LUBA Connect

Frequently Asked Questions

LUBA WORKERS' COMP.
A CASUALTY INSURANCE COMPANY

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General Portal FAQs

1. **What should I call the new portal?**

   The new portal is called **LUBA Connect**.

   LUBA agents, policyholders, and providers should recognize this name, as it is the same portal name they use today—now enhanced with upgraded functionality and a more modern experience.

2. **Why is LUBA implementing a new portal?**

   The upgraded LUBA Connect portal is part of LUBA's broader system modernization effort. These internal upgrades strengthen how we manage data and workflows behind the scenes, enabling the portal to deliver a faster and more intuitive experience.

   With stronger system performance, streamlined workflows, better data integration, and enhanced self-service tools, the upgraded LUBA Connect portal provides clearer visibility into policies and claims and gives agents and policyholders a more efficient and user-friendly way to do business with us.

3. **Do I have to change how I work with LUBA once the new portal goes live?**

   No. The LUBA Connect portal is designed to *enhance*, **not replace**, the way you do business with us. You can continue using your familiar processes whenever you prefer, and our personal touch isn't going anywhere — you can always reach a LUBA team member directly whenever you need support. The portal simply adds more flexibility and an easier way to get things done, all while keeping your current ways of working fully intact.

4. **When did LUBA Connect launch?**

   Our new portal, LUBA Connect, launched on July 14, 2026.

   If you are an FHM agent or policyholder, please note that FHM's Go-Live—using the same portal, LUBA Connect—will occur at a later date. Information specific to the FHM launch will be shared separately.

5. **How do I log into the portal?**

   You will continue accessing the LUBA Connect portal through the **LUBA website**.

   As part of the transition to the upgraded portal, all users must create a new account. Your previous credentials will not work. Users must self-register to receive new credentials.

   Click Sign In at the top-right corner of the LUBA website. Click Sign In to LUBA Connect.

   - If you haven't registered for the new portal, click Register, not Sign In. Enter the requested information and click submit. Please be aware that approval may take 2-3 business days.
   - If you have received new credentials, enter your username and password, then click Sign In.

Designated Customer Administrators within external organizations (such as agencies or employers) will also now be able to manage user access for their teams.

   For specific additional guidance, please refer to the *Quick Reference Guide on Logging In* which can be found on the LUBA Connect webpage.

6. **What should I do if I forgot my password?**

   Select the **"Forgot Password?"** link on the sign-in page to reset your password. The upgraded portal allows you to manage your own login access, so you can update or recover your credentials whenever needed.

7. **What training resources are available for using the portal efficiently?**

   To help ensure you feel confident using the upgraded LUBA Connect portal, LUBA will make several training materials available on the LUBA website as the portal goes live. These resources will include:

   - **FAQs** to answer common questions *(you're reading it now)*
   - **User Guides** for step-by-step walkthroughs on agent and policyholder workflows
   - **Quick Reference Guides** for concise task support *(like logging in or submitting a claim)*
   - **Training Recordings** on using the portal as an agent or policyholder for visual learning

8. **Can I save incomplete work and return to it at a later date?**

   Yes. The upgraded portal allows you to save your progress and return to it whenever you're ready. Whether you're working on a claim or a quote, any incomplete entries will be saved and will appear on your dashboard for quick and easy access, allowing you to pick up right where you left off without losing any information.

9. **Is the portal mobile-friendly for on-the-go access?**

   Yes. The LUBA Connect portal is mobile-friendly and can be accessed through a browser on smartphones and tablets. Users can view information and complete many tasks while on the go, offering added convenience and flexibility.

10. **What security measures are in place to protect sensitive information?**

    The LUBA Connect portal is built with multiple layers of protection to safeguard your information. This includes industry-standard encryption, secure login authentication, and continuous security monitoring to help prevent unauthorized access. The system also undergoes regular security reviews and audits to maintain best practices and ensure that all sensitive data remains protected and confidential.

11. **How does LUBA ensure the portal remains available during unexpected outages?**

    The upgraded LUBA Connect portal is hosted on a secure, cloud-based platform designed for stability and resilience. This infrastructure includes built-in data redundancy and routine backups, which help keep the portal available even if unexpected issues occur. In the event of disruption, disaster recovery processes are in place to restore access as quickly as possible.

12. **Is there an option for electronic alerts or notifications for important updates?**

    The upgraded LUBA Connect portal includes enhanced communication features designed to help you stay informed, including options to manage your communication preferences within your profile. These tools are intended to support updates such as policy activity, claim status changes, and other important information as you navigate the portal.

    Some features are still being reviewed to ensure they meet all regulatory and compliance requirements, and LUBA will continue reaching out directly with any important updates. Additional communication features may be introduced as they become available.

13. **How does the portal improve efficiency and reduce manual processes?**

    The upgraded LUBA Connect portal centralizes key workflows such as policy management, claim submissions, status tracking, reporting, and document access into one user-friendly platform. With improved visibility and convenient self-service tools for common tasks, the portal reduces administrative work, minimizes errors, and makes it easier to manage your day-to-day needs while speeding up turnaround times.

Agent Portal FAQs

1. **What functionalities does the LUBA Connect portal offer to agents?**

   The LUBA Connect portal provides agents with tools that make it easier to manage accounts, support clients, and stay informed. Key features of the Agent portal include:

   - **Policy Management** - Access detailed information on all policies, including coverage details, renewal dates, and related documents.
   - **Quote & Submission Tools** - Track your submissions, monitor quote statuses, and easily follow the progress of new business opportunities in one place.
   - **Claims Submission** - File First Reports of Injury (FROI) directly through the portal and view claim status updates as they become available, helping you stay informed throughout the process.
   - **Commission Tracking** - Access comprehensive commission activity, including historical earnings, payment history, related policy and claim details, and supporting documents.
   - **Reporting Tools** - Run on-demand reports to analyze policy performance, claims statistics, manage client activity and monitor trends across your book of business.
   - **Document Access** - View relevant policy and claim documents in one centralized location.

2. **How do I gain access to the agent portal?**

   You can access the agent portal from the Agent landing page on the LUBA website. As part of the transition to the upgraded portal, all users must create a new account. Your previous credentials will not work. Users must self-register to receive new credentials.

   User access within each agency can also be managed by designated **Agency Administrators** from your own organization. If your agency does not yet have an administrator set up, please contact your LUBA Sales Representative to get started. Soon, the Agency Administrators will be able to add users and manage portal access for your team.

   For specific additional guidance, please refer to the *Quick Reference Guide on Logging In* which can be found on the LUBA Connect webpage.

3. **Can I submit a new claim on behalf of a client?**

   Yes. As an agent, you can file a First Report of Injury (FROI) through the portal on behalf of your client. Go to the Quick Launch section and select **"File First Report of Injury."** The portal will guide you through the required fields to complete the submission.

4. **Will I receive confirmation when I submit a claim through the portal?**

   Yes. After submitting a claim, the portal will immediately display a confirmation notice showing the newly assigned claim number. This confirms that the submission was received, not that the claim has been accepted. The claim number can be shared with the injured worker and used for tracking or any follow-up conversations related to the claim.

5. **What agency sales information will I be able to see in the portal?**

   The upgraded LUBA Connect portal will include a **dashboard** that highlights key sales metrics tied to your agency or individual production. The dashboard provides a quick, high-level view of your performance, including figures such as Active Written Premium, Total Earned Premium, New Business Year-to-Date, and policy and premium retention measures.

   These insights give you a more comprehensive look at your sales activity and help you stay informed about how your book of business is performing throughout the year. Metrics will update as new policy activity occurs.

6. **What other activity can I track or monitor in the portal?**

   Within the **Explore** tab, you can view your Quotes, Policies, and Claims, including the status of claims as updates become available. Flexible filtering and sorting tools make it easy to navigate your information and stay organized as activity progresses. You can also **export** certain information from the Explore tab after applying your filters or sorting, giving you another helpful way to work with your data.

   LUBA team members will continue to communicate important updates to you directly. You can also leave comments on some items within the portal, which are routed straight to the appropriate LUBA team members to help streamline communication and keep your work moving efficiently.

7. **How does the portal help me manage my book of business?**

   The portal gives you up-to-date visibility into your policies, quotes, and in-progress activity, making it easier to identify opportunities, follow up with clients, and prioritize your outreach. With clearer insight into the status of your work, you can stay organized and more effectively manage your book of business.

8. **Can I view commissions within the portal?**

   Yes. You can view your commission details by navigating to the **Commissions** tab in the portal. This section provides a breakdown of total commissions earned, outstanding, and paid, and allows you to view individual commission records and any supporting commission documents.

9. **What reports will I have access to within the portal?**

   The upgraded LUBA Connect portal includes several on-demand, pre-built reports that agents can access anytime from the **Reports** tab. These reports give you quick visibility into key areas of your book of business:

   - **Agency Claim Size** – Provides insight into the size and distribution of claims across your agency.
   - **Agency Loss Summary** – Offers a consolidated view of losses to help you understand overall claim activity.

- **Agency Top 20 Claims** – Highlights your largest or most significant claims for easier monitoring and follow-up.
- **Agency Loss Run** – Provides a detailed claims history that can be downloaded and shared as needed.

These reports are available on demand and will be updated as new information becomes available. Additional reporting capabilities may be added over time, but agents will begin with these core reports at launch.

Policyholder Portal FAQs

1. **What functionalities does the LUBA Connect portal offer to Policyholders?**

   The LUBA Connect portal gives policyholders an easier, more organized way to manage policies, oversee claims, and handle key account tasks online. Core features of the Policyholder portal include:

   - **Policy Oversight** - View detailed policy information, including coverage specifics, premium details, billing information, and related policy documents.
   - **Claims Submission & Management** - File First Reports of Injury (FROI) directly through the portal and monitor claims with visibility into status updates, payment history, supporting documents, and other claim details.
   - **Billing, Payments & Payroll (via InvoiceCloud)** - Make premium payments, view billing history, and submit payroll for self-reporting policies through tools seamlessly powered by InvoiceCloud within the portal.
   - **Reporting Tools** - Access on-demand reports to review premiums, claims activity, loss trends, and other insights to support risk and safety decisions.
   - **Document Access** - Easily view and download relevant policy and claim documents from one centralized location.

2. **How do I gain access to the portal?**

   You can access the policyholder portal from the Policyholder landing page on the LUBA website. As part of the transition to the upgraded portal, all users must create a new account. Your previous credentials will not work. Users must self-register to receive new credentials.

   User access for your company can also be managed by your organization's designated **Customer Administrator**. This individual can add users, assign roles, and manage access permissions as needed. If your company does not yet have a Customer Administrator, LUBA can assist in getting one established.

   For specific additional guidance, please refer to the *Quick Reference Guide on Logging In* which can be found on the LUBA Connect webpage.

3. **Can I submit a new claim through the portal?**

   Yes. Employers can file a First Report of Injury (FROI) through the portal. Go to the Quick Launch section and select **"File First Report of Injury."** Provide the policy number, the date of injury, and complete all applicable fields. The portal will guide you through the required information to complete the submission.

4. **Will I receive confirmation when I submit a claim through the portal?**

Yes. After submitting a First Report of Injury (FROI), the portal will immediately display a confirmation notice showing the newly assigned claim number. This confirms that the submission was received, not that the claim has been accepted. The claim number can be shared and used for tracking or any follow-up conversations related to the claim.

5. **Can I log into InvoiceCloud through the portal, and will I need to re-register?**

   Yes. You can access **InvoiceCloud** directly through the LUBA Connect portal whenever you need to make payments or submit payroll for self-reporting policies.

   As part of the transition to the upgraded portal, all users must create a new account. Your previous credentials will not work. Users must self-register to receive new credentials.

   Click Sign In at the top-right corner of the LUBA website. Click Sign In to LUBA Connect.

   - If you haven't registered for the new portal, click Register, not Sign In. Enter the requested information and click submit. Please be aware that approval may take 2-3 business days.

   If you have received new credentials, enter your username and password, then click Sign In.

   Once you have received your new credentials and logged in to LUBA Connect, you can access InvoiceCloud seamlessly. Both accounts are linked under one new login.

   For specific additional guidance, please refer to the *Quick Reference Guide* with step-by-step instructions for accessing and using InvoiceCloud which can be found on the LUBA Connect webpage.

6. **Can I make payments directly through the portal?**

   Yes. You can make premium payments through the portal by navigating to the Quick Launch section and selecting **"Make a Payment."** This will take you to LUBA's secure payment experience, powered by InvoiceCloud, where you can make payments, view billing history, and manage installment activity.

7. **How does the portal support payroll submission for self-reporting policies?**

   For policies that use self-reporting, payroll submission will continue to be handled within LUBA Connect using functionality powered by InvoiceCloud. Through the portal, you'll be able to submit payroll, review past submissions, and manage your reporting activity.

   For specific additional guidance, please refer to the *Quick Reference Guide* with step-by-step payroll reporting instructions which can be found on the LUBA Connect webpage

8. **What will I be able to track in the portal?**

   Within the **Explore** tab, you can view your Policies and Claims, including the status of claims as updates become available. Flexible filtering and sorting tools make it easy to navigate your information and stay organized as activity progresses. You can also **export** certain information from the Explore tab after applying your filters or sorting, giving you another helpful way to work with your data.

   LUBA team members will continue to communicate important updates to you directly. You can also leave comments on some items within the portal, which are routed straight to the appropriate LUBA team members to help streamline communication and keep your work moving efficiently.

9. **What reports will I have access to within the portal?**

   The upgraded LUBA Connect portal includes several on-demand, pre-built reports that policyholders can access anytime from the **Reports** tab. These reports give you clear visibility into key aspects of your organization's claims history and loss activity:

   - **Employer Claim Size** – Provides insight into the size and distribution of claims across your organization.
   - **Employer Loss Summary** – Offers a consolidated view of losses to help you understand overall claim activity.
   - **Employer Top 20 Claims** – Highlights your largest or most significant claims for easier monitoring and follow-up.
   - **Employer Loss Run** – Provides a detailed claims history that can be downloaded and shared as needed.

   These reports are available on demand and will be updated as new information becomes available. Additional reporting capabilities may be added over time, but policyholders will begin with these core reports at launch.

Didn't find what you're looking for? Email us at Connect@lubawc.com for assistance. If you'd like to speak with someone directly, give us a call at (888) 884-5822. For additional phone numbers by department, visit our website here.