



## Claim Reporting

To report a claim, visit [www.aig.com/reportclaim](http://www.aig.com/reportclaim)

In claim management, delays often result in higher costs. Prompt notification of a claim helps ensure that appropriate investigative, legal, and/or medical expertise is applied early in the case when it can have the greatest impact on the outcome.

AIG provides claim reporting services to centralize the reporting of all workers' compensation, general liability, auto and property claims. Regardless of where an accident or injury occurs, AIG offers fast, easy and accurate online and telephonic services to report your claims. By reducing the time it takes to report an injury or accident, our claims specialists can promptly begin working on your case and immediately start to control claim costs. All of the information necessary to file a claim will be obtained and processed for file creation and assignment to the appropriate claim representative.

When reporting a claim to AIG online or telephonically, you are required to answer a series of questions which are specific to state laws regarding accident or injury claim reporting. The account profile is also confirmed and information is verified relating to your location.

1. Workers' compensation claims—verify the state in which the injury occurred and obtain relevant claim information as required by the state-specific Workers' Compensation Bureau.
2. Auto, general liability and property claims—verify the type of claim and obtain information necessary to complete a Loss Notice form.

### Benefits

- | A centralized, controlled data-entry process that reduces errors often caused by difficult-to-read handwritten claim forms.
- | More detailed information is available about an injury or accident, which can result in more accurate claim reporting.
- | Reduction in lag-time maximizes the benefits of early intervention and investigation.
- | Reduction in time required to file a claim.
- | Early medical evaluation helps control cost of the claim.
- | Early intervention allows for proper treatment to be administered before a pattern of care is established.
- | Submission of the most current state-required forms is ensured.

# Claim Reporting

## Reporting a Claim

Our preferred method of reporting is via our online claim reporting system, Report a Claim. Please have the following information available when registering: Insured Name, Policy Number, Policy Effective Date, Issuing Company (only needed if registering for both Report a Claim and IntelliRisk) [Register Here](#) or go to <https://www.aig.com/reportclaim>. (To simultaneously register for loss runs, check off the IntelliRisk option. For more information about IntelliRisk Basic, see below.)

To report claims telephonically 24/7 call **1-877-399-6442**

## Preferred Medical Providers

To find an AIG Preferred Medical Provider, click on “Find Nearby Medical Care” from [www.aig.com/intellirisk](http://www.aig.com/intellirisk).

## Loss Runs / RMIS

### Loss Runs/Risk Management Information

There are two options available to access claim information and run loss runs. Click [IntelliRisk Services](#) for more information on each service. To register, see the registration link under each section.

### IntelliRisk Basic

Two report formats - AIG Standard Loss Run and Monthly Payment Report - are available in both Adobe PDF and Microsoft® Excel® formats. A flexible dashboard provides graphical summaries at the client, account or policy level. Drill down to additional information about a selected policy or claim. You can [Register Here](#) or go to <https://www.aig.com/ir>. (To simultaneously register for online claim reporting, also click the “Report a Claim” option.)

*Note: IntelliRisk Basic is recommended for clients with lower claim volume, generating policy level loss runs and accessing basic claim information, or who have Financial lines, Excess Casualty, Property, Environmental/PIP or Aerospace claims.*

### IntelliRisk

The newly designed IntelliRisk features powerful data visualization tools designed to help the claims and risk manager make more informed business decisions. It provides a wide range of more advanced features, such as multiple report formats, adjuster activity notes, 120+ charts, an ad hoc reporting tool and more. Watch the [New IntelliRisk Video](#) for more details. You can also [Register Here](#) or go to <https://www.aig.com/intellirisk/new>.

*Note: IntelliRisk is recommended for clients with higher claims volume, who require access to additional features such as adjuster notes, advanced reporting and analysis, etc., and have primarily WC, GL and Auto claims.*



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