

Athens Administrators

CLAIMS ACCESS ONLINE



By logging onto the Client Portal, you can access a wide variety of useful claims information. To gain access, please contact your Claims Adjuster or Supervisor.

To Log In:

Visit <https://portal.athensadmin.com> and sign in using your established credentials.

Once at the main menu, you will be able to perform the following:

- Search for individual claims by claim number of claimant name.

Note: You may also create ad hoc reports by entering loss dates and/or incurred values and/or claims status etc. Results can be exported to Excel.

| | |
|--|--|
| Claimant Status <input type="text" value="x Open"/> <input type="text" value="x Reopened"/> | Jurisdiction <input type="text"/> |
| Line of Business <input type="text"/> | Loss Date From <input type="text" value="1/1/2019"/> Through <input type="text" value="12/31/2019"/> |
| Litigation? <input type="text" value="x Yes"/> | Incurred Between <input type="text" value="25000"/> and <input type="text" value="1000000"/> |

- **Program Dashboard.** This is a snapshot of total claim counts and claims financials. With a press of a button, you may explore in-depth categories and apply a filter to further drill down on specific departments. A recently added feature is the vendor comparison report that looks into Investigation, Legal, and Physician bills at 1,3 or 5 years intervals. Clients utilizing Athens Managed Care can gain in-depth data on Utilization Review and Bill Reduction amounts.

- **Manage Notifications** will send you a simple email notification if any of the following has occurred. These can be turned on/off at your discretion.

Select notifications you would like to receive:

- Notify me when a new claim is created
- Notify me when a claim is closed
- Notify me when a claim is reopened

- **Report COVID Portal.** Report and view COVID-19 positive claims. You can access the COVID positive portal via the claims portal or direct link <https://covid.athensadmin.com/>. The home screen houses a red box, which relates to your COVID-19 workers' compensation claims. When clicking on this box, it will list your organization's COVID-19 claims, which are separate from the reported positive COVID-19 portal, which may not be workers' compensation claims.
- **Reserve Screen Update.** Reserve developments over the most recent 12 months are graphically displayed, along with being able to go back in time by entering a specific date.

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FAQ

I don't want to receive claims correspondence via mail or email. Instead, can I pull them from the portal?

Yes, all documents generated by your claims team are stored in the Letters tab.

When reporting a claim online, do I need to submit any forms?

Users reporting claims online via the Athens Portal will automatically receive a completed 5020 based on the information entered. Users may also attach PDFs, images, or other documents, which are saved in the claim file.

When using the "Email Examiner" feature, will the email be saved to the claim file?

Emails through our claims portal are not automatically saved to the claim file. If the examiner believes it is pertinent to the claim, they may directly paste it in the

notes or summarize the message in a claim note.

Are COVID positive entries shared outside of Athens Administrators?

Athens uses the data internally only to determine if there is an outbreak.

Helpful videos:

[How to navigate the portal](#)

[How to navigate the COVID positive portal](#)

CONTACT US

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