

# Manitoba Public Insurance Repair Shop Support

Call **1-855-882-4313** for support related to Manitoba Public Insurance light vehicle physical damage and glass claims. Use the details here to help you decide the area where you need assistance from and then make the appropriate selection(s) from the phone menu options. To help expedite issue tracking and improve quality of service, enter your **Registered Account Number (RAN)** when prompted.

For questions regarding changing, updating, and submitting an estimate/supplement or other system questions, please continue to call **Mitchell** at **1-800-448-4401**.

For information not listed in this job aid, please contact your **Shop Relationship Advisor (SRA)**.

## Estimating

### Estimators

- Denials
- Old damage
- Supplement approvals
- Questions on a specific claim
- Overlapping claims
- Photos
- Review estimate decisions
- Unsure if damage is related to motor vehicle accident
- Prior claims
- Specialty shops that do not have RepairCenter

## Adjusting Team

### Adjusters / Claims Processing Unit

- Assignment errors/holds
- Payment issues
- Can't request assignment
- Holds on claims
- Deductibles
- Total loss claims

## Software Issues

### System Downtime / Password Issues

- Password issues
- System down

### Mitchell TAC

- RepairCenter How To
- System errors

## Glass Only

- Glass only claims

## Direct Repair (DR) Support

- All estimating related inquiries from DR shops

## Parts Control Unit

### Alternate Parts Program / Recycled Parts Program

- Part pricing/availability/quality
- Supplier issues
- Part type changes
- MPI part policies and business rules
- Part reviews if shops believe it is not "insurance quality"
- Non-RC users call RPP to start the recycled parts broadcast
- Find out the status or if the claim has been broadcast
- Part type change approvals for non-RC users
- Parts business rules - freight/shipping/brokerage exchange

## Estimating Services, Quality Control, or Research and Training

### Estimating Services

- Current estimating standards, policies or procedures
- Shop disagreements with review decision (based on escalation process: estimator, estimating supervisor, estimating coordinator)
- Estimator concerns
- Not getting a resolution from TAC
- Delays with supplement approvals (based on escalation process)

### Quality Control Inspectors:

- Prior repair concerns
- Post or in progress repair claim questions or referrals to Quality Control
- Repair a vehicle that the OEM has a certified or recognized collision repair program

### Quality Control Administration:

- Accreditation inquiries
- Accreditation renewals
- Specialty shops payment rate clarification
- eGlass password reset
- Registered account number (RAN) inquiries
- General shop information updates i.e., phone numbers, email, etc.

### Research and Training (Mechanical, Autobody)

- OEM repair procedures
- Clarification or questions on repair procedures
- Mechanical technical requests
- Status of technical requests
- OEM tooling and equipment requirement inquiries

## Shop Relationship Advisors

- Direct Repair
- Performance Recognition
- Shop Measures

## All Other Issues

### Claims Audit Administrator

- VCF FRA's (typically email inquiries)
- Payment issues (typically email inquiries)
- Audits
- General inquiries