



User Community Notice - Indexing Update Regarding Medical Reports

Dear Valued No-Fault Customers:

In collaboration with the Business Intelligence Team, the Indexing Team is pleased to announce its next implementation to streamline the indexing process. Effective September 4, 2019, the Indexing Team will use the Medical Report Document Type to capture parties' submissions currently labeled under the following Types:

- Medical Report;
- Medical Progressive/Treatment Notes;
- Medical-Radiological Findings;
- Medical Referral;
- Medical x-ray/MRI Results; and
- Medical-Test Findings.

The Indexing and Business Intelligence Teams are confident this implementation will greatly lessen uncertainty or confusion about where to locate medical documents and related correspondence in a claim file. Please be assured this will not impact the functionality of the ADR Center platform or your ability to view any documents submitted by the parties.

Thank you for your cooperation and patience. Please contact us if you have any questions.

All the best for continued success.

Sincerely,

American Arbitration Association

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