



Section 5 CONVERSION & LINKING

5.1 Conversion

Trust Online (TO) has a method to convert existing *claim* and *review data* into a new claim. Any claim that was previously submitted to the Delaware Claims Processing Facility (DCPF) can easily be searched and converted into a new claim.

The conversion process transfers existing claim data from the Source Trust to the Target Trust.

Source Trust – is the Trust in which the existing claim and review data are transferred. Currently, only **Celotex**, **B&W** and **USG** can be selected as a **Source Trust**.

Target Trust – is the Trust in which the existing claim and review data are being transferred. Currently, only **B&W**, **USG** and **AWI** can be selected as the **Target Trust**.

5.1.1 Conversion Search

After logging on to Trust Online, the Summary page will be displayed. From this page, simply click on the **Conversion** link on the top menu bar. This will bring you to the **Conversion Search** page. See **Figure 28**



FIGURE 28

From the **Target Trust** drop-down box, select the **Trust** for which you need to submit a new claim. All of the existing *claim* and *review data* will be transferred to the new claim specified by the Target Trust. After selecting the Target Trust, a claim search page will be displayed. In the example below, we selected **USG** as the **Target Trust**.

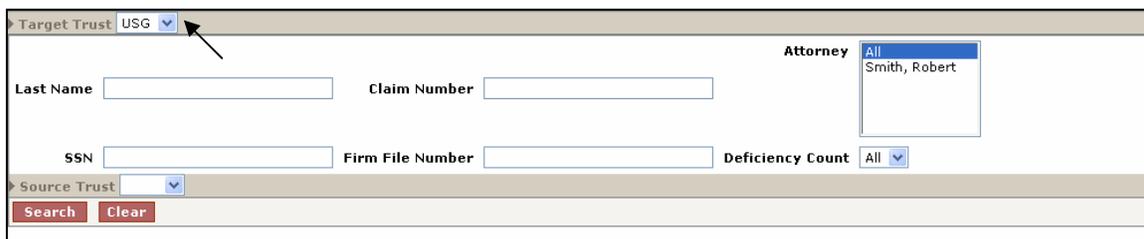


FIGURE 29

From here, you can search for an existing DCPF claim by typing information into the following fields – *Last Name*, *SSN*, *Claim Number*, *Firm File Number*, *Attorney* and/or *Deficiency Count*. See **Figure 29**

You may also search for specific Trust claims by selecting a Trust from the **Source Trust** drop-down box.

In the following example, we selected **Celotex** as the **Source Trust**. We can search for a list of existing Celotex claims by *Status Code*, *Deficiency Code*, *Alleged Injury* and/or *Claim Option*. See **Figure 30**

The screenshot shows a search form with the following fields and values:

- Target Trust: USG
- Last Name: [Empty]
- Claim Number: [Empty]
- Attorney: All (dropdown menu open showing 'Smith, Robert')
- SSN: [Empty]
- Firm File Number: [Empty]
- Deficiency Count: All
- Source Trust: CLTX
- Status Code: All
- Deficiency Code: All
- Alleged Injury: All
- Claim Option: All

Buttons for 'Search' and 'Clear' are visible at the bottom.

FIGURE 30

After entering the search criteria and clicking on **<Search>**, a summary list of the claim information will be displayed. In the figure below, we selected **Paid** from the Status Code list box and **Asbestosis** from the Alleged Injury list box. See **Figure 31**

The screenshot shows the search results page with the following search criteria:

- Status Code: Paid
- Alleged Injury: Asbestosis

The results table is as follows:

Name	SSN	Firm File #	DOB	Claim #	Status	Alleged Injury	Confirmed Injury	Confirmed Injury Date	Option	Release Amount	Paid Amount	Attorney	Deficiency Count	Deficiency Codes	Source Trust	Target Trust
SMITH, JOSEPH	425980771		2/28/1948	296570	Paid	Asbestosis	Asbestosis	6/25/2002	Cash	1000.00	1000.00	BERRIOZ, WILLIAM	5	C-510, C-512, C-147, C-135, C-520, C-137	CLTX	USG
DOE, JOHN	587546427		7/5/1951	296589	Paid	Asbestosis	Asbestosis	6/22/2002	Cash	1000.00	1000.00	BERRIOZ, WILLIAM	6	C-137, C-520, C-135, C-510, C-147, C-512	CLTX	USG

FIGURE 31

5.1.2 Conversion Results

The Search Grid results display a summary list of claim information from the Source Trust. The information displayed includes *Name, SSN, Firm File #, DOB, Claim #, Status, Alleged Injury, Confirmed Injury, Confirmed Injury Date, Option, Release Amount, Paid Amount, Attorney, Deficiency Count, Deficiency Codes, Source and Target Trust*. See **Figure 32**

Results Grid

Name	SSN	Firm File #	DOB	Claim #	Status	Alleged Injury	Confirmed Injury	Confirmed Injury Date	Option	Release Amount	Paid Amount	Attorney	Deficiency Count	Deficiency Codes	Source Trust	Target Trust
SMITH, JOSEPH	425980771		2/28/1948	296570	Paid	Asbestosis	Asbestosis	6/25/2002	Cash	1000.00	1000.00	BERRIOZ, WILLIAM	6	C-510, C-512, C-147, C-135, C-520, C-137	CLTX	USG
DOE, JOHN	587546427		7/5/1951	296589	Paid	Asbestosis	Asbestosis	6/22/2002	Cash	1000.00	1000.00	BERRIOZ, WILLIAM	6	C-137, C-520, C-135, C-510, C-147, C-512	CLTX	USG

FIGURE 32

5.1.3 Conversion Summary

After retrieving your list of claims, select a claim to be converted by simply clicking on the Injured Party name under the Name field heading. The **Conversion Summary** page will be displayed. This page provides information concerning the *Source Trust, Deficiencies, Documents, Historical Documents* and a **<Review Results>** button. See **Figure 33**

Trust Online Berrioz, William

Summary | Claim Search | Feedback | New Claim | Conversion | My Workspace | User Accounts | Manage Access | Admin | Profile | Reports | 1,0010 2007-02

Source Trust	Celotex	Status	Paid
Name	SMITH, JOSEPH	Alleged Injury	Asbestosis
SSN	425980771	Evaluated Injury	Asbestosis
Date of Birth	2/28/1948	Gross Settlement Value	\$0.00
Claim Number	296570	Offer Amount	\$1,000.00

Source Trust Claim Information

Deficiencies

< 0 to 0 of 0 >

Deficiency Code	Description

Documents

There are no documents.

Historical Documents

There are no HistoricalDocuments.

Do you want to submit this Celotex Data to USG?

FIGURE 33

Review Results – This button provides a comprehensive break down of all of the review information entered by the Source Trust reviewers during the review process.

Deficiencies – In the Deficiencies section, possible deficiency warnings are determined during the conversion from the Source Trust to the Target Trust and are preceded with a "C". This is possible for 100, 200, and 500 series codes. Therefore, C-deficiencies should be used as a tool to make corrections before completing the transfer process.

500 series deficiencies are determined by the system when potential deficiencies are identified prior to the transfer of the data. These codes are only a guide for you to determine what source data to use and what additional data may be needed prior to submitting the claim.

A C-deficiency will not automatically place your claim in a deficient status. Deficiencies that are clearly source-specific (e.g., missing Celotex product ID), are not converted to the claim. However, any review deficiencies that are imported from the source data are likely to be review deficiencies for the target claim. It is also possible that deficiencies, not identified by the system, will be found during the review process.

To complete the conversion process from this **Celotex** claim into a new **USG** claim, simply click on the **<Yes>** button as the answer to the question **"Do you want to submit this Celotex Data to B&W?"** See **Figure 34**

The screenshot shows the 'Trust Online' web application interface. At the top, there is a navigation bar with tabs: Summary, Claim Search, Feedback, New Claim, and CLTX->BW. The user is logged in as 'Bernioz, Will' on '1.0000 2006-06-24 18:01'. The main content area displays claim information for 'DOE, JANE' with a 'Celotex Evaluated Injury' of 'Disabling Bilateral Interstitial Lung Dis'. Below this is a 'Review Results' section with a 'Deficiencies' table. The table lists five deficiency codes and their descriptions. At the bottom, there is a question: 'Do you want to submit this Celotex Data to B&W?' with two buttons: 'Yes' and 'No, enter alternate data.'.

Name	DOE, JANE	Celotex Evaluated Injury	Disabling Bilateral Interstitial Lung Dis
SSN	123456789	Celotex Status	Paid
Date of Birth	10/3/1948	Celotex Claim Number	1276439
Status		Gross Settlement Value	\$25,750.00
Alleged Injury	Disabling Bilateral Interstitial Lung Dis	Offer Amount	\$2,910.00

Deficiency Code	Description
C-103	No causation
C-502	Possible foreign claim
C-510	BW Exposure
C-511	SOE Exposure
C-520	Must be reviewed for "consistent with" language

FIGURE 34

5.1.4 Submitting Converted Claim

After clicking on the **<Yes>** button, the system will route you to the first page of the claim. The online claim form is separated into tabs which closely resemble the paper claim form. The tabs are listed on the side of the page and are numbered 1 through 10, followed by the Documents and Finish Claim tab.

You may browse each of the claim pages by clicking on the **<Next>** button at the top of the page or go to a specific page by clicking on the respective tab on the side menu. You may add or change any information that may be pertinent to the review process for the new claim.

After checking the claim for accuracy and/or making any necessary changes, you may electronically submit documents by creating a fax cover sheet and faxing the document to the fax number listed at the top of the page or by simply uploading the document using the **<Upload Document>** button. Once you are completely satisfied with the claim, you may then proceed to the Finish Claim tab. From the Finish page you will have the option of *linking the claim to*

another Trust, saving the claim as a draft, submitting the claim or canceling the claim. For information about Linking claims across different Trusts, see section **5.2 Linking**.

5.2 Linking

The Delaware Claims Processing Facility (DCPF) has created a method to link claims for multiple trusts using Trust Online. This method provides users with the capability to submit multiple claims at once, therefore, greatly reducing the time and effort it would take to submit new claims for each trust that resides on Trust Online.

Currently, Trust Online only provides linking between the **B&W, USG** and **AWI Trust**. There are several options to consider when submitting and linking multiple claims:

- If the firm has an existing **Celotex** claim and does not have a **B&W, USG** or **AWI** claim, they may opt *to convert* the existing claim to **B&W, USG** or **AWI** and link them together on the Finish page of the electronic claim form.
- If the firm has an existing **DCPF** claim, they may opt *to convert and link* the existing claim to the new **Trust** claim, if:
 - The existing claim is not yet in an **Offer Issued** status.
- If a firm does not have an existing **DCPF** claim, they will need to *submit a New Claim* for **B&W, USG** or **AWI** and link them to each other on the Finish page of the electronic claim form.

5.2.1 Linking Claims using New Claim

After logging on to Trust Online, simply click on the **New Claim** link on the top menu bar. This will bring you to the **Choose Trust** page.

From the Trust drop-down, select a Trust for which you wish to submit a new claim and click on **<New Claim>**. Enter all of the claim information and submit the supporting documents. *For instructions on how to submit a new claim see 2.3 New Claim Submission on page 10 of this manual.*

Prior to submitting the new claim, the Finish page will display all other Trusts the user has access to. In this example, we created a **B&W** claim and now have the option of submitting a claim for **USG** by clicking on the check box. See **Figure 35**

Finish Claim
If you are satisfied with contents of this claim, click Submit. If you want to discard all changes you have made, click Cancel.

If you intend to submit this information to multiple Trusts, please check the appropriate boxes below. This will link the claims. Updates to this claim will be automatically applied to all its linked claims. Claims do not have to be linked but doing so will allow updates and review decisions to be applied to all linked claims. Claims can be unlinked at any time. However, once claims are unlinked, they can not be re-linked in the future and all future responses must be submitted separately. In addition, review decisions will no longer be carried over between unlinked claims.

USG ←

Submit Claim Cancel Save Draft

FIGURE 35

After checking the **USG** box and clicking **<Submit Claim>**, a chain link icon will be displayed in the claim header indicating that this is a linked claim. See **Figure 36**

	B&W #: 2107856 Name: Young, Stev DOB: 6/22/1945 Deceased/DOD: No,(none) Status: Ready to Review SSN: 012345678 Firm File#: (none) Lit Date: 1/1/0001 Option: Expedited Alleged Injury: Level II. Asbestosis/Pleural Disease
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FIGURE 36

On the bottom of this claim summary, you will see a new Linked Claims section. This section will display information about the linked claims such as *Trust*, *Claim Number* and *Status*. To view the linked claim, simply click on the Claim Number highlighted in the red font. See **Figure 37**

General Medical Deficiency Changes			
Claim Form		Documents	
Print Claim Form			
Claim Number	2107856	Alleged Injury	Level II. Asbestosis/Pleural Disease
Current Queue	Review Queue	Evaluated Injury	
Status	Ready to Review	Last Review Date	
CheckOut Date		Attorney	Smith, Robert
Checked Out By	Not checked out.	Firm	Acme Law
Date Received	2/17/2007	Assigned To	<input type="text"/>
Place in Queue	51859		
FIFO Number	200702171999010119450622		
Linked Claims			
Save To File < 1 to 1 of 1 >			
Trust	Claim Number	Status	
USG	6000044	Ready to Review	

← **Linked Claim**

FIGURE 37

5.2.2 Linking Claims using Conversion

As described in the previous page, there are several scenarios to consider when linking claims during the conversion process:

- The firm has an existing **Celotex** claim and does not have a **B&W**, **USG** or **AWI** claim:
 - I. Convert the Celotex claim to either **B&W**, **USG** or **AWI**;
 - II. At the Finish page, click the check box to link the B&W, USG and AWI claims;
 - III. Click **<Submit Claim>**. See **Figure 38**

<p>Finish Claim</p> <p>If you are satisfied with contents of this claim, click Submit. If you want to discard all changes you have made, click Cancel.</p> <p>If you intend to submit this information to multiple Trusts, please check the appropriate boxes below. This will link the claims. Updates to this claim will be automatically applied to all its linked claims. Claims do not have to be linked but doing so will allow updates and review decisions to be applied to all linked claims. Claims can be unlinked at any time. However, once claims are unlinked, they can not be re-linked in the future and all future responses must be submitted separately. In addition, review decisions will no longer be carried over between unlinked claims.</p> <p> <input type="checkbox"/> USG <input type="checkbox"/> AWI </p> <p> <input type="button" value="Submit Claim"/> <input type="button" value="Cancel"/> <input type="button" value="Save Draft"/> </p>
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FIGURE 38

- The firm has an existing **DCPF** claim that does not have a release:
 - I. Convert the existing **DCPF** claim to **USG** or **AWI**;
 - II. At the Finish page, click the check box to link the existing **DCPF** claim to the new **USG** or **AWI** claims;
 - III. Click **<Submit Claim>**. See **Figure 39**

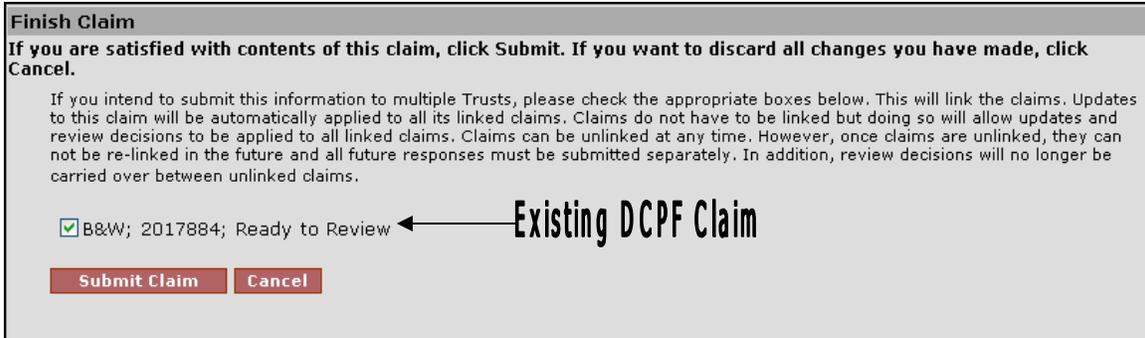


FIGURE 39

- The firm has an existing **DCPF** claim that does have a release:
 - I. Convert the existing claim to **USG** or **AWI**;
 - II. Click **<Submit Claim>**.

Note: Claims that have a release issued cannot be linked.

5.2.3 Editing Linked Claims

Trust Online provides users with the capability to edit claims across multiple trusts by simply editing one of the linked claims. After editing the claim, simply proceed to the Finish page and submit the changes to the claim. These edits will be updated to the linked claims that are listed on the Finish page.

If the user does not want the edits to be applied to the linked claims, simply uncheck the box next to the Trust for which you do not want the changes applied and click **<Submit Claim>**. See **Figure 40**

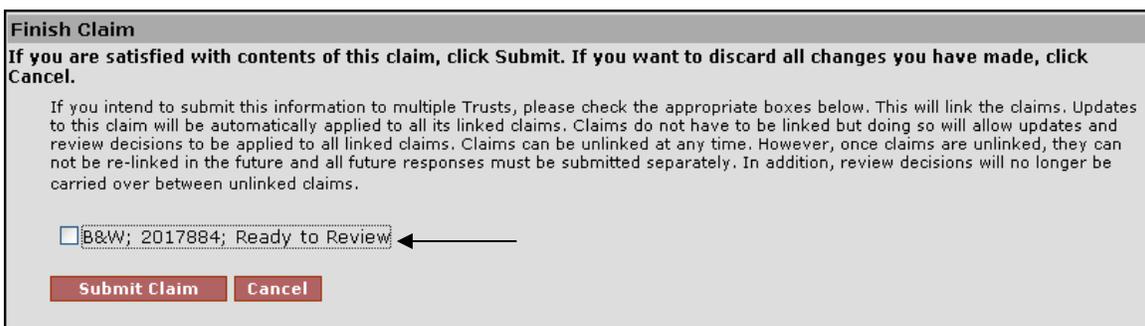


FIGURE 40

Note: Once a claim is unlinked, it can not be re-linked.