APCO HOLDINGS

Online Claims Portal

User Guide

Online Claims Portal

Welcome to the APCO Holdings Online Claims Portal—a quick and easy way to enter claim information for quick review by our claims adjusters.

You may use the portal to begin a claim for any product other than:

- Windshield Repair
- Paintless Dent Repair
- Cosmetic Wheel Repair
- Paint Scratch Repair
- Prepaid Maintenance

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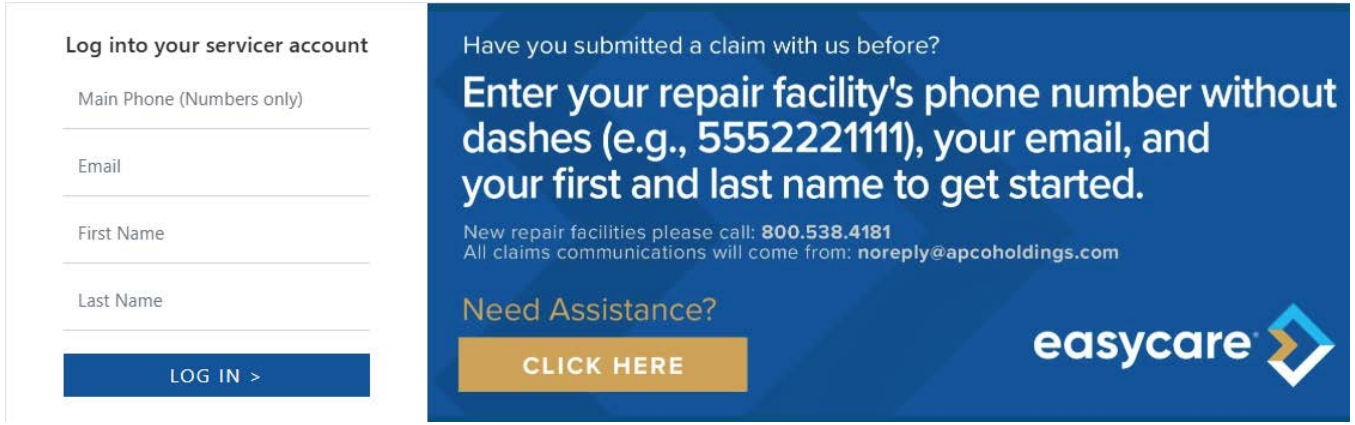
START A CLAIM

Log into the Portal

- First, you will need to log in and confirm your email address. Visit **http://claims.easycare.com** or **http://claims.gwcwarranty.com** to get started.
- Enter your Service Facility's main phone **Number** without dashes (e.g., 111222333), business **Email**, and your **Name** to log into your servicer account.



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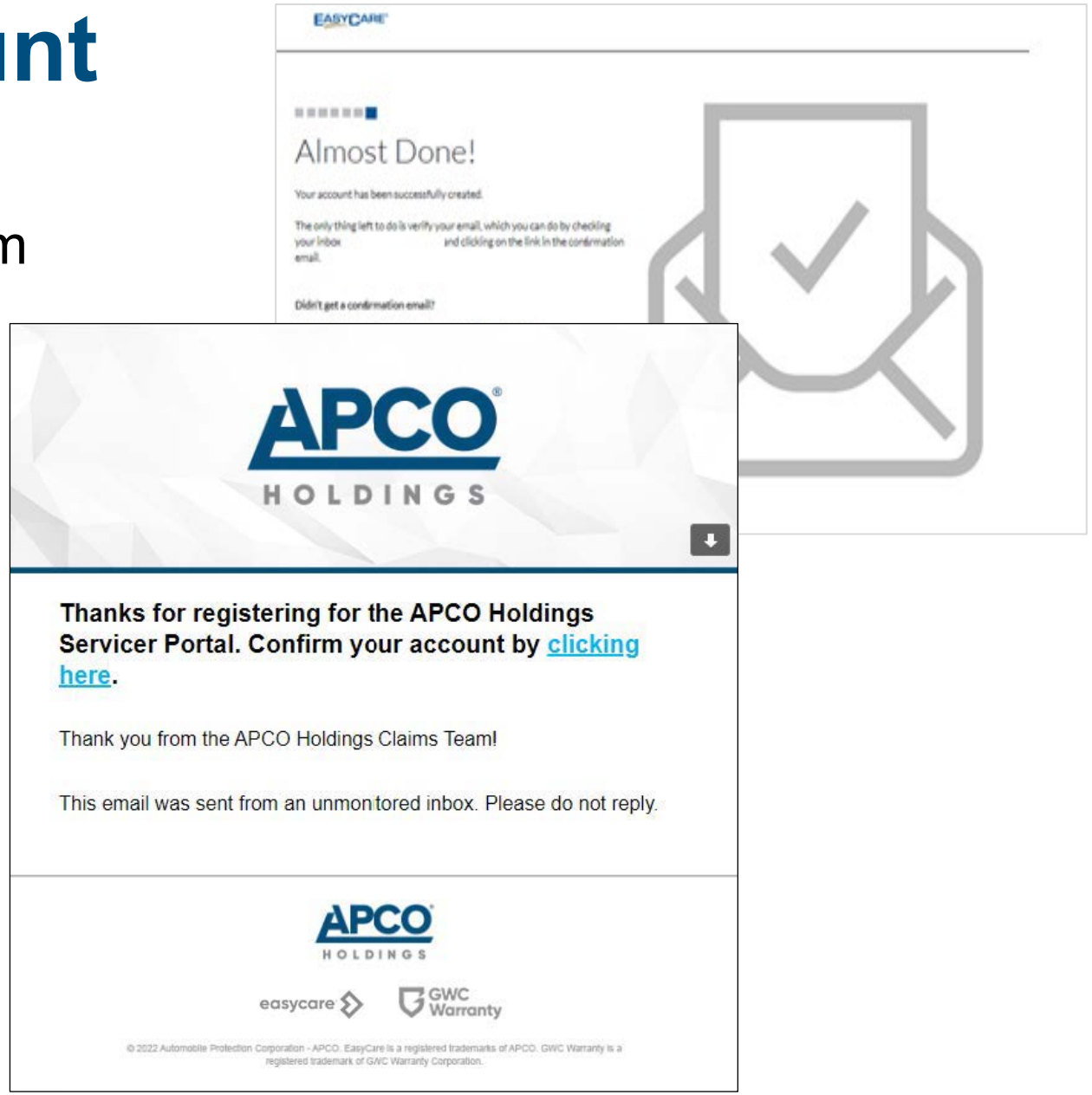
Confirm your Account

- Check your inbox for an email from noreply@apcoholdings.com to confirm your account.
- Click the link in the email.



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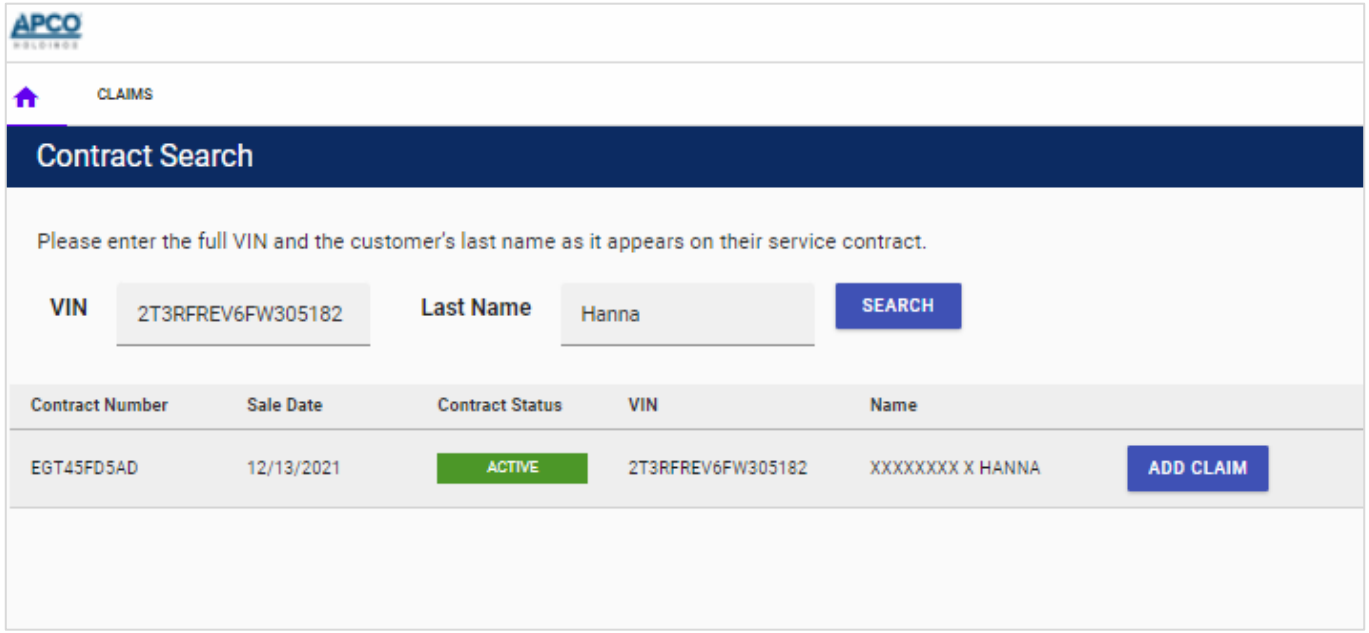
Start a Claim

- To begin a claim, search for the customer's contract by entering the full **VIN** and customer's **Last Name**.
- When an active contract is found, click **ADD CLAIM**.
- *Please note: if the search does not return an active contract or you need support, please call the claims number on the contract.*



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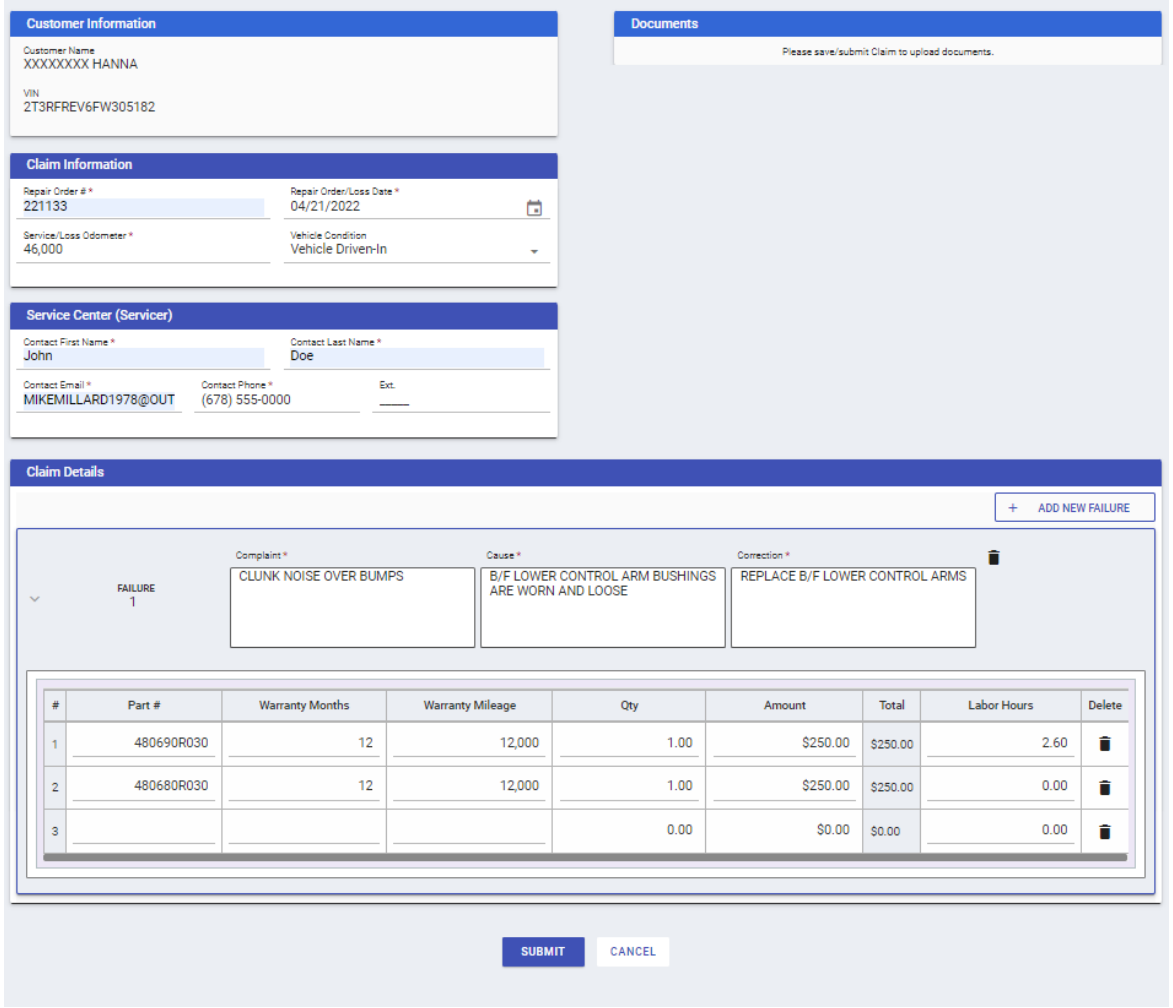
Enter the Claim Details

- Enter the claim information and the 3 Cs—**Complaint**, **Cause**, and **Correction**. Please note that the **Cause** section should include failure-related information and diagnosis procedures performed, along with any results. **Please see next slide for tire claims.*
- Any information that has an asterisk is required.
- Click **SUBMIT** and the claim will be sent for review.



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Tire Repair Claims and Menu Price*

Tire Repair Only Claim

- Enter the menu labor in the part # field.
- Enter a part quantity of 1 and cost of .01. Leave labor hours blank.
- Click **SUBMIT**.

#	Part #	Warranty Months	Warranty Mileage	Qty	Amount	Total	Labor Hours	Delete
1	menu labor $25			1.00	$0.01	$0.01	0.00	

Tire Replacement Only Claim

- Enter the part # for the tire on the first part line. Leave the labor hours blank.
- Enter the menu labor amount in the part # field on line 2. Enter a part quantity of 1 and cost of .01. Leave labor hours blank.
- Click **SUBMIT**.

#	Part #	Warranty Months	Warranty Mileage	Qty	Amount	Total	Labor Hours	Delete
1	19390027	0		1.00	$181.16	$181.16	0.00	
2	Menu Labor $25.0			1.00	$0.01	$0.01	0.00	

**This process will be simplified in a future system release.*

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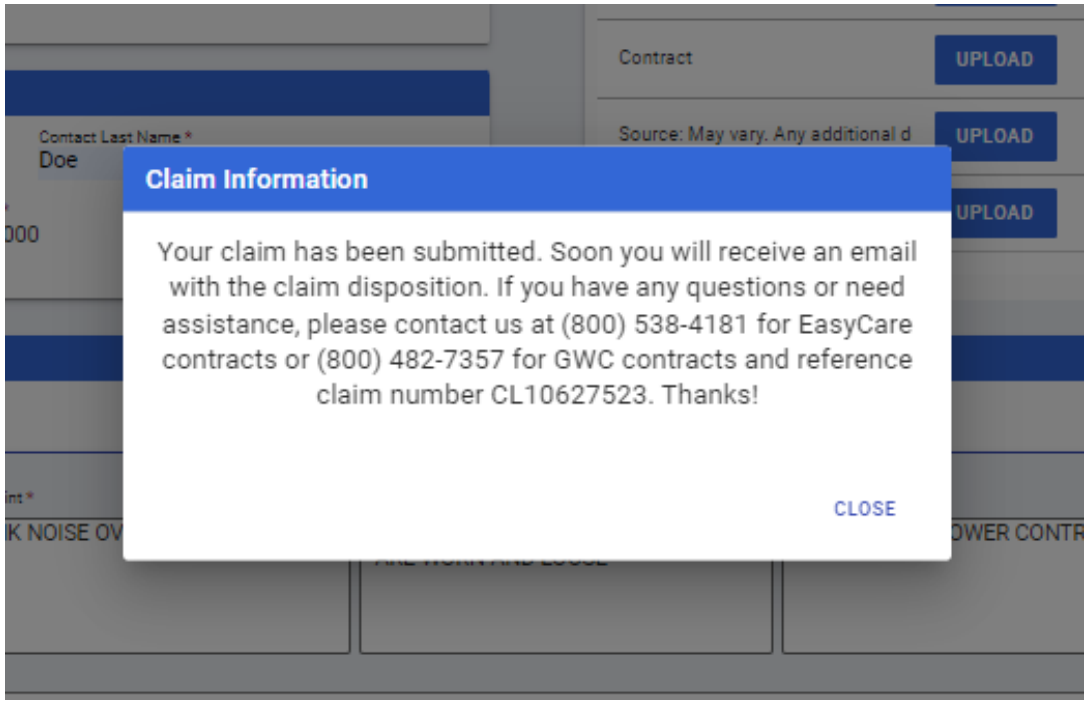
Claim Number & Review

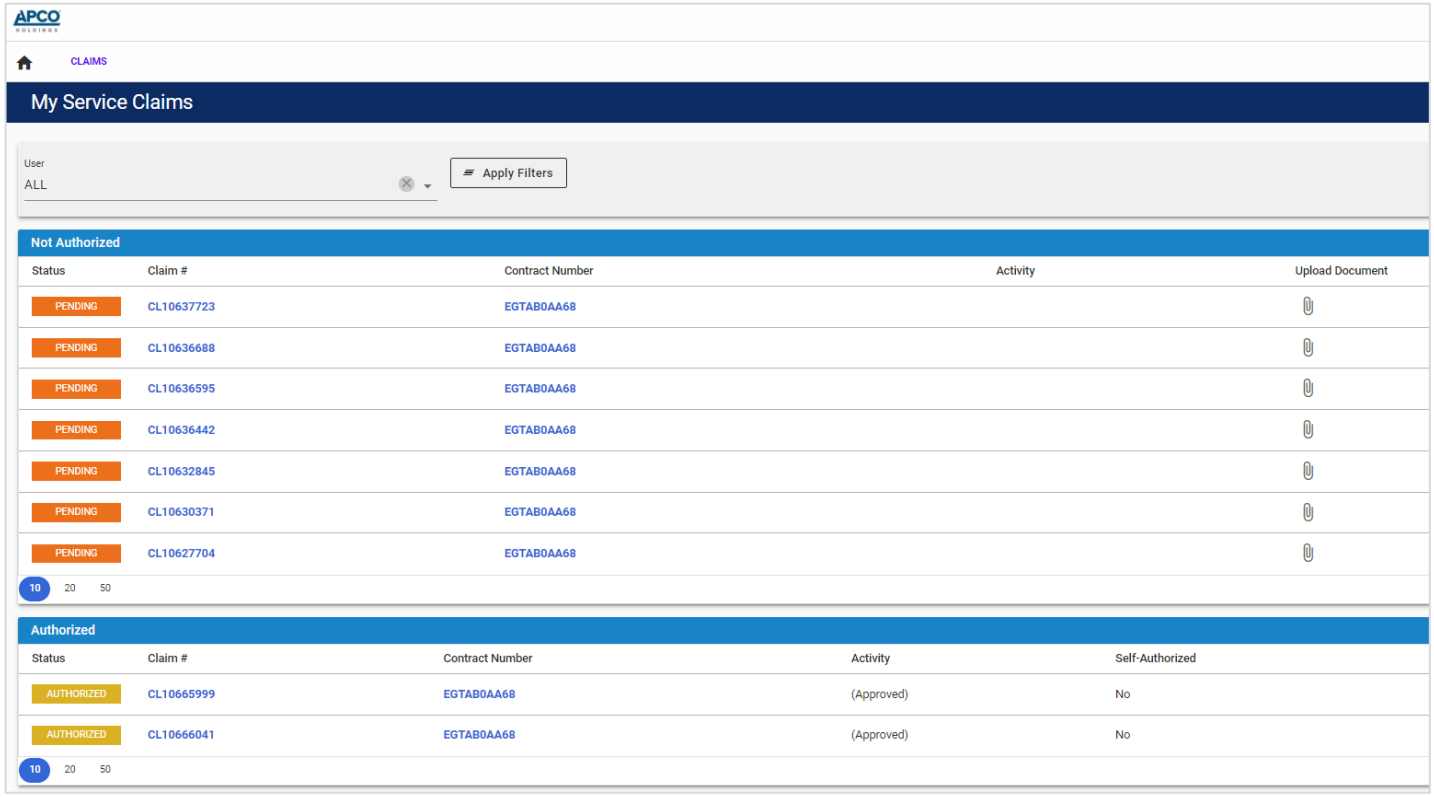
- You'll be provided a claim number to reference if you need to call the claims department.
- ***Please note that this is not an authorization number***—it's simply a reference number for the claim.
- Our adjusters will review the claim and send you an email with the claim disposition in an hour or less.



UPLOADING DOCUMENTS

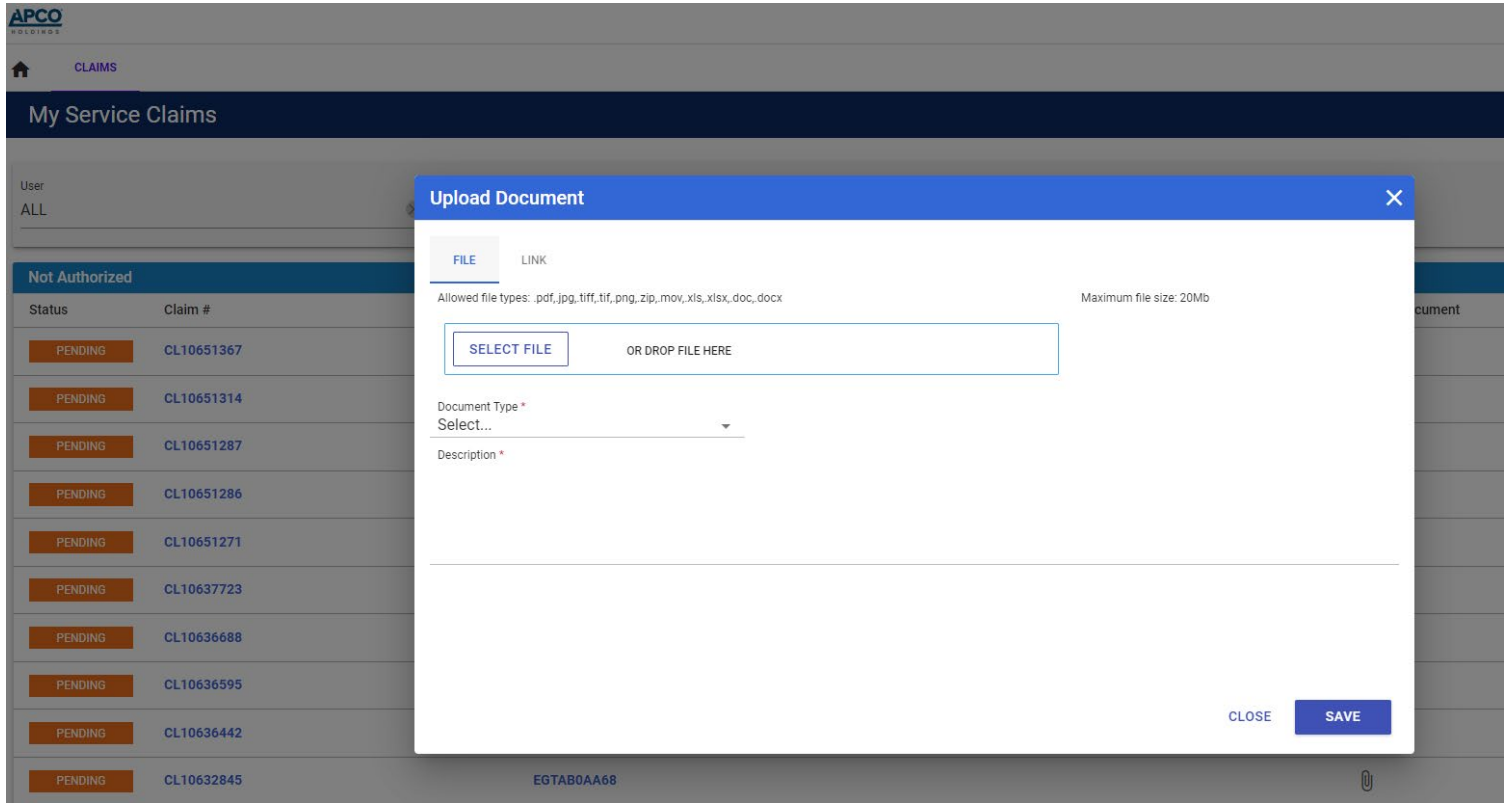
Uploading Documents

- If your claims adjuster asks for documentation, you can upload that right to the portal.
- Click the **paperclip** next to the claim that requires additional documentation.



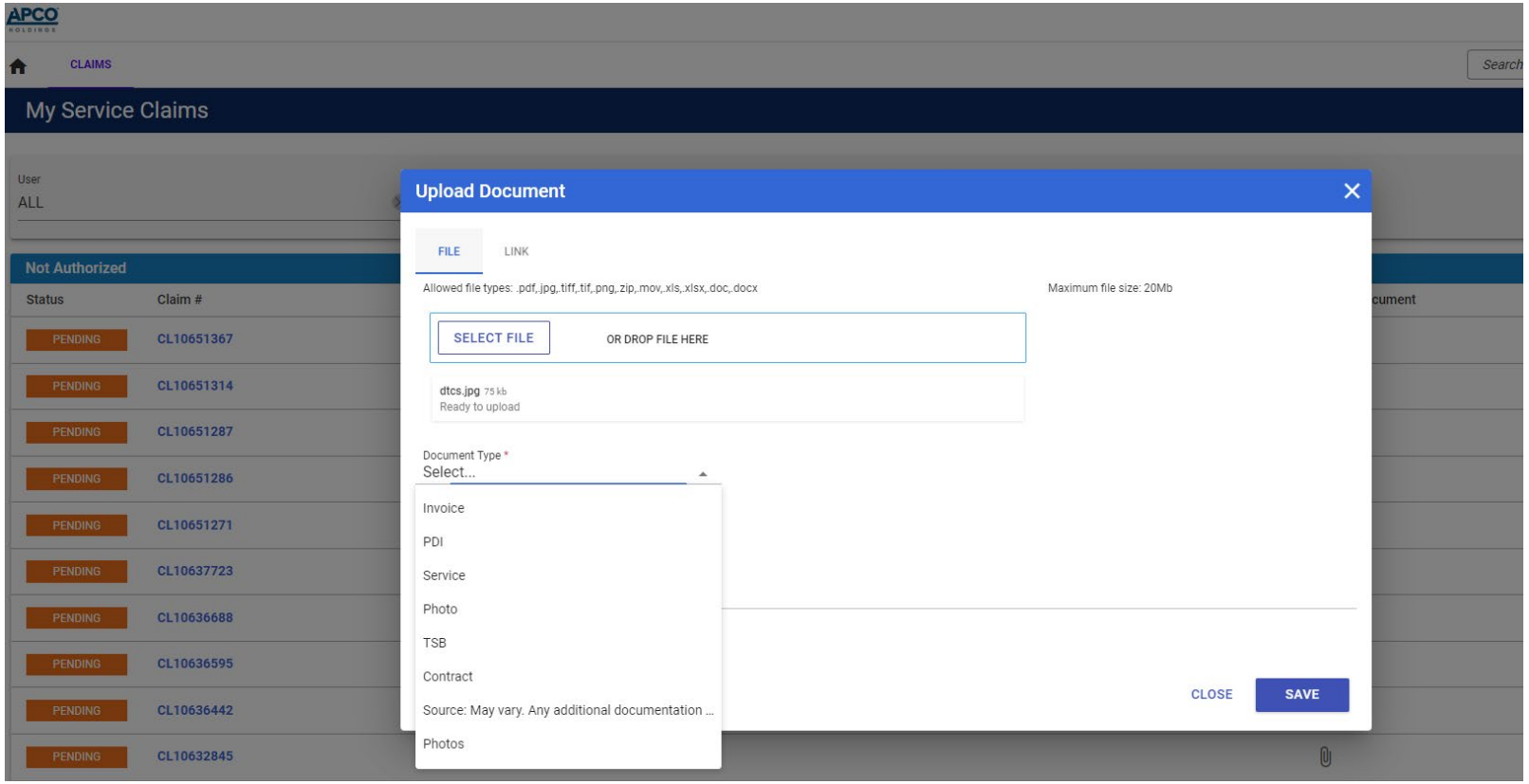
Select the File

- Click **SELECT FILE** to find the document on your computer, or simply drag and drop the file into the portal.



Select Document Type

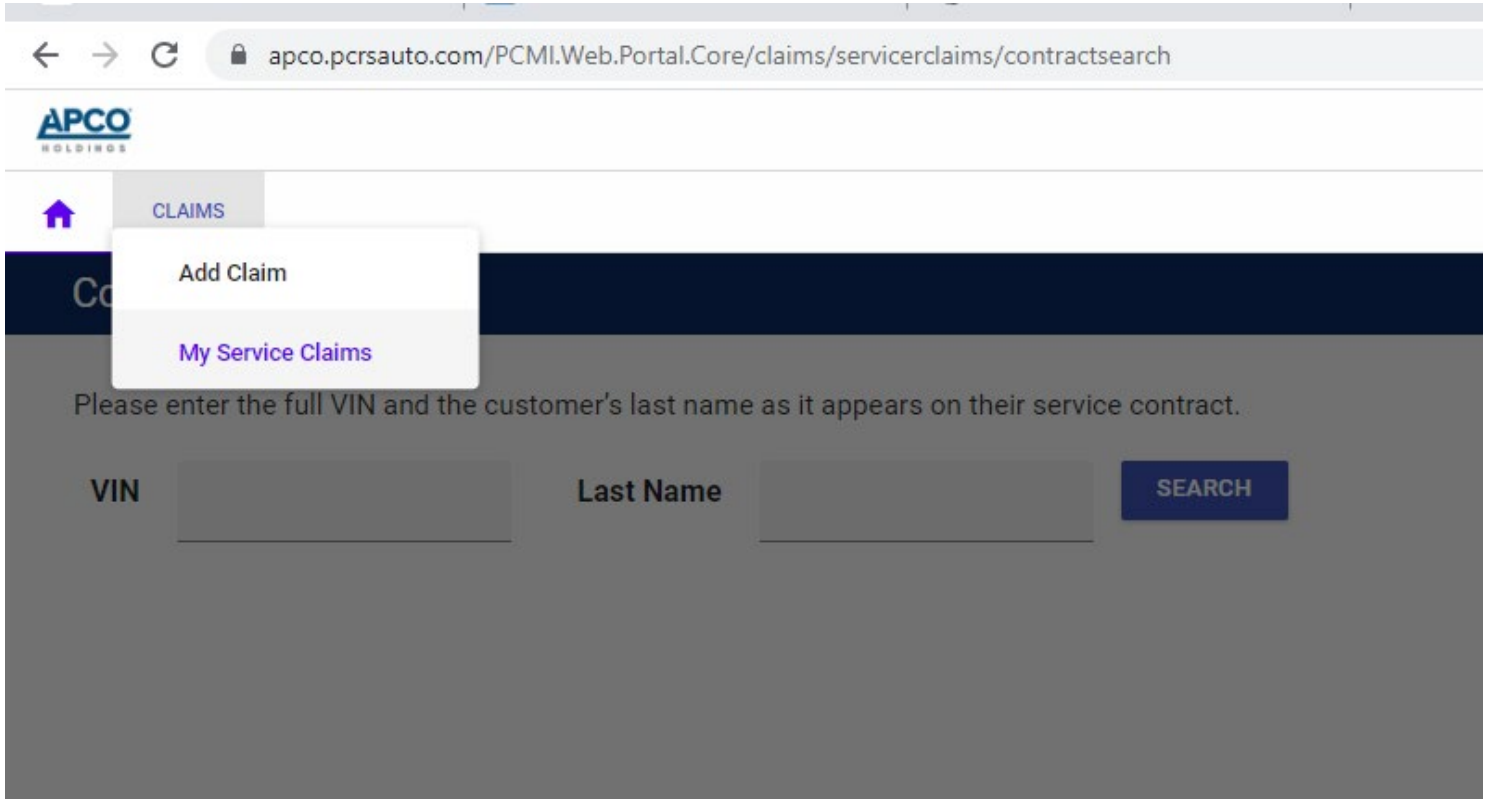
- Use the drop-down menu to select the **Document Type**.
- Click **SAVE**.



CHECK CLAIM STATUS

Check Claim Status

- When logged into the portal, click the **CLAIMS** menu at the top of the page.
- Select **My Service Claims**.



FAQs

Claims Portal Frequently Asked Questions

Q: What is my "Number" on the login screen?

A: Your Number is the main phone number for the repair facility. Be sure to enter that number without dashes (e.g., 1112223456)

Q: What if I need to add anything (e.g., failure, parts, rental, towing) to a claim that I already submitted?

A: If you need to update an existing claim, then the best option is to call the claims phone number on the customer's contract. Have the claim number handy, because that will speed up the process of finding the claim to be updated.

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Claims Portal Frequently Asked Questions

- **Q: How do I make sure that you have the information that you need to complete a claim on the first review?**
- A: Be as descriptive as possible with the Complaint and Cause. The more details we have the better. And, that will cut down on the instances where we would need to reach out for more information.

- **Q: Can I enter a claim with menu pricing for labor?**
- A: Yes. In the Part field enter "Menu Pricing" and the dollar amount (e.g., $25). In the Quantity field enter "1" and in the Amount field enter "$0.01". See the Menu Pricing page in this manual for more information.

- **Q: Can I check the status of claims that I've submitted through this portal?**
- A: Yes. On the main Seach screen, select the Claims menu option, and then select My Service Claims. You will see claims that you have submitted through the portal, and their status (I.e., Pending, Authorized, Paid, etc.).

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Thank You

If you need assistance with the claims portal, please call the claims number on the contract and we'll be there to help!