

# Submitting a Claim

Walk through each step of submitting a claim (FROI) in the LUBA Connect Portal.

|   |                                                                                                            |                                                                                                                                                                                                                                                                                                        |
|---|------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 |  Sign In                  | <ul style="list-style-type: none"><li>Go to <b>lubawc.com</b>, click <b>Sign In</b>, choose <b>Policyholder Profile</b>, and enter your credentials.</li></ul>                                                                                                                                         |
| 2 |  Select Your Policy       | <ul style="list-style-type: none"><li>From the dashboard, click the <b>Active Policies</b> box.</li></ul>                                                                                                                                                                                              |
| 3 |  Provide Policy Info      | <ul style="list-style-type: none"><li>Select <b>File First Report of Injury</b> to begin filing a claim.</li><li>Enter the date the injury occurred; your Policy Number fills in automatically.</li><li>Note: via Quick Launch, the Policy Number is not auto-filled. Click <b>Continue</b>.</li></ul> |
| 4 |  Complete the FROI Form | <ul style="list-style-type: none"><li>Five sections: Incident Details, Accident Information, Employee Information, Medical Information, and Review.</li><li>Complete all required fields. Use <b>Save and Exit</b> anytime — it saves as an 'Un-submitted Claim' to finish later.</li></ul>            |
| 5 |  Submit the FROI        | <ul style="list-style-type: none"><li>When the form is complete, click <b>Submit</b> at the bottom of the page.</li><li>You'll get confirmation the claim was submitted — this does not mean it was accepted.</li></ul>                                                                                |
| 6 |  Receive Claim Number   | <ul style="list-style-type: none"><li>Share the <b>Claim Number</b> with the injured worker and use it for tracking and follow-up.</li></ul>                                                                                                                                                           |



**Tip:** Submission confirmation isn't acceptance — keep the Claim Number for all follow-up on the claim.