
Release Notes

Claims Connect and Mobile Claims
Version 6.14.0

Issue 2
June 17th, 2022

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Introduction

This document describes the new features and enhancements that are part of the upcoming version 6.14.0 of CoreLogic Claims Connect and Mobile Claims, including minor releases since 6.13.0. The target dates for this global release are:

- June 22nd in Canada
- June 29th in Australia, New Zealand & South Africa
- July 4th in Germany, France & Poland
- July 6th in U.K.
- July 11th in Belgium
- July 20th in the United States

Major Enhancements

SettleAssist Integration

Users can create SettleAssist orders directly from Mobile Claims. Once the order is completed, all related data (including reports, roof diagrams, estimates and photos) will be available in Mobile Claims.

Contact your account manager if you wish to enable the SettleAssist integration for your company.

Items Applied to Common Walls

In a Mobile Claims diagram, when an item is added to a wall structure (e.g. framing, insulation, etc.), the system now takes shared walls into consideration, to avoid applying the item twice to the same wall.

It is also possible to apply an item only to a specific segment of the wall.

LINK Insured Timeline Entry Notification

Claims Connect users now have the option to configure a notification for when an insured creates a journal or timeline entry from LINK to their company.

EagleView Integration Enhancements

The following capabilities have been added to our EagleView integration with Claims Connect:

- The EagleView blade within a claim now displays each order as a separate card, so users can easily see the number of orders associated with the claim and their respective status.

- The current status and substatus of EagleView orders are now visible in Claims Connect, and status update notifications can also be sent.
- When an order has a status of “Pending – Need to ID”, users can now complete an address verification directly from the Eagleview order details blade.
- Companies can now select a default value for the number of structures that will apply to all users. The default setting for this value is “Primary Structure”. The Number of Structures field also gives a better indication of what is being ordered: Primary structure, Primary structure and detached garage, or All structures on parcel.

Contact your account manager if you wish to enable the EagleView integration for your company.

ITEL Now Mobile Application Integration

ITEL Now Mobile is an application that enables users to submit evaluation request by capturing photos with their Smartphone, without the need to ship physical samples. With this new integration, users working on claims for Insurance Companies that have an agreement with ITEL can create an order in the ITEL Now application and results will be available in Mobile Claims.

When Claims Connect receives an ITEL Now order and cannot match the order data to an existing claim (claim originator, claim number, and policyholder's last name), the user can search for unmatched order from Mobile Claims and manually link the order to the claim.

Future updates will allow placement of Automatic Shingle Pricing Orders, and the ability to start the ITEL Now photo process from Mobile Claims. The updates will be rolled out incrementally throughout 2022.

Paid When Incurred Enhancements

The following capabilities have been added for items marked as “Paid When Incurred” in Mobile Claims and Claims Connect:

- Paid When Incurred items will now display as strikethrough on the estimate until the costs are incurred.
- Users can now group Paid When Incurred items that are associated with the same Reason. This can help identify items that are related to the same repairs. Afterwards, if one item from the group is set to “Cost Incurred”, the change will apply to all items in the group.
- It is now possible to uncheck the “Cost Incurred” box after it has been checked for Paid When Incurred items.
- On the Totals page of an estimate, Paid When Incurred totals are now calculated based on the Actual Cash Value.
- Two separate lines were added on the Totals page of an estimate to indicate the Paid When Incurred and Cost Incurred amounts under the Actual Cash Value. The Paid When Incurred amount is now applied to the Actual Cash Value, however this amount is decreased as the Cost Incurred amount increases. As a result, Cost Incurred

amounts are not applied to the Actual Cash Value, which helps users correctly apply recoverable amount limits.

- Paid When Incurred replacement items are now indicated with updated quantities under the original item in estimates.
- For Paid When Incurred replacement items with a defined conversion factor, the surface covered by linear foot items is now automatically converted into square feet and taken into account when calculating the area covered by square foot items on which they overlap. When applicable, the conversion factor is visible in the Item Properties.

Paid When Incurred Added to API

The CoreLogic API now supports the Paid When Incurred feature, providing new API properties for Coverages, Estimates and Line Items.

Minor Enhancements

Editing Assignment Dates and Statuses

This enhancement allows users to edit the status of their assignment and, when editing of dates is allowed, to set the date/time in the CAPTURE application.

The Assignment date/time change will be visible in Claims Connect and Mobile Claims.

Multilingual Support Enhancements

Claims Connect has new multilingual capabilities for companies who support multiple languages on the platform.

Within a claim, it is now possible to specify the insured's preferred language among those supported by the company, which helps ensure that policyholders receive communications in the language of their choice.

Users will also be able to easily switch languages in one click from the Claims Connect main navigation bar. Additionally, company configurable fields (such as those pertaining to claim, assignment, estimate and task lists) will appear in the selected language.

Task filters can also be shared in all configured languages across an organization.

Advanced Search Based on Integration Usage

It is now possible in Claims Connect to filter the Claim list, the Assignment list and the Estimate list using fields related to the following integrations:

- EagleView
- HOVER
- Video Connect

This can be done by selecting the appropriate fields in the Claims Connect Advanced Search tool.

Columns can also be added directly in the Claim, Assignment and Estimate lists to display the EagleView Order Count, the HOVER Job Count and the Video Connect Call Count.

Complete Questionnaires Using API

This enhancement now makes it possible for users to create and complete a prefilled Desk Adjuster/Capture questionnaire via the CoreLogic API, eliminating the need for users to enter Claims Connect to complete the questionnaire.

User Management Using API

This enhancement now allows insurance companies to use the CoreLogic API to create and manage user accounts.

Material Quantity Rounding

Claims Connect and Mobile Claims now offer a material quantity rounding option that can be set in the Claims Default of a company or in the Loss Summary page of a claim, via the new checkbox “Use materials quantity bundle rounding”. When enabled, this option will adjust the Material Quantity but will not adjust any labor or equipment.

Materials quantity bundle size can be edited in the Item Properties when the “Use materials quantity bundle rounding” is on and the item has at least one rounding size defined in the pricing database. In this release, Material Quantity Rounding is only configured for asphalt shingles, and it is off by default.

Additionally, when material quantity rounding is applied on an item, an automatic item note will be generated for that item. This option is on by default and can be turned off in the Preferences dialog in Mobile Claims and in the View Options dialog on the Estimate Page in Claims Connect.

Configure Multiple Video Connect (SightCall) Use Cases

This release introduces the following new capabilities for SightCall users:

- Company administrators can now associate a writing company to one or more SightCall use cases. In addition, when enabling a Claims Connect user account to use SightCall, company administrators now have the capability to select which use cases a user should be added to.
- When initiating a SightCall call, users will be shown a list of use cases they can choose from, based on permissions and available use cases.

Update Item Properties Upon Item Replacement

With this enhancement to Mobile Claims, when an existing item with depreciation is replaced with a new item, the new item retains the user entered values for the item's depreciation. Depreciation values not modified in the original item by the user will be set to the default values for the replacement item.

Replacing Line Items in Estimates

It is now possible in Mobile Claims to replace a line item of an estimate with any database item by using the "Replace With" feature, which includes a new Browse function. Item properties that had been changed from their default values will retain their set value for the replacement item.

Ability to Edit Salvage Allowance

This enhancement provides users with the ability to edit or remove Salvage Allowance which was applied on an initial estimate when creating a revised estimate. A single line for each type of Salvage Allowance will be visible on the Totals page, regardless of what revisions the Salvage amount is edited in.

Hide Details for Repair/Route Options Timeline Entry

From the Company preferences in Claims Connect, administrators can now choose to display either the full details of the Timeline entry for Repair/Route options assignments, or a simplified, easier-to-read version.

Pass Additional Claim Data to CoreLogic Weather Verification Services (WVS)

For tracking and billing purposes, Claims Connect now appends additional user data (first name, last name and email address) to each of the WVS report orders.

New API Attributes for Items Added via Questionnaires

New attributes are available through the Claims Connect API to help users identify estimate items that were added via Desk Adjuster, CAPTURE, SmartScope or assemblies.

Note: Items that are copied or imported will not be associated with the questionnaire to which the original item was linked.

Subtotal of All Diagrams on Estimate Page

A new row has been added to the estimate page in Claims Connect and Mobile Claims to indicate the sum of all diagrams' subtotals when multiple diagrams are shown on the page.

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