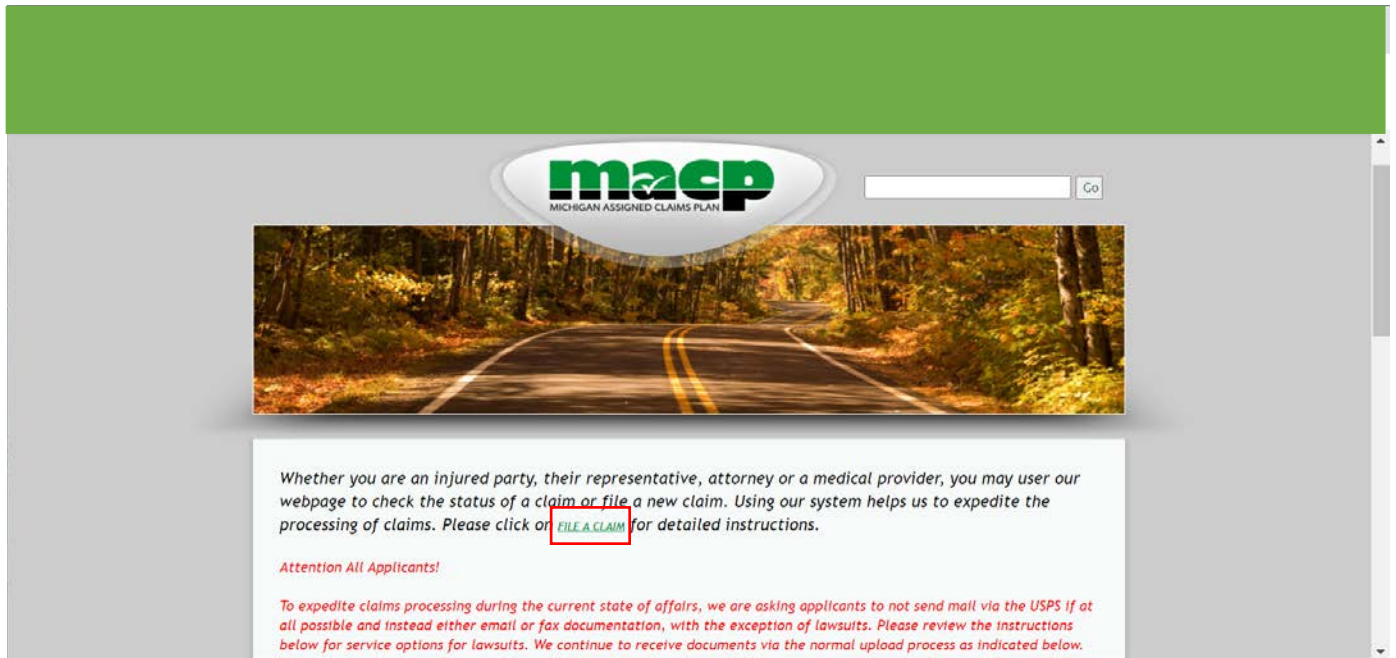


1: Go to the website, **michacp.org** and click on the hyperlink highlighted below. This is where you can check the status of the claim and file a claim. Claims status and claims may be filed by the injured party, their representative or a medical provider.



2: After clicking “File a Claim”, proceed by clicking on the next hyperlink highlighted below.



3: If you have never used the system before and you don't have a login, you must click "Get Started Now" to create your account.

The screenshot shows the MACP (Michigan Assigned Claims Plan) Claims System Index. The page features a green header with the MACP logo and navigation links for "Sign In" and "Sign Up". Below the header, the "CLAIMS SYSTEM INDEX" is displayed. The main content area is titled "Login" and contains two input fields: "User ID \*" and "Password \*". Both fields have red error messages: "User ID cannot be blank." and "Password cannot be blank." respectively. A green "LOGIN" button is positioned below the password field. To the right of the input fields, there is a link for "Forgot Your User ID or Password? Click here for help" and a "New User? Get Started Now" link, which is highlighted with a red rectangular box. A footer section titled "Support" provides contact information: "734-464-8111 (phone)" and "Email Us". The copyright notice "© 2013 MACP All Rights Reserved." is located at the bottom of the page.

4: Select your "Relationship to injured person" and follow the rest of the instructions to register.

The screenshot shows the MACP Claims System Index "New User" registration page. The page features a green header with the MACP logo and navigation links for "Sign In" and "Sign Up". Below the header, the "CLAIMS SYSTEM INDEX" is displayed. The main content area is titled "New User" and contains a "Relationship to injured Person \*" dropdown menu. The dropdown menu is open, showing the following options: "Select", "Self", "Parent/ Guardian", "Attorney", and "Third Party Biller/ Medical Provider". A green "REGISTER" button is positioned to the right of the dropdown menu. A footer section titled "Support" provides contact information: "734-464-8111 (phone)" and "Email Us". The copyright notice "© 2013 MACP All Rights Reserved." is located at the bottom of the page.

5: Once your User ID is created, return to the login screen and enter your user ID and password and click “Login”.

The screenshot shows the MACAP Claims System Index login page. At the top, there is a green header with the MACAP logo (Michigan Assigned Claims Plan) on the left and "Sign In Sign Up" on the right. Below the header is a dark green bar with "CLAIMS SYSTEM INDEX" in white. The main content area is white and titled "Login". It contains two input fields: "User ID \*" and "Password \*". Below the "User ID" field is a red error message: "User ID cannot be blank." Below the "Password" field is a red error message: "Password cannot be blank." To the right of the input fields, there is a link: "Forgot Your User ID or Password? Click here for help" and "New User? Get Started Now". A green "LOGIN" button is positioned below the input fields. At the bottom left of the login form, it says "\* Required fields". Below the login form is a green "Support" section with a phone number "734-464-8111 (phone)" and a link "Email Us". At the very bottom, there is a copyright notice: "© 2013 MACAP All Rights Reserved."

6: Before you file a new claim, you must first search for a claim by entering the following required information. This ensures that you don't create a duplicate claim: You must enter the injured party's name, date of birth and date of accident. Then click “Search”.

The screenshot shows the "Search for Claim" page. At the top, there is a green header. Below it is a light green banner with the text: "First search for an existing claim. If No Claim is found, you will be allowed to File a New Claim". The main content area is white and titled "Search for Claim". It contains a section titled "Enter Injured Person Details" with four input fields: "Name:\*" (split into "First Name" and "Last Name"), "Date of Birth:\*" (with a calendar icon and the format "mm/dd/yyyy"), "Date of Accident:\*" (with a calendar icon and the format "mm/dd/yyyy"), and "SSN:". A red "SEARCH" button is located at the bottom right of the form. At the bottom left, it says "\* Required fields".

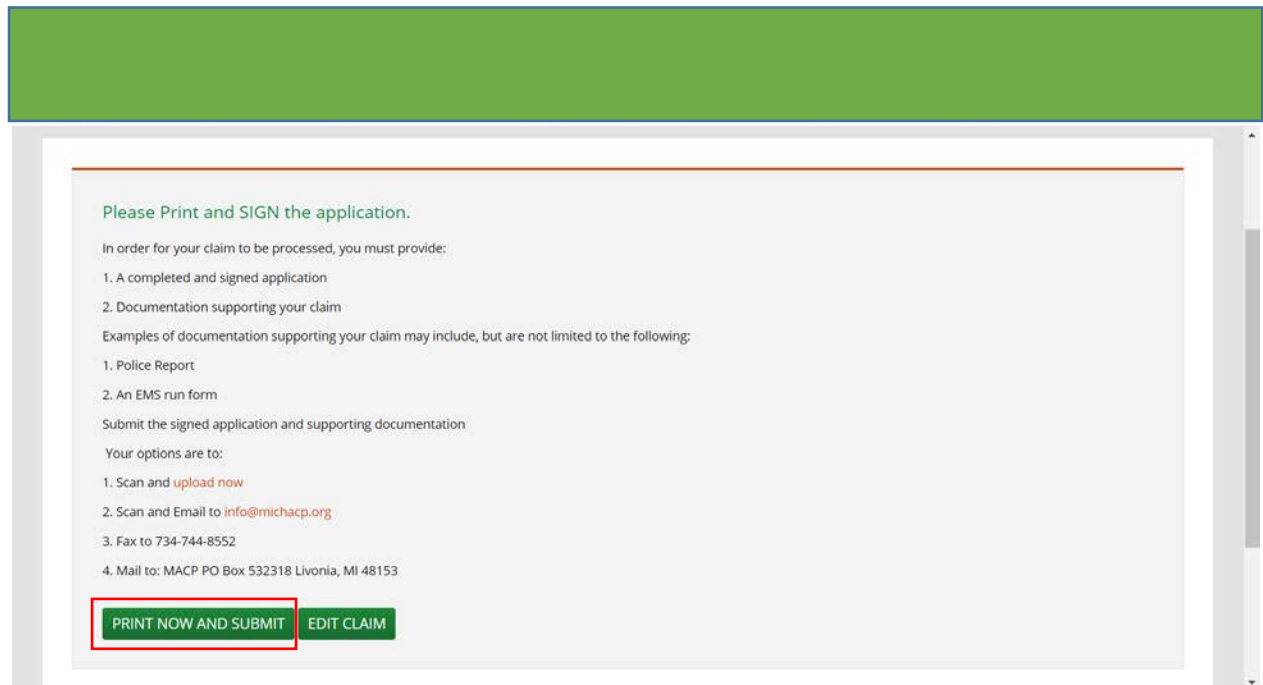
7: If no claim is found, click “File a New Claim” to begin the online process.

The screenshot shows a search results page with a green header. Below the header, there is a search form with the following fields: "Date of Accident:\*" with a date picker set to "11/24/2020" and a "SEARCH" button. Below the search form, there is a "No Claim Found" message in green text, followed by a sub-message: "A claim has not been located with the information provided. Either search again above or click **FILE A NEW CLAIM**". At the bottom of the page, there is a "Support" section with contact information: "734-464-8111 (phone)" and "Email Us". The footer contains the copyright notice: "© 2013 MACP All Rights Reserved."

8: When the answers are complete on each page, click “Continue” at the bottom or the top of the screen to proceed to the next set of questions. You can also save and exit, if you are not ready to complete or cancel the entire process (however, once you submit the last page, you can no longer cancel).

The screenshot shows the "Injured Person" form. At the top, there is a breadcrumb trail: "Injured Person > Accident > Injury > Medical Insurance > Employment > Entitlement > Documents". Below the breadcrumb trail, there is a "Required fields" label and three buttons: "CANCEL CLAIM SUBMISSION", "SAVE AND EXIT", and "CONTINUE >". The "CONTINUE >" button is highlighted with a red box. The form fields are: "Name of Injured Person" with sub-fields for "First Name\*" (containing "Test"), "Middle Name", "Last Name\*" (containing "Test"), and "Suffix"; "Date of Birth\*" with a date picker set to "11/20/2020"; "List any and all names you have previously or currently go by\*" with a large text area; and "Do you have a Social Security Number?" with radio buttons for "Yes" and "No".

9: Once completing the application and advancing through all the pages, you'll come to the below screen. You'll need to click "Print Now and Submit". The application will compile your answers into a PDF document which can be printed and/or saved to your computer. However, you are not done yet!



Please Print and SIGN the application.

In order for your claim to be processed, you must provide:

1. A completed and signed application
2. Documentation supporting your claim

Examples of documentation supporting your claim may include, but are not limited to the following:

1. Police Report
2. An EMS run form

Submit the signed application and supporting documentation

Your options are to:

1. Scan and [upload now](#)
2. Scan and Email to [info@michacp.org](mailto:info@michacp.org)
3. Fax to 734-744-8552
4. Mail to: MACP PO Box 532318 Livonia, MI 48153

[PRINT NOW AND SUBMIT](#) [EDIT CLAIM](#)

10: You will need to officially sign the application in order for us to process your claim. Once the application has been signed, you can return the signed application via email, fax, regular mail, or upload the signed application. Please be advised we require all applications to have a hand written signature. Note, you will also need to upload/mail/email or fax proof of your loss, this may include a police report or EMS report taken at the scene of the accident or any other documentation that you believe supports the facts of the auto accident. We must have the signed application and proof of loss to process a claim.

To upload your signed application along with any other documents (specifically your proof of loss documents as indicated above). You must now exit the page for which you made the final application submission. You will then need to go back to the search for a claim screen. Enter your claim information in the mandatory fields as you did in step #5. You will now see that you have a claim that was created. The page will show a claim was found as demonstrated below, click "Upload Additional Documents"

\* Required fields

SEARCH

### Claim Found

A claim has been located with the information provided.

**Not Assigned:**  
This claim has not been assigned.  
Please contact the MACP for further information at 734-464-8111.  
The Reference Number is 112420-001.

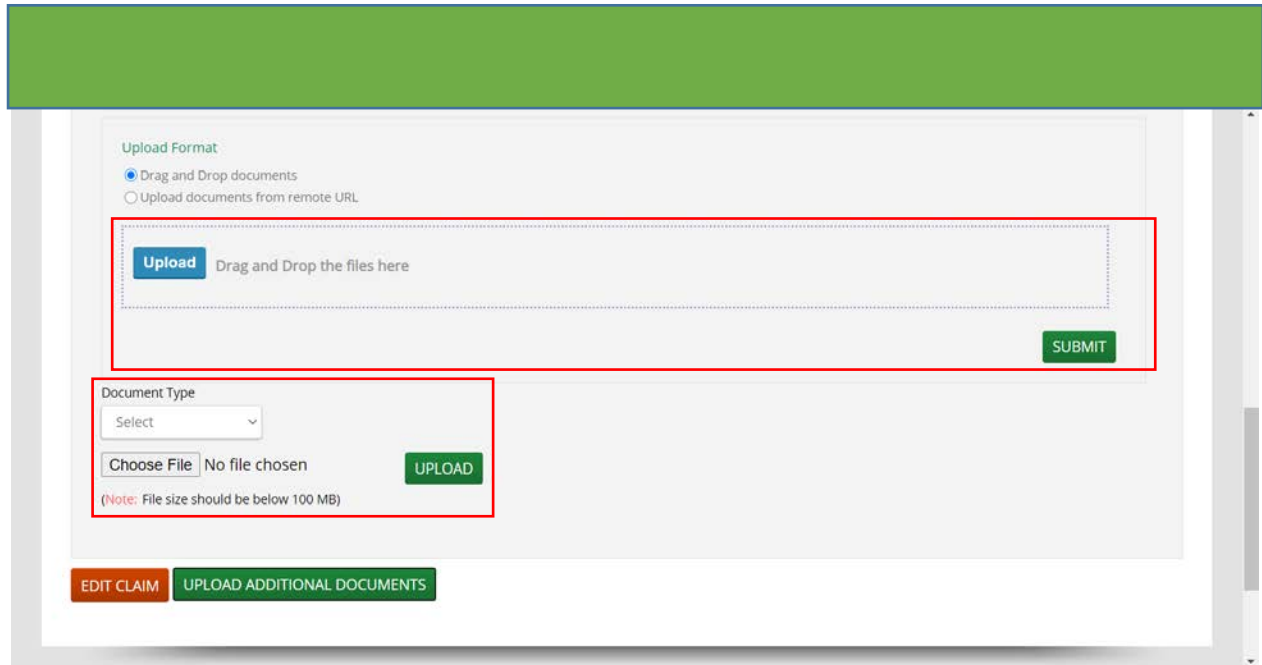
EDIT CLAIM    **UPLOAD ADDITIONAL DOCUMENTS**

**Support**

▶ 734-464-8111 (phone)  
Email Us

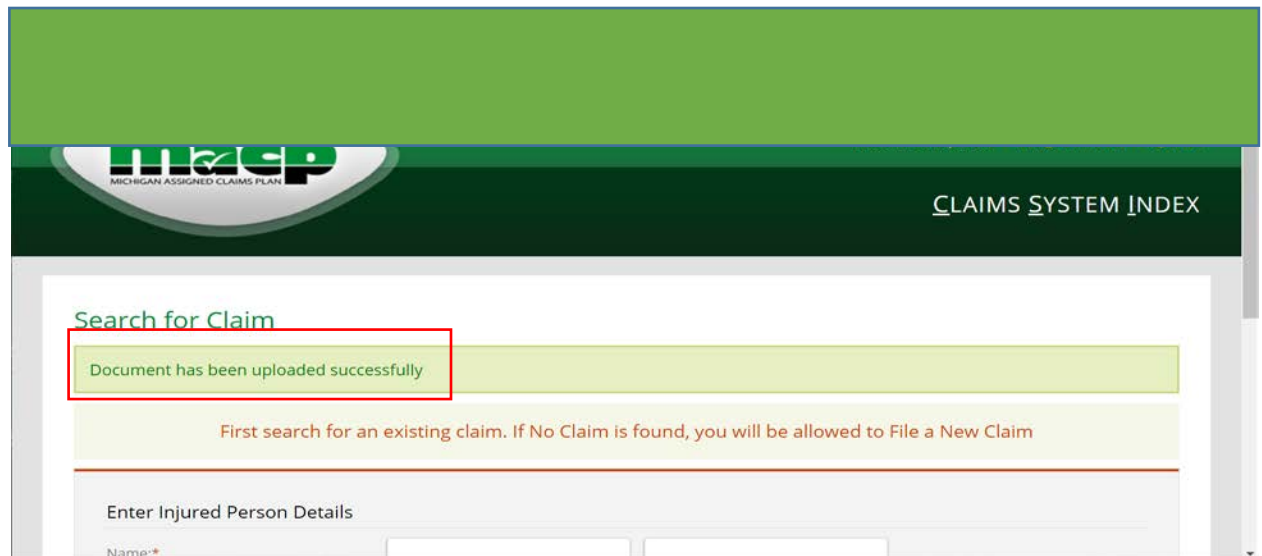
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11: You'll be taken to the below screen where you can "Drag and Drop" the documents (this means you highlight the documents you want to upload from your computer and move them with your mouse into this box), once they are in the box, click "Submit." You may also click on "Choose File" and highlight the documents you want to upload saved on your computer and click "Upload." Any time you wish to upload additional documents, you may follow these steps. There is no limit on how often or how many documents you can upload.



The screenshot shows a web interface for uploading documents. At the top, there is a green header. Below it, the "Upload Format" section has two radio buttons: "Drag and Drop documents" (selected) and "Upload documents from remote URL". A large dashed box is labeled "Drag and Drop the files here" with a blue "Upload" button on the left and a green "SUBMIT" button on the right. Below this, the "Document Type" section has a dropdown menu set to "Select", a "Choose File" button, and a green "UPLOAD" button. A note below states "(Note: File size should be below 100 MB)". At the bottom, there are two buttons: "EDIT CLAIM" (orange) and "UPLOAD ADDITIONAL DOCUMENTS" (green).

You'll be notified of the successful upload.



The screenshot shows the "Search for Claim" page. At the top, there is a green header with the MACP logo (Michigan Assigned Claims Plan) and the text "CLAIMS SYSTEM INDEX". Below the header, a green box contains the message "Document has been uploaded successfully". Below this, a light green box contains the text "First search for an existing claim. If No Claim is found, you will be allowed to File a New Claim". At the bottom, there is a section titled "Enter Injured Person Details" with a "Name:\*" input field.

You have now completed the entire process. The MACP will process your claim as quickly as possible.