

Best Practice Claim Reporting Fields

Claims Reporting is a fundamental function within ISO ClaimSearch®. Members report claims to the database, in turn they receive match reports providing critical information on claims within the ISO ClaimSearch database matching, or related to, the newly reported claim detail.

The chart below outlines the fields that are considered to be a “best practice” for reporting to ISO ClaimSearch in order to receive the maximum benefit of the system.

Yellow highlight: minimal fields to be reported within 48 hours of claim being filed.

Green highlight: minimal additional fields to be reported at the time claim is closed using the Replacement process.

All other fields (if available/applicable) – should be reported throughout the life of the claim using the Replacement process, and/or should be reported at the time the claim is closed.

This list does not represent all fields available to be reported; there may be additional fields required for specialized lines of business or to satisfy mandatory compliance reporting.

Field Name	Line of Business		
	Auto	Property	Casualty
Claim Level Information			
Office Code	X	X	X
Claim Number	X	X	X
Date of Loss	X	X	X
Policy Number	X	X	X
Policy Type	X	X	X
Location of Loss: Address, City, State, Zip Code	X	X	X
Loss Description	X	X	X
Policy Inception/Expiration Date	X	X	X
Time of Loss	X	X	X
Company Received Date	X	X	X
Police Report	X	X	X
Police/Fire Case Number	X	X	X
Single Vehicle Accident	X		
Phantom Vehicle Accident	X		
Was the Accident Witnessed?	X		
Hit and Run Accident	X		
CAT Indicator	X	X	
SIU Information: Company Name, Investigator's Name, Business Phone, Cell Phone	X	X	X
Claim Associated with Insurer Fraud Ring Investigation Indicator	X	X	X
Involved Party Information			
Role	X	X	X
Business Name or Last Name/First Name/Middle Name	X	X	X
Involved Party: Address, City, State, Zip Code	X	X	X
Date of Birth (DOB)	X	X	X
Social Security Number (SSN)	X	X	X
Tax ID Number (TIN)	X	X	X

Home/ Cell / Business Phone Numbers	X	X	X
Personal E-Mail Address	X	X	X
Drivers' License Number / State	X	X	X
AKA names / previous or alternate addresses/ mailing address	X	X	X
Gender	X	X	X
Date of Death	X	X	X
VIN in which this person was an occupant	X		X
Date Party Reported the Loss	X	X	X
Party Subject to SIU Investigation	X	X	X
Claim or part of claim for this party not paid after investigation	X	X	X
Party was subject to an enforcement action (criminal indictment, professional disciplinary action)	X	X	X
Claim for this party meets criteria for fraud bureau reporting	X	X	X
Identity Theft/Synthetic Identity Indicator	X	X	X
Coverage Information			
Coverage Type	X	X	X
Loss Type	X	X	X
Claim Status (update to Closed or Closed without payment)	X	X	X
Date Claim Closed	X	X	X
Adjuster Name	X	X	X
Adjuster Phone	X	X	X
Adjuster E-Mail Address	X	X	X
Service Provider Role	X	X	X
Service Provider: Business or Individual Name, Address, City, State, Zip Code	X	X	X
Service Provider: Business/Cell Phone	X	X	X
Service Provider: SSN / TIN	X	X	X
Paid/Settlement Amount	X	X	X
Casualty Information			
Alleged Injuries/Property Damage			X
Body Part			X
Employee Date of Hire (for WC claims)			X
Termination/Lay-Off Date (for WC claims)			X
Boat /MobileOff Road Equipment Information			
PIN/HIN/VIN		X	
Make		X	
Model		X	
Year		X	
Theft Type (must be "Total Theft" for recovery process)		X	
Owner Retained Salvage indicator		X	
Date of Salvage		X	
Salvage Buyer's Name (if owner did not retain possession)		X	
Date of Recovery		X	
Recovering Agency		X	
Condition of Recovered Vehicle		X	

Vehicle Information			
Vehicle Identification Number (VIN)	X		
Make	X		
Model	X		
Year	X		
License Plate Number / State	X		
Vehicle Disposition (must be "Total Loss" for NMVTIS reporting)	X		
Theft Type (must be "Total Theft" for recovery process)	X		
Odometer	X		
Owner Retained Salvage indicator	X		
Date of Salvage	X		
Salvage Buyer's Name (if owner did not retain possession)	X		
Date of Recovery	X		
State of Recovery	X		
Recovering Police Agency	X		
Condition of Recovered Vehicle	X		
Property Information			
Type of Property		X	
Type of Property Lost/Stolen		X	
Property Lost/Stolen: Scheduled Property Description		X	
Property Theft Type		X	
Theft Location		X	
Additional Important Fields for Medicare Section 111 Reporting			
RRE Code			X
TIN			X
SITE ID			X
Self-Insured Indicator (for TPAs)			X
HICN or MBI			X
Medicare Eligible Indicator			X
ICD-10 Diagnosis Code(s)			X
ICD-10 Cause of Injury Code			X
CMS Date of Incident			X
State of Venue			X
No Fault Insurance Limit			X
Exhaust Date for No Fault Insurance			X
ORM Indicator			X
ORM Termination Date			X
TPOC Date(s)			X
TPOC Amount(s)			X
Funding Delayed Beyond TPOC Date Indicator			X

Additional resources are available on the ISO ClaimSearch website in **My Learning Center**.