



INTEGRATED STATISTICS REPORT REFERENCE GUIDE

The ISO ClaimSearch Integrated Statistics Report is a monthly management report that provides high level summary and detailed information concerning company activity. The Report provides information on Claims Reporting for all services or database segments in which your company participates (Auto, Casualty, and Property) and for the reporting format — Legacy or Universal Format.

The Integrated Statistics Report is available electronically. Authorized management personnel can access and view the Report on the ISO ClaimSearch website through a hyperlink at the top of the Account Management page: [Integrated Statistics Report](#).

The Report is presented in the following views:

- Group Totals: This view shows a summary and a breakdown of totals for a group or subgroup.
- Company Totals: This view shows a summary and a breakdown of totals for a company.
- Office Level: This view shows detailed statistics for all company offices.

The Integrated Statistics Report provides both summary and detailed statistics on claims reported by all offices and companies, via Legacy and Universal Formats. This single integrated report allows claim and SIU managers at various levels to view and analyze company and office performance.

The Integrated Statistics Report:

1. Streamlines statistics by providing combined Legacy and Universal Format totals. Key statistics include:
 - ✓ Total accepted claims, by report type (Initials, Replacements/Supplements and Researches/Reindexes) and major line of business (Auto, Casualty, Property)
 - ✓ Total Hits and Matches and Hit Rates
 - ✓ Total claims submitted as “Non Searches”
2. Shows monthly and year-to-date totals.
3. Provides a breakdown of statistics by reporting format (Legacy and Universal) by type of coverage/loss type.
4. Includes Auto Theft and Salvage statistics (Legacy Auto and Universal Format combined) summarized for the group and company and with previously reported office level detail.

5. Segregates statistics on a claims level related to data quality issues and includes percentage of claims rejected.

Authorization is at two levels, based on the management responsibilities of the user:

- ✓ Group level access – user can access high level summary of statistics for the group or a subgroup and summary and detail for all companies within a group or subgroup
- ✓ Company level access – user can access total statistics for a company and all offices within that company

Authorized users can choose to print the Report by selecting the Print option, download the Report into the MS Excel application, or both. It is recommended that Excel '97 or higher versions be used to download the report. This download feature provides the flexibility managers need to further analyze the detail contained in the Report and save the Reports on their desktop for distribution and/or future use. The Report can be downloaded at the following levels:

- ✓ Group totals
- ✓ Subgroups or company totals
- ✓ All offices for a company

The Reports will be maintained on the Web for two years after posting. The following pages explain the content of the Report and how to access, view and download it.

Company management personnel who need access to the Integrated Statistics Report can contact ISO ClaimSearch Customer Support by telephone at 1-800-888-4476 or by e-mail at njsupport@iso.com.

ISO ClaimSearch Integrated Statistics Report Terms and Definitions

- **Group:** A member company and all of its associated reporting companies and offices.
- **Subgroup:** A company within a group that maintains its own affiliates, or a subdivision of a group for reporting purposes.
- **Claims Accepted Claimant Level:** Statistics for claimant reports submitted and accepted into the database, by report type and by major line of business, with Legacy and Universal Formats combined.
- **Non Searches:** Statistics for claimant reports submitted and accepted into the database — aggregated by major line of business — for which a search was not requested. Note: Salvage statistics are included in this category.
- **Casualty & Auto (Universal Format only):** In Universal Format, a claim report that includes both injury and auto physical damage or property damage information for the same claimant.
- **Claims Accepted Coverage Level Universal Format:** Statistics for claimant reports submitted via the Universal Format and accepted into the database, aggregated by report type and by coverage/loss types.
- **Claims Accepted Coverage Level Legacy Format:** Statistics for claimant reports submitted via the Legacy Formats and accepted into the database, aggregated by report type and by coverage/loss types.
- **Theft & Salvage Statistics:** Statistics for Automobile Theft & Salvage claims (Legacy and Universal Formats combined).
- **Theft & Salvage Statistics 160 Report:** Theft and Salvage statistics grouped by offices within a company (Legacy and Universal Formats combined).
- **Theft & Salvage Statistics 150 Report:** Theft and Salvage statistics grouped by vehicle type within an office (Legacy and Universal Formats combined).
- **Data Quality Statistics:** Statistics that include the number at the claim level, of claim reports submitted, accepted and rejected searches and non-searches, aggregated by reporting format and by report type.

ISO ClaimSearch Integrated Statistics Report Terms and Definitions (continued)

- **Accepted:** Claim reports that included all required information and were accepted for inclusion in and searching the database.
- **Rejected:** Claim reports that were missing required information or did not pass edits. (*Rejected claims are not added to the database or searched.*)
- **Total Hits:** Total of accepted claim reports that matched similar claims in the database.
- **Total Matches:** Total number of matching claims and records.

Report Types:

- **Initials:** The number of “first reports of claim” by database segment or reporting format.
- **Replacements/
Supplements:** Reports submitted to change or “overlay” the Initial claim report. (These reports initiate a new database search.)
- **Re-Searches/Reindexes:** Reports transmitted to initiate a new database search, without changing data elements in the claim report.
- **Updates:** Reports with changes to information on previously submitted claims. (Updates do not initiate a new database search.)

How to Access the Integrated Statistics Report Web Pages via Account Management

The User ID and password established for authorized access to the system remains the same. However, the User authorization must include “Access to Integrated Statistics Report”. This can be completed by contacting Customer Support at the phone number and e-mail listed on page two and nine of this guide.

Authorization: Group Level

1. From the ISO ClaimSearch home page, click on the Account Management hyperlink at the top or bottom of the page. In the Account Management page, click on the link that reads [Integrated Statistics Report](#), then on the next page, you will need to click on the [Integrated Statistics Report](#) again. The view will change to the first page or Main View, which is the Report for the Group or Subgroup.

Group: X000

*ISO ClaimSearch Integrated Statistics Report
Group: Your Group Name (X000)*

or

*ISO ClaimSearch Integrated Statistics Report
Group: Your Group Name (X000)
SubGroup Name (A001)*

2. The default view is: **Statistics for** Group, **Totals** Monthly, **For** “Month Year” (Report is monthly, current Report is always for previous month of current year).
3. The Group Report is a high level summary of the totals for the group or subgroup.
4. The Report is divided into 5 sections: **(1) Claims accepted Claimant Level (2) Claims accepted Coverage Level Universal Format (3) Claims accepted Coverage Level Legacy Format (4) Theft & Salvage Statistics (5) Data Quality Statistics** (see Report Terms and Definitions). User can scroll down with the navigation bar to the right of the screen to view the complete Report for the group or subgroup.
5. Three drop down menus allows user to change the view for the statistics by selecting from the following:
 - 1st - **Statistics for** Group or Company
 - 2nd - **Totals** Monthly or Year-to-Date
 - 3rd - **For** [**“Month Year”**] all months for the current year
6. User can select to view statistics for any month posted by selecting the month on the drop-down menu. User can also select to view Year to Date totals (period of 01/01 – up to the last day of the month selected) by selecting that option.

Authorization: Group Level (continued)

7. Company totals - If the user selects Company from the drop-down menu, the view changes to the Reports for any and all companies that are part of the group or subgroup. This view will first show a list (alphabetical order) with the names of all the companies with activity that generated statistics for the month selected and then each company's Report. Example:

[ABC INSURANCE COMPANY \(A001\)](#)
[LMN INSURANCE COMPANY \(X001\)](#)
[XYZ INSURANCE COMPANY \(L001\)](#)
[ABC INSURANCE COMPANY \(A001\) top](#)

Claims accepted Claimant Level	Initials	Replace /Supp	Resrch /Reindex	Total	Hits	Matches	Hit Rate	Non- Searches
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Each name is a link inside of the same Web page, so the user can quickly scroll down the page and view that company's Report. The top link will take the user back to the Company list.

8. To view the statistics for one company only and drill down to the Office Level statistics, click on the 4 character code hyperlink next to the company name on top of that company's Report (see above).
9. The view will change and show the same Report but the 1st drop-down menu options change to **Statistics for** Company or Office.
10. If the company selected is a subgroup, the 1st drop-down menu options will not change. User must follow steps 7 – 9 again.
11. Scroll down with the navigation bar to the Theft & Salvage section and click on the 160 Report link to access detailed Theft & Salvage Statistics Report for the company (the 160 Report link is only available if Theft & Salvage statistics for the company are not 0).
12. To view statistics for all offices, select Office from the 1st drop-down menu (see below, Company Level, steps 6-9).
13. Reports can be printed by clicking on the Print button.
14. To view and download Reports to an Excel file, click on the Download to Excel where the hyperlink appears.
15. Reports can be downloaded into Excel at the group or subgroup and at company level. For example, user can download the summary Report for the group, the Reports for any and all companies within a group or subgroup or the Reports for all offices within one company.

Authorization: Group Level (continued)

16. Use the browser's navigation buttons to go back to preceding page(s). Using the Report's Reference Bar will take user back to the company or group's Report view (top left corner of the Web page [Group:X000> Company:A001> Office :00004](#)).

Authorization: Company Level

Company: A001

ISO ClaimSearch Integrated Statistics Report

Company: ABC INSURANCE COMPANY

1. The default view is: **Statistics for** Company, **Totals** Monthly, **For** "Month Year" (Report is monthly, current Report is always for previous month of current year).
2. The Company Report shows a summary for the company (aggregated totals for all Offices).
3. The Report is divided into 5 sections: **(1) Claims accepted Claimant Level (2) Claims accepted Coverage Level Universal Format (3) Claims accepted Coverage Level Legacy Format (4) Theft & Salvage Statistics (5) Data Quality Statistics** (see Report Terms and Definitions). Users can scroll down with the navigation bar to view the complete Report for the Company.
4. Three drop down menus allow Users to change the view for the statistics by selecting from the following:
1st - **Statistics for** Company or Office
2nd - **Totals** Monthly or Year-to-Date
3rd - **For** [**"Month Year"**] all months for the current year
5. User can select to view statistics for any month posted by selecting the month. User can also select to view Year to Date totals (period of 01/01 – up to the last day of the month selected) by selecting that option.
6. Office totals - If the User selects Office from the 1st drop down menu, the view changes to a list (alphabetical) of all offices for the company including a one line summary of the Claimant Level Statistics for each Office.

Authorization: Company Level (continued)

Company: A001

ISO ClaimSearch Integrated Statistics Report
Company: ABC INSURANCE COMPANY

Office	Initials	Replace /Supp	Resrch /Reindex	Total	Hits	Matches	Hit Rate	Non- Searches
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[00001](#) Dallas, TX

[00004](#) Jersey City, NJ

7. User can download all the Reports for all offices within a company, by clicking on the Download to Excel link.
8. Click on the link with the office code to view an office's complete Report.

Group: X000 > Company: A001 > Office 00004

ISO ClaimSearch Integrated Statistics Report
Group: Your Group Name (X000)
Company: Company selected (A001)
Office: Office you selected (00004)

9. Scroll down with the navigation bar to the Theft & Salvage section and click on the 150 Report link to access detailed Theft & Salvage Statistics for the office (the 150 Report link is only available if Theft & Salvage statistics for the office are not 0).
 10. Reports can be printed by clicking on the Print button.
 11. To view and download Reports to an Excel file, click on the Download to Excel where the hyperlink appears.
 12. **Note:** Using the browser's navigation buttons can take the user back to preceding page(s). Using the Report's Reference Bar will take user back to the company or group's Report view (top left corner of the Web page [Group:X000> Company:A001> Office :00004](#)).
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We recommend establishing access to this Report via the Web for selected authorized management staff. We ask you to verify that all authorized users are actively using the ISO ClaimSearch system and to notify us immediately of authorized/active users that have left your company.

We remind you that your company is responsible for monitoring your employees' use of and access to the system in compliance with the ISO Privacy and Security Policy. We greatly appreciate your assistance in maintaining system security.

If you have questions about this report or we can be of assistance, please contact us. To reach us, please call ISO ClaimSearch Customer Support at 1-800-888-4476, or send an e-mail message to *njsupport@iso.com*.

Sincerely,

ISO ClaimSearch Operations