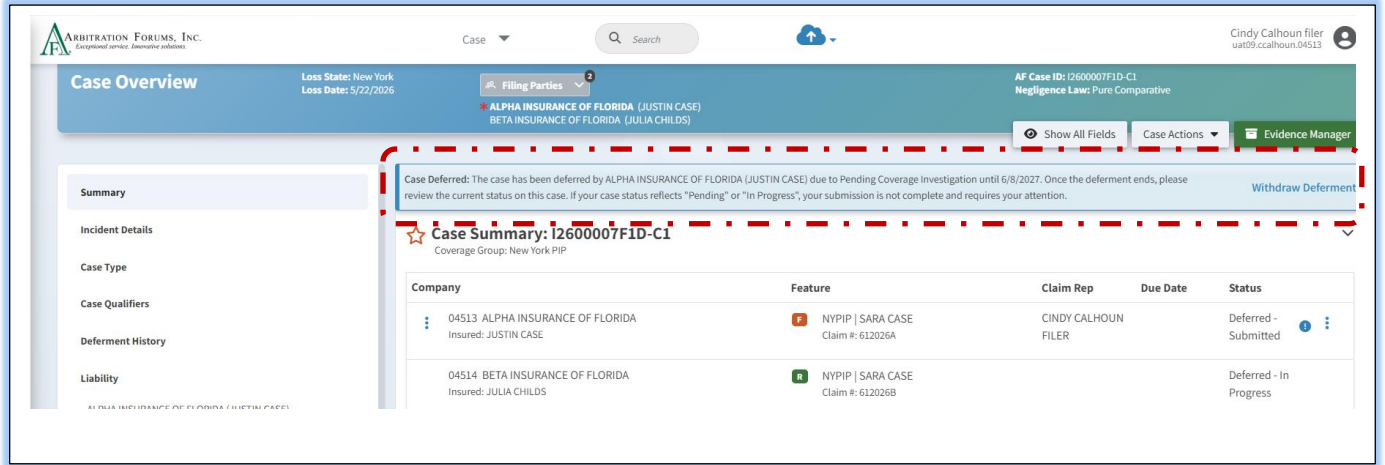
A deferment will also be reflected in the case status.



To withdraw a deferment **before** the one year expiration, select “Withdraw Deferment” from the blue ellipsis.



Deferments can also be withdrawn from within the case by selecting “Withdraw Deferment” from the blue banner.

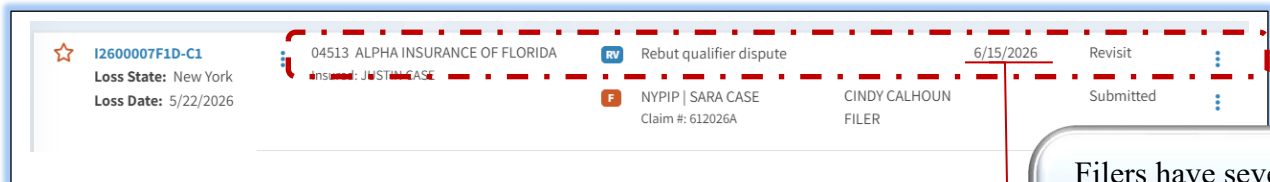


## Revisits

A training [video](#) is available providing step-by-step instructions on how to complete the revisit process.

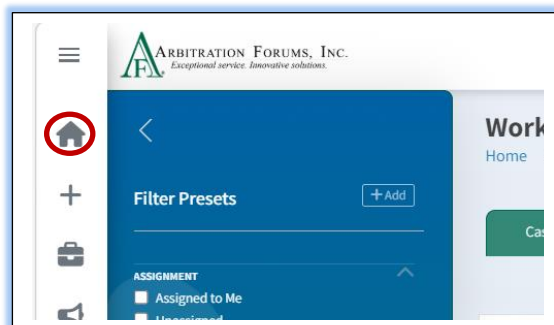
Filers have limited circumstances in which to revisit a filing (i.e., where adverse companies have raised a damage dispute or a jurisdictional exclusion).

In New York PIP cases, a revisit is automatic when the responding company disputes OBEL or a case qualifier.

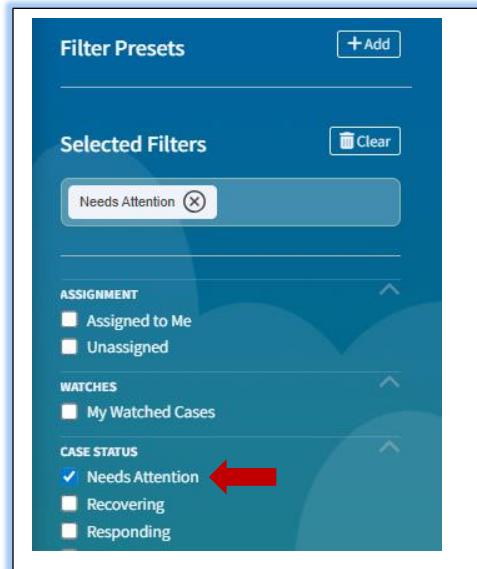


Filers have seven (7) days to revisit and complete the task denoted by the above due date.

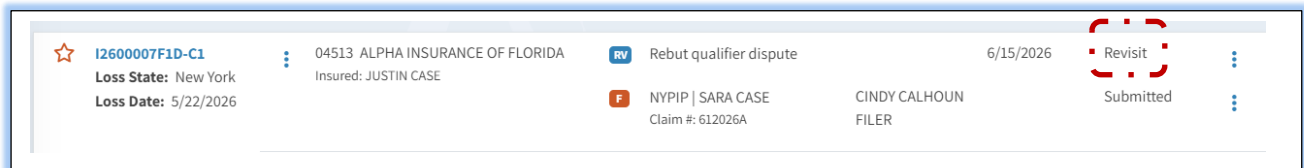
To view files with a revisit, go to the TRS worklist by selecting the “Home” icon.



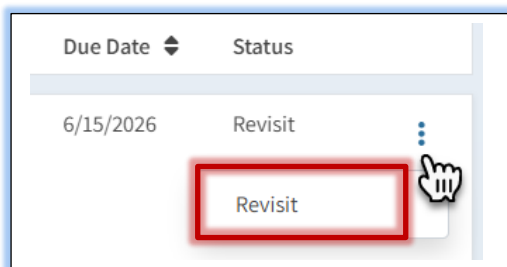
Under Case Status, filter your search by selecting “Needs Attention.”



If a case has a revisit, it will appear on the right side.



Select the blue ellipsis to the right, and then select “Revisit.”



## Supplements

A training [video](#) is available providing step-by-step instructions on how to complete the supplements process.

Additional payments, known as supplements, can be filed after a case is submitted.

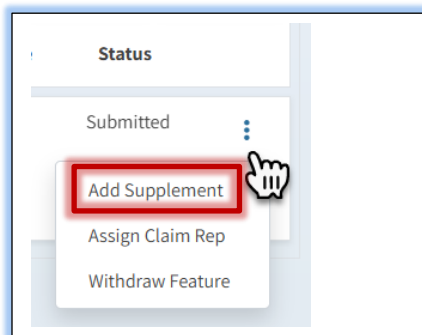
**Note:**

Evidence to support or dispute supplement damages are viewable by the parties.

Supplements can be added when the case status is submitted or a decision is published.

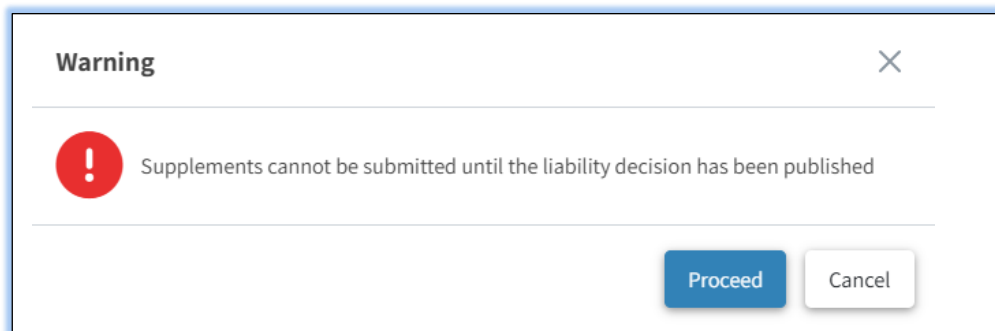
## Case Status: Submitted (Decision Not Published)

Supplements can be added after the case is submitted (three-year statute of limitations). The filing company will select the blue ellipsis to start the process. From the drop-down menu, select “Add Supplement.”



The following message appears. To save time, filers can add supplements but cannot submit them until the liability decision is published. This avoids unnecessary review of cases involving supplements where liability has not been proven, improving arbitrator cycle time.

Select “Proceed” and continue to add supplements.



Complete each workflow step to add a supplement to a case.

The first workflow step, Select Features, is automatically pre-filled. This is verified by the word “Added”<sup>(1)</sup> displayed next to the available feature. A yellow banner appears at the top of each

workflow step as a reminder that supplements cannot be submitted until the liability decision has been published <sup>(2)</sup>.

OF COLORADO (DAISY RAY)

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Supplements cannot be submitted until the liability decision has been published

Case Actions Evidence Manager

### Select Features for Supplement ?

**Available Features**

BEN BLACK

NYPIP

1

Add All

ADDED

**Selected Features (1)**

BEN BLACK

NYPIP

Remove All

Remove

Next, go to the Coverage Information step.

Change previously submitted answers by selecting the “Yes” or “No” toggle. If there are no changes, go to the Supplement Information step.

### Supplement Coverage - NYPIP ?

New York PIP Basic Policy Limits apply to all Pedestrians. OBEL limits apply only to Driver and Occupant Injured Party types. If OBEL applies to your Policy, it is recommended that you attach evidence in support of OBEL.

Does Optional Basic Economic Loss (OBEL) apply to this Policy?

Yes No

**OBEL Evidence ?** Attach Evidence

Evidence items have not been attached.

From the Supplement Information workflow step, scroll down to the Company-Paid Damages section; enter the supplement payment in the appropriate category.

### Company-Paid Damages



Medical Expenses \$ 1,500.00

Lost Wages

Replacement Benefits and Services ?

Death Benefit

Attach evidence to support supplement amounts. (See [Attach Evidence](#) for more information on this topic.)

Attached Evidence ?		+ Attach Evidence
View	Evidence Types (show description)	Detach
	Medical Bills	

The next workflow step, Select Supplements to Submit, indicates the damage decision must be published before you can submit the supplement. Exit the workflow and wait for the decision to be published.


### Supplement Selection ?

Select the damage sets to include in this submission.

**NYPIP**

Include In Filing **BEN BLACK** Total Damages Sought: \$1,500.00

The following issues must be corrected in order to submit this supplement:

- The damage decision must be published before you can submit. 

The supplement filing will appear in your worklist with a case status of “In-Progress” until the decision is published and you submit the supplement filing.

Case ID	Company	Feature	Claim Rep	Due Date	Status
☆ I2600007F27-C1 Loss State: New York Loss Date: 6/6/2026	04513 ALPHA INSURANCE OF FLORIDA Insured: BEN BLACK	NYPIP   BEN BLACK Claim #: 682026A	CINDY CALHOUN FILER		Submitted
		NYPIP   BEN BLAC Claim #: 682026A	CINDY CALHOUN FILER		In Progress

### Case Status: Decision Published

In cases where the decision has already been published and is favorable to you, a supplement can be added.

Do this by selecting the supplement filing, navigating to the blue ellipsis, and selecting “Edit Supplement” from the drop-down menu.

Case ID	Company	Feature	Claim Rep	Due Date	Status
☆ I2600007F27-C1 Loss State: New York Loss Date: 6/6/2026	04513 ALPHA INSURANCE OF FLORIDA Insured: BEN BLACK	NYPIP   BEN BLACK Claim #: 682026A	CINDY CALHOUN FILER		Decision Published
		NYPIP   BEN BLACK Claim #: 682026A	CINDY CALHOUN FILER		In Progress

Assign Claim Rep  
 Delete Supplement  
 Edit Supplement

TRS automatically defaults to the third step, Supplement Information. From this step, filers can make changes, add, edit, or delete supplement amounts. Next, review/complete all remaining workflow steps and submit your supplement filing.

WORKFLOW STEPS	
<input checked="" type="checkbox"/>	Select Features
<input checked="" type="checkbox"/>	Coverage Information - NYPIP
<input checked="" type="checkbox"/>	Supplement Information - BEN BLACK
<input type="checkbox"/>	Select Supplements to Submit
<input type="checkbox"/>	Filing Options & Billing
<input type="checkbox"/>	Review & Submit

Once the supplement is submitted, it will appear in your worklist with an “S” badge and a case status of “Submitted.”

The screenshot shows a case worklist interface. On the left, there is a case summary for 'I2600007F27-C1' with 'Loss State: New York' and 'Loss Date: 6/6/2026'. The insured is '04513 ALPHA INSURANCE OF FLORIDA' with 'Insured: BEN BLACK'. The main table lists two entries for 'NYPIP | BEN BLACK' with 'Claim #: 682026A'. The first entry is 'CINDY CALHOUN FILER' with a status of 'Decision Published'. The second entry is 'CINDY CALHOUN FILER' with a status of 'Submitted' and a red 'S' badge. A red dashed box highlights the 'Submitted' status and the 'S' badge. Below the table is a dropdown menu labeled 'View Features From All Parties'.

For assistance, please contact our Member Service Center at 1-866-977-3434 or submit a ticket via the [Member Support Portal](#).