



NGC Highlighter



NGC Bodily Injury Trust
Administered by Trust Services, Inc.

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Quarterly Review

From The NGC Facility...

NEXT is Live!



Find us on the
world wide web!
ngcbitrust.org

The new NG “NEXT” website is now available for you to begin processing your new claims and resolving your old claims. Many new features have been added including document retrieval, analysts claim views, powerful claim searches that can be refreshed on command, and enhanced help sessions. Please refer to the “Resources” section below for additional help or refresher training information.

Your firm’s existing user parameters have been carried over including the replication of user login IDs and Passwords, so anyone who is ‘active’ should be able to log on right away. We will be fine tuning the overall web performance over the course of the next few weeks as more and more firms utilize the site. Please report any login problems or web session issues to the facility at [NGCHelp](#) or call Miranda Wooldridge (903-453-2160, ext 178) or Tiffany Nieto (903-453-2160, ext 272).

Important Changes

Requests: Extensions can now be requested online prior to expiration of the claim’s due date. Requests to withdraw, defer or close a claim can now be made online. These requests, once received, will be processed by an analyst and the appropriate correspondence will be sent to the law firm.

Incomplete Claims: Supporting documentation along with pertinent claim data is required in order for a claim to be considered a valid submission. If this information is not provided, then the claim will be considered Incomplete and a notice will be sent to the law firm describing the missing information and setting a response time of 90 days.

Top 5 New Website Features

5. Ability to change delivery method and frequency of correspondence.
 4. Ability to save searches and convert results to Excel report.
 3. Ability to view the analyst’s claim review results.
 2. Ability to edit claims.
 1. Ability to view documents.
- To re-establish a proper connection to the NGCBIT website click [here](#) and re-save the link in your Favorites folder.

Refresher Training Schedule

To register for one of the following NEXT website refresher training webinars, please contact Sue Warren, swarren@trustservices.org, 1(800) 580-2191 x153.

Basic Website Refresher – Wednesday January 13, 2010 10 am*

Administrator Role Refresher – Wednesday January 13, 2010 2pm*

Basic Website Refresher – Thursday January 14, 2010 9 am *

* Central Standard Time

New Frequently Requested Documents

The following new resource documents have been added to the Documents page of the NGCBIT Website:

NGC Medical Disease Criteria

NGC Medical Disease Requirements

NGC Statute of Limitations Reference Guide



Reminder: Using the [NGC website](#) is a good way to Go Green!

Helpful Hints for New Website:

Claim numbers must be entered with “NG-”

Social Security Numbers must be entered without dashes

For help with the NEXT Website or if you encounter any problems, please email [NGCHelp](#).