



December 18, 2014

NOTICE TO ALL REPAIRCENTER USERS

Re: Supplement Processing

To: RepairCenter Users

As we enter the heavy collision season, we are working hard to review your supplement requests in a timely manner. Collaborative Estimating provides us with the opportunity to implement a process for automatically approving qualifying supplements.

Beginning December 18th, Manitoba Public Insurance will be testing an automatic approval process, beginning with shops who have the most experience with Collaborative Estimating and who have demonstrated proficiency using RepairCenter.

If a supplement from your shop qualifies for automatic approval, you may notice that there is no activity note from a Manitoba Public Insurance estimator accompanying your supplement approval. Please note that while the supplement request may be automatically approved, Manitoba Public Insurance's business rules continue to apply and these supplements will be subject to an audit post approval.

The volume and thresholds of supplements qualifying for this process may vary based on a variety of factors including a shop's audit results. Shops with positive audit results may see their threshold increased, while shops with poor audit results will see their threshold decreased or eliminated.

Manitoba Public Insurance will evaluate the result of this initiative and determine whether to continue or revise it in the longer term.

If you have any questions on our escalation processes, please contact our Estimating Coordinators:

- Bill Crocker at (204) 985-8770 extension -7960 – bcrocker@mpi.mb.ca:
- Robert Ferreira at (204) 795-0566 - rferreira@mpi.mb.ca
- Jim Backstrom at (204) 985-8770 extension 7397 - jbackstrom@mpi.mb.ca.

Sincerely,

Marnie Kacher
Director, Service Centre Control & Compliance
Manitoba Public Insurance Corporation