Workers' Compensation Claim Reporting Instructions

Cast & Crew/CAPS utilizes STARS Intake customized Incident Interview to help simplify and guide our clients through the process of reporting a workers' compensation claim. Here are the basics of Cast & Crew's Workers' Compensation Interview on STARS.

DOWNLOAD STARS INTAKE APP or BOOKMARK THE WEBSITE

Go to **Google Play** or the **Apple App Store** and search for STARS Intake. Once you have located the app, start the downloading process. Alternatively, you can bookmark https://www.riskonnectclearsight.com/Enterprise/

LOGIN

Open the app, and enter **Client ID: C236**, then enter the **User ID: CastandCrew** and **Password: Workcomp1**

ENTER CLAIM INFORMATION

You will need the following information to enter your claim using the STARS app:

- Client information and contact phone number
- Date of Injury
- Claimant's full Name, address, phone number, date of birth and SSN
- Claimant's occupation and supervisor's contact information
- Description of how and where the injury occurred
- Information on any witnesses

INTERVIEW ENTRY

1. Click the **Record New Incident** button to begin the interview.
   - Required fields are marked with a red asterisk *****; you cannot click 'Next' or 'Submit' until you have completed all the required fields.
   - Use drop-down menus to select answers for multiple choice fields
     - Click on the down arrow button or start typing in the box to pull up options.
   - Date fields have Calendar lookups
   - If you do not know the answer to a field, select 'unknown', or 'other' from the drop-down or radio button options, or type unknown in the field.
2. When you have completed all required fields, click 'Next'
3. The interview section contains multiple pages. To navigate through them use the 'Next' and 'Back' buttons at the bottom of the page.
   - Note: Form data entered on interview pages can be spell-checked by clicking the symbol 'Spell Check' in the upper corner of the page.
4. When you have finished entering all the required data, click the **Submit** button. A confirmation number will be displayed and you will receive an email receipt of your submission. You may submit additional documents using the 'Attachments' button on the confirmation page.

NOTE: *You may leave the app, but do not close it until you have submitted your claim or your information will need to be re-entered.*