

[Claims Inquiry](#)

[Loss Reports](#)

[Report a Claim](#)

[Provider Lookup](#)

[Claims Kit](#)



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Claims Inquiry

What is the Claim Inquiry Solution?

The Claim Inquiry Solution provides detailed claims information such as injury and loss details, injury descriptions, loss location information, total paid amounts, reserve history as well as file notes. This information allows customers to review each claim and/or to review the account results.

Some notes are blocked to external users privacy laws. Please contact your claims adjuster or with specific questions regarding claims notes..

Argo Online ID/ Password Information

- User ID's and password cannot be updated or changed by the user.
- ID's remain active if signed in at least once every 90 days
- ID can be reset by emailing ArgoOnline@argogroupus.com



Claims Inquiry

Userid:
Password:

Login

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Claims Inquiry offers the following options:

- Online Inquiry – The Claims Inquiry Solution/ Claim notes and adjuster information
- Reports – Loss reports by policy number or Argo Online access
- Reserve Inquiry – Inquiry of claims based on reserve criteria



Claims Inquiry

Online Inquiry

Reports

Reserve Inquiry

Online Inquiry : Search for claims, review claim notes and email the adjuster handling the specific claim.

- To search by last name enter the entire last name or a OR a portion of the last name using a % in front and in back to query all records that include the entered characters
- To search by claim number enter the number as follows XX-XXXXXX
- Date Range or Loss Range enter the date in the following format MM/DD/YYYY
- This field allows entry of one or both dates.
- To display claims for a specific date of loss enter the date in the first field only
- To display claims with a date of loss equal to or less than add the date in the second date display.
- If the same date is entered in both field you will receive only those losses for that specific date.
- If you leave all fields blank and select **Find** at the bottom of the page all claims for all policies with Argonaut will be displayed.
- Claimant's name
- Insured Name
- Claim Number (*this functions as a Hyperlink and when selected takes the user to the claim notes*)
- Specialist aka Adjuster
- Injury Date
- Service Division (this is an internal number)
- Type (claim type MO /Indemnity)
- Status (Open/ Closed/ Reopened) (**Status of G is a Closed Medical Only Claim**)
- Total Incurred Loss
- Litigation

The Claim Index Page provides a list of all claims based on user id access. An index of all losses for a policy holder will be displayed including the following information. From this page users can view claim details, reserve details and file notes. To do this select the claim number which is a hyperlink and select from the drop down in the left hand corner, File Notes, Claim Detail or Reserve History.

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Get there together

[Argo OnLine Home](#) **Claim Index**

Online Inquiry Selection:

- File Notes
- Claim Details
- Reserve Detail

Claimant Name	Claim Number	Injury Date	Serv Div	Type	Status
Insured Name	Specialist		Total Incrd Loss		Ltgn

Claim Details

The claim detail page provides the following information:

- Adjuster name
- Claim Number
- Claim Type
- Claim Status
- Policy Number & Policy Term
- Jurisdiction
- Injury Description
- Cause of Injury
- Reserves, Paid /Total Incurred and Outstanding

Claim Details continued

This page can be saved as a pdf document and attached to an email to be used for safety committee meetings or department meetings with the policy holder or agent.

Claim Number	Claim Type
Coverage Type	Claim Status
Argonaut Specialist	

Insured Name
Policy Number
Policy Term
Claimant Name
Address
City, ST - Zip

Reserves / Payments

	Total Reserves	Total Paid	Total Outstanding
Indemnity / Loss	0	0	0
Medical	0	0	0
Allocated	0	0	0
Unallocated		0	
Total	0	0	0

Injury / Loss Details


Date of Injury / Loss	Time of Day
Employment State	Class Code
Date of Birth	Social Security Number
Date Reported to Employer	Date Reported to Insurer
Gender	Compensability
Current Temporary Rate	
Lost Time Days	Transitional Days
Date of Denial	Litigation?
Injury Description	
Cause of Injury	
Nature of injury	
Part Of Body	

Loss Location Details

Location
Location Sublevel 1
Location Sublevel 2
Location Sublevel 3

Loss Reports can be access from the Reports section on the Main Page

To search by policyholder name Select Report Selected Policies (List All)



[Argo OnLine Home](#) **Policy Definition**


Report All Policies

Report Selected Policies (List ALL)


Report Selected Policies
Incepting between And

Report By AIC Policy Number
Policy Division
Policy Myc
Policy Serial Number

Report By Carrier Policy Number
Policy Number




Users can search for a specific policyholder by **name followed by checking the All Box and then Selecting Search**



Claim Report - Policy Selection

<input checked="" type="checkbox"/> All	Policy Number	Inception Date	Expiration Date	Insured Name
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All policies associated with a users access will then be displayed and the user will have the option to select Claim Parameters

Claim Parameters

Options for displaying or exporting the loss report are available on the Claim Reports Option Page



Claim Reports Option

Claim Type	<input checked="" type="checkbox"/> Medical Only	<input checked="" type="checkbox"/> Indemnity	<input checked="" type="checkbox"/> General Liability	<input checked="" type="checkbox"/> Commercial Auto
Claim Status	<input type="radio"/> Open	<input type="radio"/> Closed	<input checked="" type="radio"/> ALL	<input type="checkbox"/> Litigated Only
Loss Date Range	<input type="text"/>	To	<input type="text"/>	
Incurred Date Range	<input type="text"/>	To	<input type="text"/>	
Reserve Amount Range	<input type="text" value="0"/>	To	<input type="text"/>	
Policy Display Option	<input type="radio"/> Show policy information and include only Policies with claims <input checked="" type="radio"/> Show policy information and also include policies without claims			
Cause of Injury	ABNORMAL AIR PRESSURE BURN OR SCALD-HEAT OR COLD EXPOSURES ABSORPTION, INGESTION OR INHALATION - MISCELLANEOUS CAUSES ACID CHEMICALS BURN OR SCALD-HEAT OR COLD EXPOSURE AIRPLANE CRASH MOTOR VEHICLE			
Nature of Injury	AIDS ALL OTHER CUMULATIVE INJURIES ALL OTHER OCCUPATIONAL DISEASE ALL OTHER SPECIFIC INJURIES			
Part of Body	ABDOMEN INCLUDING GROIN ANKLE ARTIFICIAL APPLIANCE BODY SYSTEMS AND MULTIPLE BODY SYSTEMS			
Sort Order	Claim Type Claimant Name Date Of Injury/Loss Primary Location		UP	

Display Report Display Summary Export

