

Submitting a Claim

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

1	 Sign In	Go to lubawc.com, click Sign In, choose Policyholder Profile, and enter your credentials.
2	 Select Your Policy	From the dashboard, click the Active Policies box.
3	 Provide Policy Info	- Select File First Report of Injury to begin filing a claim. - Enter the date the injury occurred; your Policy Number fills in automatically. - Note: via Quick Launch, the Policy Number is not auto-filled. Click Continue.
4	 Complete the FROI Form	- Five sections: Incident Details, Accident Information, Employee Information, Medical Information, and Review. - Complete all required fields. Use Save and Exit anytime — it saves as an 'Un-submitted Claim' to finish later.
5	 Submit the FROI	- When the form is complete, click Submit at the bottom of the page. - You'll get confirmation the claim was submitted — this does not mean it was accepted.
6	 Receive Claim Number	Share the Claim Number with the injured worker and use it for tracking and follow-up.

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