



February 23, 2018

NOTICE TO LOSS OF USE WEB APPLICATION USERS

Re: Changes to Loss of Use Web Application

Starting **February 26, 2018**, MPI is updating the Loss of Use (LOU) web application so when you submit an initial loss of use request, the application will automatically receive and display:

- The customer's loss of use eligibility
- The approved number of rental days, if eligible

These system enhancements will make the LOU request process more efficient, as the Claims Processing Unit was previously responsible for reviewing, approving, and calculating all initial LOU requests.

MPI recommends you review your **Response Received** section in the Loss of Use web application regularly as these automatic responses will appear there.

In some cases the automated approvals may fail. If it does, the Claims Processing Unit will review. The Claims Processing Unit will respond to your requests within 24 hours (during business hours).

Repair Scope Changes

If a repair shop submits a repair scope change, the Loss of Use application will now automatically receive the adjusted number of approved rental days. The notification will appear in your **Response Received** section. You no longer have to submit extension requests for repair scope changes.

Requests for Additional Time

If there are other extenuating circumstances (for example, ordering parts), rental companies may still request an extension through the Loss of Use application. The Claims Processing Unit will respond to extension requests within 24 hours (during business hours).

If the Claims Processing Unit rejects your request, you will receive a response with a reason for the rejection

Weekends and Statutory Holidays

With these system changes, rental companies no longer have to request weekends or statutory holidays. The new automated calculation will include these days.

MPI Partners Updates

In addition to the web application and procedural updates, we have also updated the [Direct Billing for Loss of Use](#) document.

If you have any questions about this notice, contact the Claims Processing Unit at 204-985-7500 or ClaimsProcessingUnit@mpi.mb.ca