



Creating and Submitting Claims for Jobs under \$300.00

For Service Jobs with a total repair cost under \$300.00 (total labor + diagnostic fee + parts minus deductible) that can be completed within 2 business days with no non-covered costs, you can update the Service Job, create a Claim and request payment without calling CCHS. ***Important: You must be insure all updates to the Service Job have been made as outlined in the 'Updating the Service Job: Under \$300.00' document prior to creating a Claim.***

To create a Claim:

- In the 'Products' section of the Service Job, press the 'Create Claim' button. ServiceBench will copy all related information from the Service Job and place it on the Claim.
- Go to the 'Service Details' section of the Claim:
 - Input Labor Hours. This should be calculated as the total time spent on the Job diagnosing and repairing minus the first 30 minutes. Labor hours are input in ¼ hour increments (.25, .50, etc.)
 - Enter the date of the first trip in the 'Date Repair Started' field

Note: These two fields must be entered before you can Save or Submit your Claim.

- Verify that all parts quantities and costs transferred to the Claim correctly
- In the 'Amounts' section at the bottom:
 - Enter the labor charges in the 'Labor Requested Amount' field. This must equal your labor hours entered above multiplied by your hourly rate
 - Enter your service call/trip charge fee in the 'Diagnostic Fee' field. Per your agreement with CCHS, this amount covers your trip charge which includes the first 30 minutes of diagnosis and/or repair
 - Enter the total tax amount in the 'Tax' field (if applicable)
 - If CCHS pre-approved a travel fee, enter it in the 'Travel' field

After all information has been entered on the Claim, press the 'Submit' button at the bottom. Once the Claim has been submitted, the system will attempt to approve it and you will not be able to make any changes. Review the 'Claim Status' at the top of the page. **If it shows 'Approved', scroll down to the Amounts section and verify that all Approved Amounts are correct.** If the amounts do not match, press the 'Escalate' button and enter discrepancy details in an Escalation Comment and click "Save". You will be notified of our response in an email through ServiceBench. **If the Approved Amounts are correct, go back to the Service Job and press the 'Complete' button.** This will mark the Job Complete and send the Approved Claim for payment. For additional ways to request payment, see the '*Completing a Job for Payment*' document.