**FREQUENTLY ASKED QUESTIONS**

**Question: What algorithm is used to determine the timeframes on accepting and completing assignments?**

Answer: The timeframes used to populate the “Expected Completion Date” are based off of the guidelines provided to each vendor company. Please refer to the provided guidelines for more information.

**Administrative Assistance**

For further information regarding Frontline’s expectations, policies and procedures, please contact the Vendor Department Coordinator.

**Question: When can the “Report a Delay” function be used?**

Answer:The “Report a Delay” function can be used in situations where you have prior knowledge that the assignment cannot be completed within Frontline’s expected timeframe.

**Question: How can I check payment status for a specific claim?**

Answer: Within the “Invoices” tab of the Vendor Portal you will see all the invoices that have been submitted for that specific file. There is also a column listed that informs you of the date and time the check has been issued.



**Questions: If there is an issue on a file, how am I to communicate with the assigned Frontline Adjuster?**

Answer: All email correspondence must go to dailyreports@flhi.com, no emails are to go to the individual adjusters. The “Service Request Details” provides information on the primary adjuster.