

Notice to all eGlass users

eGlass Eligible Claims Being Opened Manually

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Due to a recent increase in manually processed glass claims that should have been processed in eGlassClaim, we have published the [How to Prevent Manual Glass Claims](#) job aid on MPI Partners. This job aid describes common reasons for unnecessary manual glass claims, and provides tips to avoid opening a manual claim when processing an eGlassClaim is available to you.

You can access the job aid using the link above, or by going to MPIPartners.ca and clicking:

Glass Only Claims > Policies & Procedures > eGlassClaim > How to Prevent Manual Glass Claims

Glass claims processed manually may take up to 30 days for payment, after MPI receives the invoice, due to the high volume of claims. The manual process also requires additional effort for repair facilities. For faster service and payment, please use the eGlassClaim process for all eligible claims.

If you have questions about the job aid, please contact the Claims Audit Unit through the [Repair Shop Support Line](#).