

Case Management System

Instructions for Party Representatives

Contents

1. [View a Case Site](#)
2. [Send, Receive, and Reply to Messages](#)
3. [Find and Update Information about the Claim](#)
4. [View, Upload , and Organize Documents](#)
5. [Make Deposits](#)
6. [Review Deposits and Withdrawals](#)
7. [Review and Rank Neutrals](#)
8. [Sign Out](#)
9. [Get Help](#)

View a Case Site

You can access all of your cases through the portal: drcases.healthlawyers.org. You can access a particular case by clicking on the link at the bottom of any system-generated message, which will have the case name and number.

Unless you are already logged in, the system will prompt you to enter a user name and password. Please enter the credentials you created or we sent to you. If you cannot remember your user name or password, there are tools on the Login screen to help you or [we can assist you](#). Do not create a new user name--it will not work.

Important: Your AHLA user name and password will not work on this site. If you are visiting this site for the first time, please click on Register and create a new user name and password.

Log In
Register
Forgot Password
Forgot Username
Change Password

Sign In

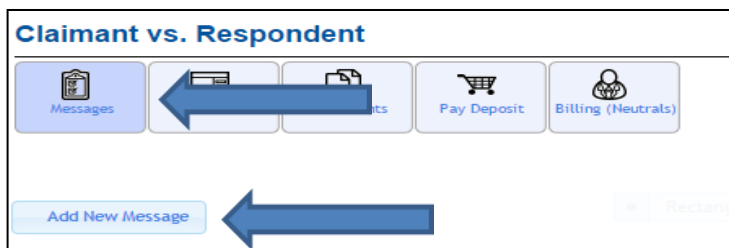
User name:
Password:

Sign me in automatically

If you want others in your firm (e.g., co-counsel, associates, or support staff) to have access to the site, [send us](#) their names and emails addresses. Everyone on the access list will receive an alert when a new document is uploaded and will receive a copy of any message sent through the site.

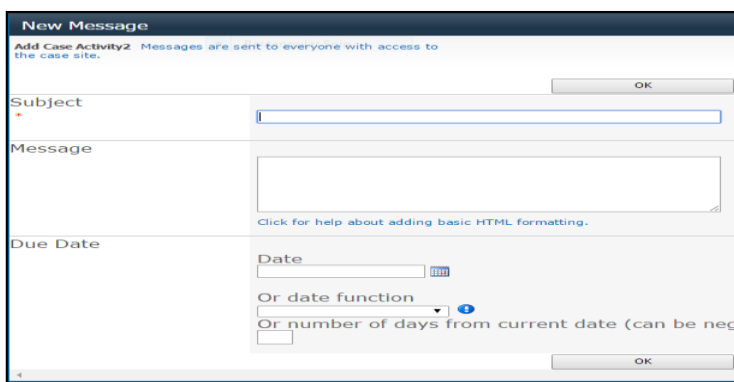
Send Messages

To send an email to the neutral and all party representatives (including any associates or assistants on the access list) click on Message and then on Add New Message.



When the New Message window appears, fill in the subject and body of the message and click OK.

If the access list is long, it may take close to a minute to complete the action. Please do not click on OK multiple times as this may result in repeats of the same message.



Receive Messages

Since you are on the distribution list, you should receive a copy of every message you and others send. If you do not receive a copy, [please let an administrator know](#). We can quickly resolve the problem.

Reply to Messages

Under the Messages tab, the system retains a copy of all communications sent through the system.

Click on *Reply to Activity* to respond.

Click on *View Activity* to see all replies.

The screenshot shows a table with columns for TITLE, DESCRIPTION, and DUE DATE. Two rows of messages are visible, each with 'View Activity' and 'Reply to Activity' buttons. Blue arrows point to these buttons.

TITLE	DESCRIPTION	DUE DATE
Schedule Preliminary Conference	Dear Counsel: Please let me know whether you are available on July 9 at 2 pm. CT Sincerely, Arbitrator	7/9/2014
Provide Exhibit List	Dear Mr. Jones and Ms. Smith: Please provide a list of all documents you intended to introduce as evidence. Sincerely, Arbitrator	6/5/2014

Find and Update Information about the Claim

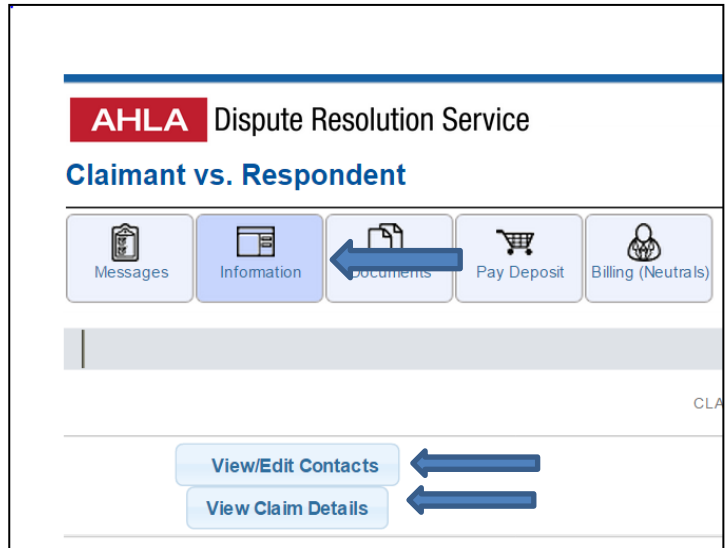
After a claim is submitted, data input on the claim form appears under the Information tab. It is divided between Contacts, which the parties can and should update, and Claim Details, which only staff can edit.

Claim Details

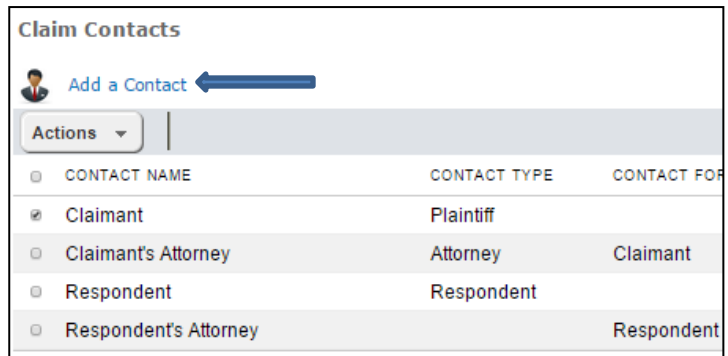
Click on Information and then on View Claim Details. Contact us if key information, such as the request for relief, needs to be modified.

Contact Information

Click on Information and then on View/Edit Contacts.

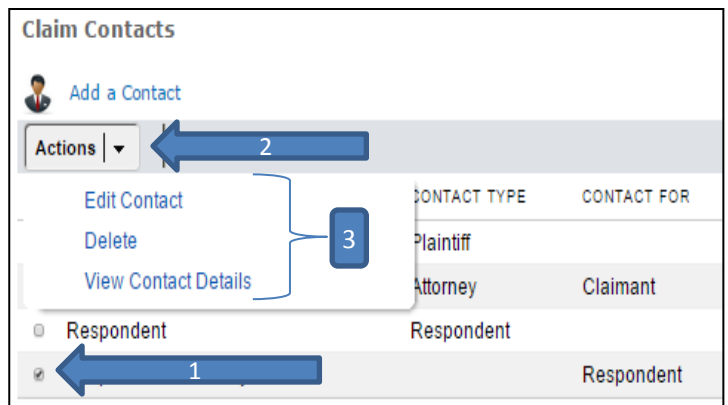


Click on *Add a Contact* to list an additional representative.



Check the box next to a name and then on *Actions* and *Edit Contact* or *Delete* to update or delete the contact.

Clicking on *View Contact Details* makes the street address and additional phone numbers visible.

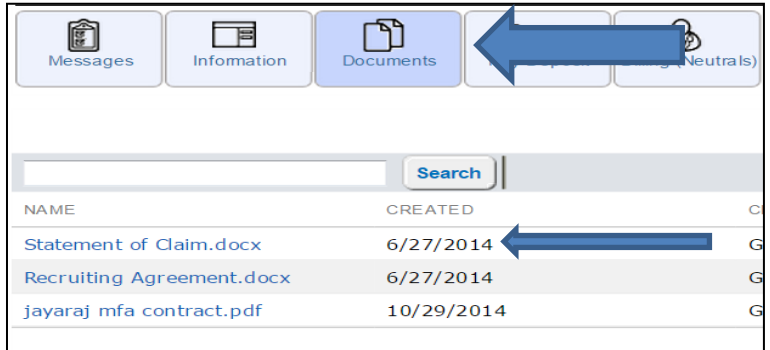


View, Upload, and Organize Documents

View Documents

Click on the *Documents* tab to view all documents pertaining to the claim

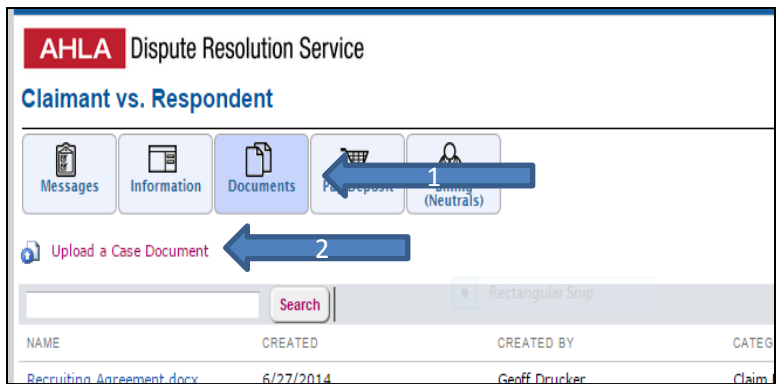
To open a document, click on its name.



Upload Documents

Click on Documents and then on Upload a Case Document

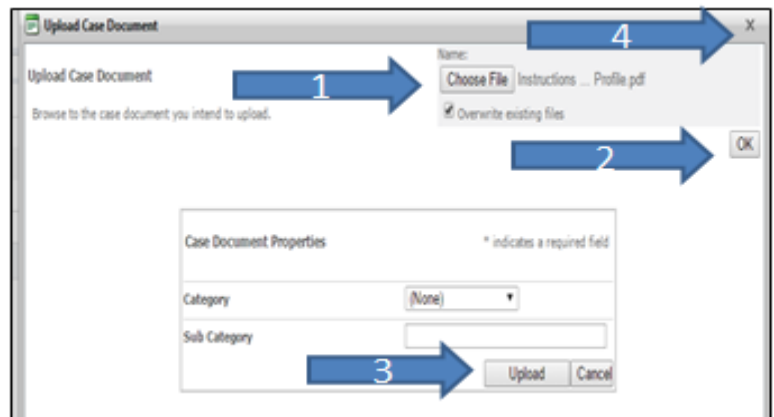
The file size limit is 50-100mb depending on the characteristics of the document



Select a file from your computer and then click on OK. Entering a Category or Sub Category is optional.

Click on Upload to complete the action.

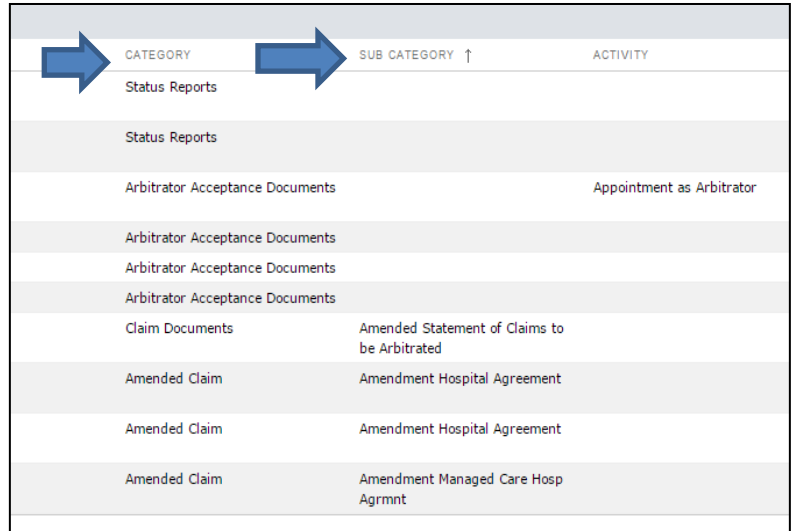
Click on the X to exit the Upload screen.



Uploading a document triggers the system to send an alert to everyone on the site access list stating that a *new* document has been uploaded. (If a new version of the same document is uploaded, no alert will be sent). If you do not receive an alert, [please let an administrator know](#). We can quickly resolve the problem.

Organize Documents

By default, documents appear in the order in which they were uploaded (most recent first). Click on Category to order the documents by category. Click on Sub Category to order by sub category. Clicking once puts the categories into alphabetical order; twice into reverse alphabetical order.



CATEGORY	SUB CATEGORY ↑	ACTIVITY
Status Reports		
Status Reports		
Arbitrator Acceptance Documents		Appointment as Arbitrator
Arbitrator Acceptance Documents		
Arbitrator Acceptance Documents		
Arbitrator Acceptance Documents		
Claim Documents	Amended Statement of Claims to be Arbitrated	
Amended Claim	Amendment Hospital Agreement	
Amended Claim	Amendment Hospital Agreement	
Amended Claim	Amendment Managed Care Hosp Agrmnt	

An [administrator](#) can add a new document category or sub-category for you.

Deposits

Click on the Pay Deposit tab to view the four ways of transmitting escrow funds to the AHLA Dispute Resolution Service.

The screenshot shows the AHLA Dispute Resolution Service interface for the claim "University of Pittsburgh Medical Center vs. Highmark Inc., Claim No. 2515". At the top, there is a navigation bar with five tabs: Messages, Information, Documents, Pay Deposit (which is highlighted in blue), and Billing (Neutrals). Below the navigation bar, there are four buttons for payment methods: Pay by PayPal, Pay by Wire Transfer, Pay by Check, and Pay by Phone. The buttons are arranged vertically on the right side of the page.

Viewing Deposits and Withdrawals

The case management systems provides up to date information about how much money is on deposit, what invoices have been paid, and what invoices are outstanding.

Click on Financials



A spreadsheet showing all recorded deposits and invoices will open up.

The screenshot shows a spreadsheet titled "Print Financials" with a blue arrow pointing to it from the text above. The spreadsheet is divided into two sections: "Claim Financials (Paid)" and "Claim Financials (Submitted)".

Claim Financials (Paid)

Arbitrator	Description	Date Submitted	Date Paid	Amount
Deposits				
	Deposit	2013-08-09		\$1,000.00
				Total Deposits: \$1,000.00
Billable Time				
				Total Administrative Fees: \$-0.00
				Total Billable Time: \$0.00
Expenses				
				Total Expenses: \$0.00
				Available Balance: \$1,000.00

Claim Financials (Submitted)

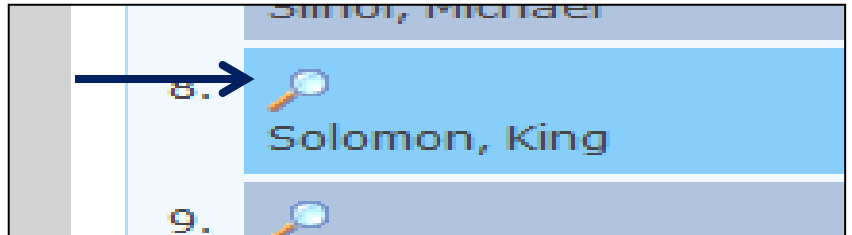
Arbitrator	Description	Date	Amount
Billable Time			
Geoff Drucker	Pre-Hearing Conference	2013-08-09	\$900.00
			Total Administrative Fees: \$-162.00
			Total Billable Time: \$738.00
Expenses			
Geoff Drucker	Conference Call (Provider: AT&T Category: Miscellaneous (tips and others))	2013-08-09	\$27.00
			Total Expenses: \$27.00
			Unpaid Balance: \$927.00

The spreadsheet does not reveal the source of deposits. This is to alleviate concerns that a neutral may be biased in favor of the party that pays more, or pays more promptly.

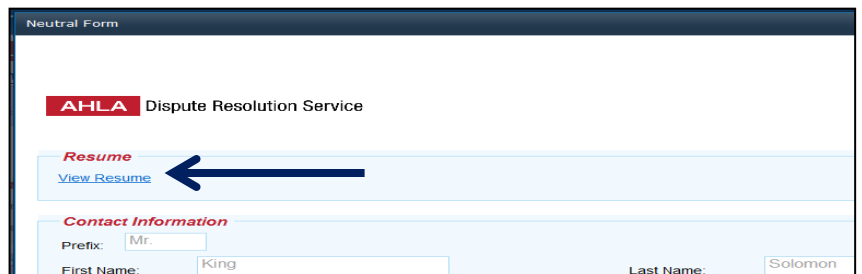
Review Candidates

If you receive notice that a panel of candidates is available for review, the names should appear when you access the site. If you navigate away from the panel, click on Messages to return to it.

To view a candidate's profile, click on the magnifying glass icon above his or her name.



To view a candidate's resume, open the profile (see instructions above) and then click on *View Resume* near the upper left hand corner of the profile.



Rank Candidates

To move a candidate up or down, left click on his or her bar and "drag" (keep your finger on the mouse) the candidate to the desired spot.

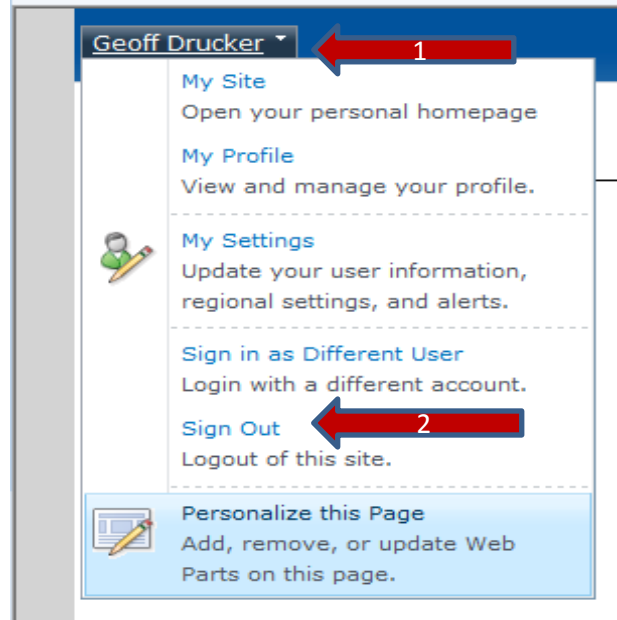


You may strike one candidate by dragging his or her name to the bottom.

Sign Out

To minimize the risk of an unauthorized person accessing a case site, please sign out at the end of each session.

For security reasons, the case management system will automatically log you out if there is no activity on the site for 30 minutes.



Get Help

If you would like help using the case management system, please contact:

Johnnie M. Mickens | Case Specialist, Dispute Resolution Service
(202) 833-0776 / JMickens@healthlawyers.org

or

Carine Brice | Manager, Dispute Resolution Service
(202) 833-0762 / CBrice@healthlawyers.org

Thank you for using the AHLA Dispute Resolution Service.