Job Aid

HOVER – DHA Connection Requests

Version 7.3

Issue 1
April 11th 2024

Creating HOVER-DHA Connection requests

This job aid will guide a user through the steps to create a HOVER-DHA Connection request, either from Claims Connect or Mobile Claims.

The following tasks are described in this document:

- Creating a Hover-DHA Connection request from Claims Connect
- Creating a Hover-DHA Connection request from Mobile Claims

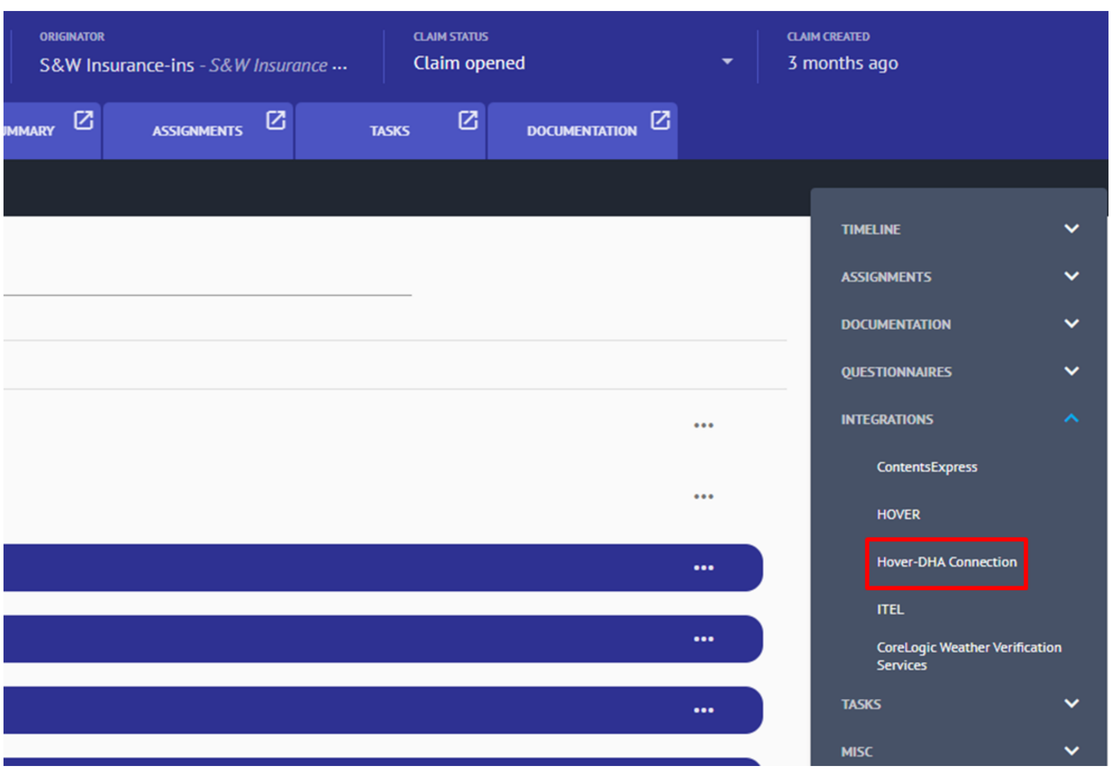
Note: *This document was created using a demo insurance company with generic settings. Keep in mind that your screens may appear slightly different. Please refer to your specific carrier guidelines for proper claim and estimate settings.*

Creating a Hover DHA Connection request from Claims Connect

Opening the Create Request blade in Claims Connect

1. From the right-side dropdown menu, click the **Integrations** category, then select **HOVER-DHA Connection**.

   This will open up the Create Request blade shown in step 2.

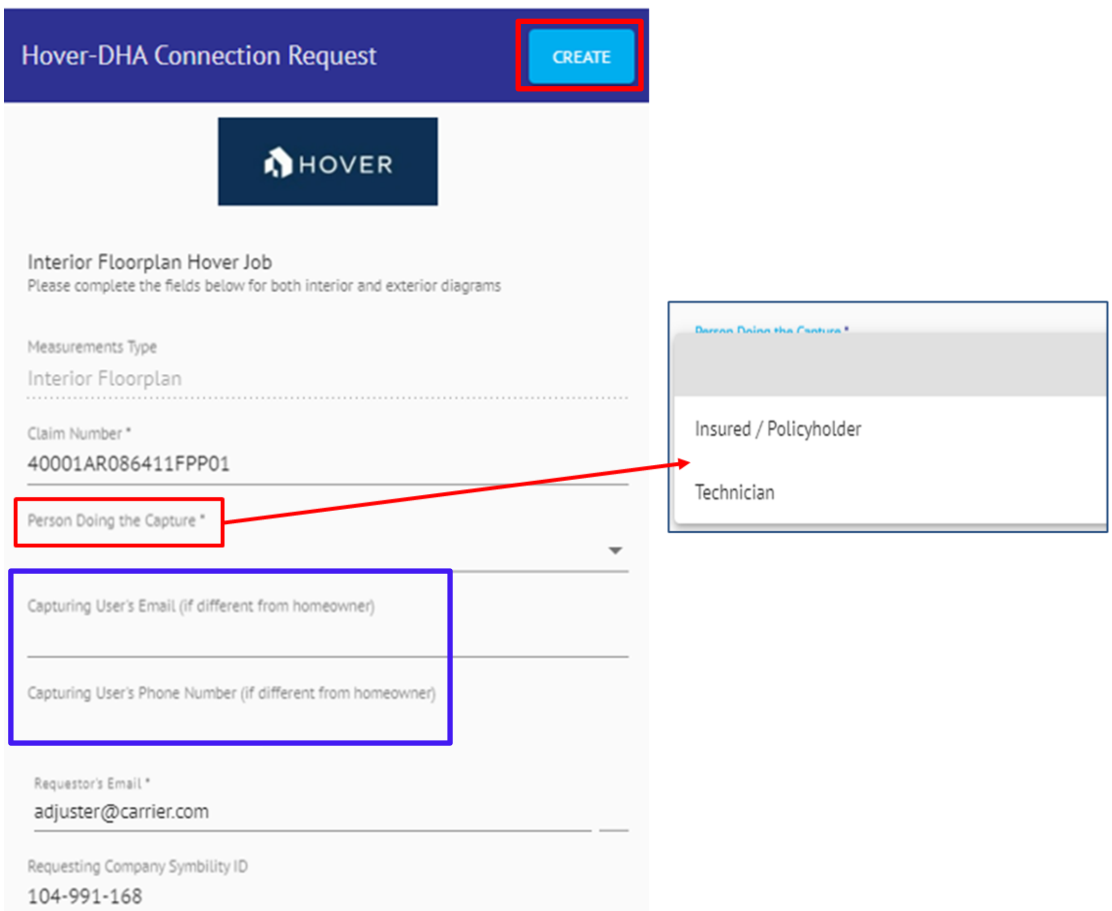


> ***Note:*** *Be careful to only select the DHA Connection option as the original integration option, named simply HOVER, may still be enabled.*

Completing the request fields

2. When the **Hover-DHA Connection Request** blade opens, it will be prefilled as shown below. The **Person Doing the Capture** is the key mandatory field. You will need to select either the "Insured/Policyholder" option or the "Technician" option, which will appear when the drop-down arrow is clicked.

> ***Note:*** *The "Technician" option should be selected when the person taking the photos is anyone <u>other than</u> the insured shown on the **Loss Summary** tab.*



If the **Insured/Policyholder** option is selected, no further information is required, unless edits to the requestor's email are needed (HOVER will automatically receive the insured's email and phone number shown on the **Loss Summary** tab of the claim). Ensure this information is accurate before you start making the HOVER-DHA Connection request.

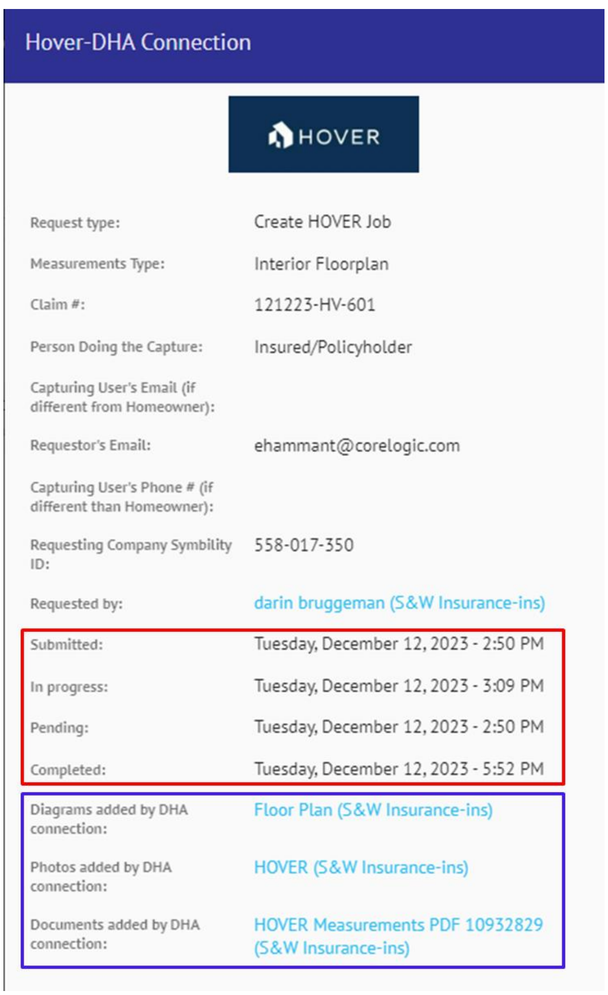
If the **Technician** option is selected, then it is necessary to enter the email and mobile phone number of the person who will be taking the photos. This applies whether it is a contractor, independent adjuster, or any individual designated by the homeowner.

Creating the request and following its progession

3. Click the **Create** button at the top right of the **Hover-DHA Connection Request** blade to transmit your request to HOVER.

   Once the request has been created, it will be marked as "Submitted", and will be time-stamped with that time. HOVER will then auto-change the status to "Pending", which confirms they have received it. Once the photos are submitted by the capturing user, it will change to "In Progress" and the timestamp will change to reflect when the images were uploaded to HOVER. Once HOVER completes the floorplan, it will change to "Completed".

   As they are added to the project, each diagram, photo group, and document upload will be shown in the lower section of the **Request** blade. These documents will also be visible in the **Documentation** tab in Claims Connect.


Hover-DHA Connection

HOVER

Request type:	Create HOVER Job
Measurements Type:	Interior Floorplan
Claim #:	121223-HV-601
Person Doing the Capture:	Insured/Policyholder
Capturing User's Email (if different from Homeowner):	
Requestor's Email:	ehammant@corelogic.com
Capturing User's Phone # (if different than Homeowner):	
Requesting Company Symbility ID:	558-017-350
Requested by:	darin bruggeman (S&W Insurance-ins)
Submitted:	Tuesday, December 12, 2023 - 2:50 PM
In progress:	Tuesday, December 12, 2023 - 3:09 PM
Pending:	Tuesday, December 12, 2023 - 2:50 PM
Completed:	Tuesday, December 12, 2023 - 5:52 PM
Diagrams added by DHA connection:	Floor Plan (S&W Insurance-ins)
Photos added by DHA connection:	HOVER (S&W Insurance-ins)
Documents added by DHA connection:	HOVER Measurements PDF 10932829 (S&W Insurance-ins)

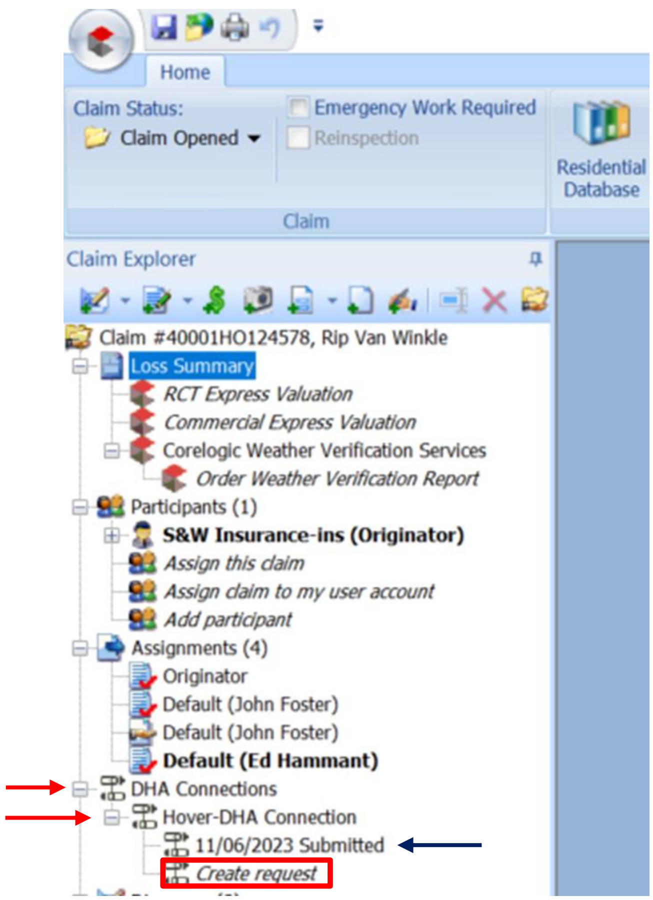
Creating a Hover-DHA Connection request from Mobile Claims

Hover DHA-Connection requests can also be created via Mobile Claims. The functionality of the informational fields works exactly the same as the Claims Connect **Hover-DHA Connection Request** blade. The link to initiate the request can be found in the folder tree of the Claim Explorer window, as show below.

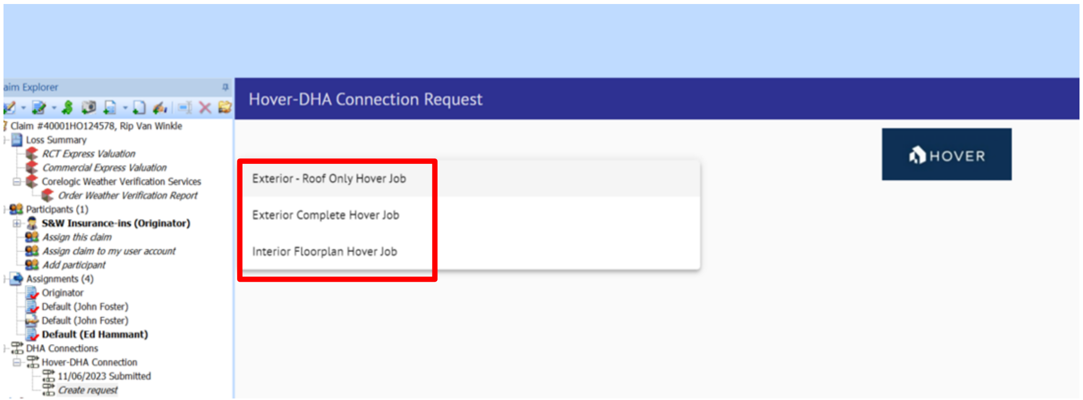
Opening the Create Request blade in Mobile Claims

1. In the Claim Explorer, first open the **DHA Connections node** and then the **Hover-DHA Connection** node.

   If there are any existing DHA-Connection requests on the claim, they will be displayed, along with their current status, in this section of Claim Explorer.



2. Click the **Create request** link. The options for any/all Request Types that have been enabled by your company will be shown. Select the appropriate Request Type.

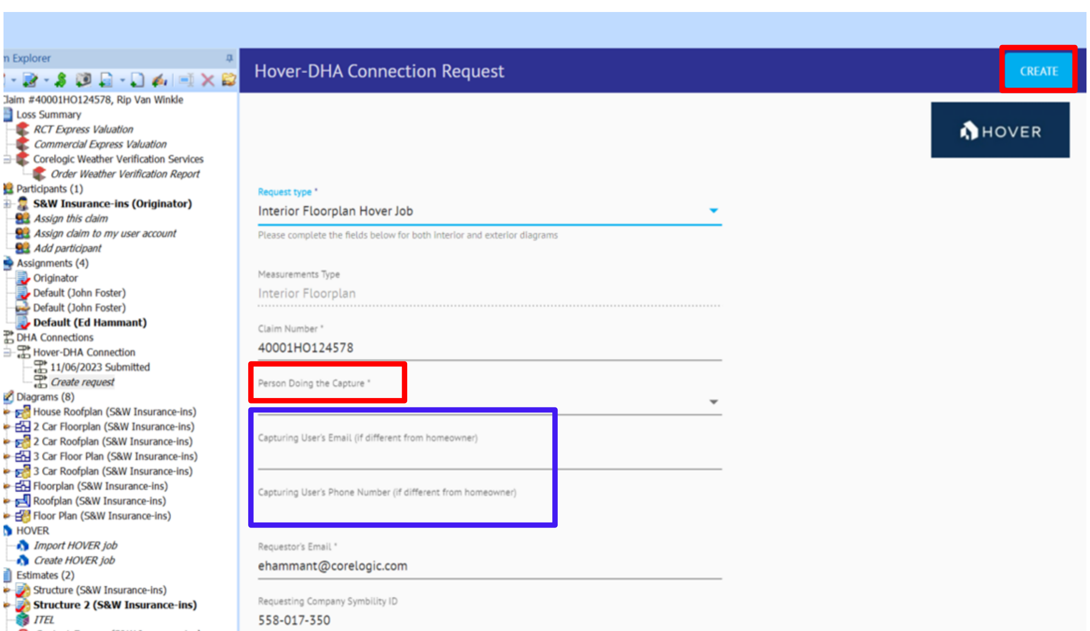


> ***Note:*** *If there is only 1 Request Type enabled, the view will switch to the* ***Hover-DHA Connection Request*** *blade as shown in the next step.*

Completing the request fields

3. When the **Hover-DHA Connection Request** blade opens, it will be prefilled as shown below. The **Person Doing the Capture** is the key mandatory field. You need to select either the "Insured/Policyholder" option or the "Technician" option, which will appear when the drop-down arrow is clicked.

> ***Note:*** *The "Technician" option should be selected when the person taking the photos is anyone <u>other than</u> the insured.*



If the **Insured/Policyholder** option is selected, no further information is required, unless edits to the requestor's email are needed (HOVER will automatically receive the insured's email and phone number shown on the Loss Summary tab of the claim). Ensure this information is accurate before you start making the HOVER-DHA Connection request.

If the **Technician** option is selected, then it is necessary to enter the email and mobile phone number of the person who will be taking the photos. This applies whether it is a contractor, independent adjuster, or any individual designated by the homeowner.

Creating the request and following its progession

4. Click the **Create** button at the top right of the **Hover-DHA Connection Request** blade to transmit your request to HOVER.

Once the request has been created, it will be marked as "Submitted", and will be time-stamped with that time. HOVER will then auto-change the status to "Pending", which confirms they have received it. Once the photos are submitted by the capturing user, it will change to "In Progress" and the timestamp will change to reflect when the images were uploaded to HOVER. Once HOVER completes the floorplan, it will change to "Completed".

As they are added to the project, each diagram, photo group, and document upload will be shown in the lower section of the **Request** blade.

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