

Frequently Asked Questions / Issues



Q. What is the website address?

A. Visit www.netclaim.net or go to www.CIRMAcare.org and click the button to submit a claim.

Q. How do I reset my password?

A. Click "Forgot Password" on the login page and the user can reset it. The user can also email Sean Gaffney at sgaffney@ccm-ct.org or call CIRMA at 203-946-3700 for the password to be manually reset.

Q. My browser is not compatible with www.netclaim.net - what should I do?

A. The netclaim website will work in Internet Explorer (IE11) or in Compatibility View in IE10. Please see the "Unsupported Browser" handout.

If this does not work, the user should follow up with their **own IT department** to adjust the browser or firewall settings. The correct settings can be found in the user guide.

Q. What does "Product" mean on the Greetings tab?

A. The user needs to click "Find" and then select "WC".

Q. Does the system time out after a period of inactivity?

A. Yes, the system will time out after 20 minutes of inactivity. If this occurs, the user may continue entering the claim, but must change the finish tab to "Complete" before clicking the "Finish" button.

Q. I don't know which codes to select in the system for Cause, Body Part, Nature and Job Classification. What should I do?

A. The user should select the option that fits best.

Q. When do I escalate a claim? –Or– How do I know if a claim is catastrophic?

A. CIRMA classifies the following injury classifications as catastrophic and should be escalated: Amputation, Gunshot wounds, Heart attack, Internal bleeding, Spinal cord injury, Stroke, TBI (Traumatic Brain Injury).

Q. How do I allow pop-ups for www.netclaim.net?

A. Click on "Tools" from the menu bar of the browser and select "Internet Options". Then click on the "Privacy" tab. Next to "Pop-up Blocker", click settings and add the netclaim.net website to allow pop-ups. See "Pop-Up Blocker" section for screen shots.

Q. Is there a help desk phone number for The Network?

A. Yes, 800-253-0453 - Option #5.

Q. How do I get training on how to use the system?

A. A user guide is sent in the email to new users and is also available on our website. We also have an instructional video on our website. Click [here](#) to view the video.

Q. How do I know if I already have an account setup to report claims online?

A. Contact Sean Gaffney 203-946-3724, sgaffney@ccm-ct.org or Michael Gillon 203-946-3729, mgillon@ccm-ct.org.

Q. What if I do not know certain information?

A. There are certain pieces of information that are required to submit a claim. If required information is left blank, then the system will flag it as an error.

Q. What is the difference between an error and a warning?

A. An *error* indicates that required information is missing and needs to be entered before the claim can be submitted. A *warning* indicates that a field has been left blank, but that the claim can still be submitted without it.



Q. Does my password expire?

A. Yes. Passwords expire every 60 days. If your password has expired, the system will prompt the user to enter their old password and then choose a new one. If the user does not remember their old password, the password needs to be reset.

Q. How do I know the claim was submitted successfully?

A. On the “Supplemental” tab, select: “I would like a copy of the report” from the dropdown. The user may choose between email and fax. The user may also use the “Search” function in the system to check the status of a reported claim. The user may also call CIRMA at 203-946-3700 to inquire about a report.

Q. Does CIRMA have a designated contact person for Workers’ Compensation claims reporting?

A. Yes. Sean Gaffney, sgaffney@ccm-ct.org or 203-946-3724 or Michael Gillon, mgillon@ccm-ct.org or 203-946-3729.

Q. Can I change who receives the First Report of Injury from CIRMA?

A. Yes, contact Sean Gaffney, sgaffney@ccm-ct.org with the name of the person who should receive the First Report of Injuries, the member and department and a fax or email address.