



MN NO-FAULT NEWS

Welcome to the latest edition of the MN No-Fault News for parties and arbitrators.

New MN No-Fault Standing Committee Chair

Judge Charles Webber has been appointed the new No-Fault Standing Committee Chair. Judge Webber is a district court judge in the First Judicial District, located in Scott County. Prior to his appointment to the bench, he was a partner at Faegre Drinker Biddle & Reath LLP.

Multi-Factor Authentication (MFA) Update

Effective December 4, 2023, the AAA® requires Multi-Factor Authentication (MFA) to access AAA WebFile® and Panelist eCenter® to improve website login security. MFA is a security mechanism that requires users to provide two or more credentials to verify their identity when logging into their AAA WebFile or Panelist eCenter account.

Video Hearings

Every hearing notice indicates the format of a hearing. If the hearing will be held via videoconference, the hearing notice will note that login or connection information will be forthcoming.

AAA Zoom Hearings: If the AAA is scheduling the Zoom hearing on one of its Zoom accounts, the Zoom invitation and login information will be provided to parties and arbitrators roughly three weeks prior to the hearing.

All recipients copied on correspondence receive the Zoom connection information. Please save the login information to your calendar when the AAA sends it. Before contacting the AAA to resend the information, please first check your calendar and with your support staff.

Arbitrator Platform: If an arbitrator has agreed to schedule the video hearing on their platform of choice, you should expect to receive that login information directly from the arbitrator any time prior to the hearing date. If you have not received connection information two days prior to the hearing, please reach out to the AAA. The AAA strongly encourages all arbitrators to send connection information at least three weeks prior to a scheduled hearing date.

Virtual Hearing Best Practices:

- Accept calendar invitations sent by the AAA or by an arbitrator for your video hearings so they appear on your calendar. View your calendar for login information before contacting the AAA.
- Do a test run with clients prior to the scheduled hearing to avoid any issues the day of the hearing.
- Join the hearing at least five minutes prior to the scheduled start time.
- Forward login information to clients, interpreters, court reporters, and witnesses.



MN NO-FAULT NEWS

- Ensure that you have your login information prior to the day of the hearing—AAA staff is not always available at the last minute to provide previously sent login information. There are multiple hearings scheduled at any given time on any given day, so please keep that in mind if you are requesting another copy of login information at the time your hearing is beginning. Also, please have the case number when requesting another copy of the connection information, as the AAA cannot identify the case by just your name or a hearing time.

Indexing Documents in AAA WebFile

Please use the following indexing values when uploading documents to WebFile:

- **Rule 5(g) Responses**, please index as follows: Document Group – Claims/Counterclaims, Document Type – Answers/Counterclaims/Crossclaims and Amendments
- **Hearing Documents**, please index as follows: Document Group – Briefs, Document Type – Pre-Hearing Schedule/Briefs/Submissions

Proper indexing ensures that parties and arbitrators will have prompt access to documents and will help case participants locate specific documents in the documents grid. Please note, the AAA reviews all uploads to make sure they are correctly indexed.

Download the Panelist eCenter or WebFile Mobile App

The Panelist eCenter mobile app provides AAA arbitrators access to their pending cases on their mobile devices. Log in to the app using your Panelist eCenter username and password. Panelists can view their pending cases, events, and tasks. At the case level, arbitrators can view party details, case status, and requested hearing format, as well as parties' claim amounts and representatives and case administrator information. They can also easily contact case participants and the case administrator by phone or email directly from the app.

The WebFile mobile app provides parties access to their pending cases on their mobile devices. With the app, parties can search pending cases and their associated events and tasks, view case documents, and contact case participants and case administrator by phone or email directly from the app.

Previously Withdrawn Cases

If you are refileing a previously withdrawn case, please alert the AAA at the time of (re)filing. We ask that you provide the previous case number, if possible, as well as include payment of both parties' administrative fees pursuant to Rule 13. Administration of the re-filed case will not proceed until all fees are paid by both parties on the previously withdrawn/closed case.



MN NO-FAULT NEWS

Filing Reminders

To save you time and reduce delays, please check your filing for overall correctness and completeness before filing a new case.

Important filing tips:

- Use the current, updated [petition form](#). Please update bookmarks and delete previous forms that may be saved.
- Correctly spell the claimant's name. Provide explanation if it does not match denial letter or Denial of Claim form (e.g., include fka). The claimant's name should also be correctly spelled on the itemization.
- Correctly specify whether or not the claimant is a minor.
- Specify claimant's residential/street address. This is required. Please see Number 5 on Page 4 of the [Policy Statement of the Minnesota No-Fault Standing Committee](#).
- Include denial letter or Denial of Claim form, 30-Day statement. The Denial of Claim form must be signed and dated.
- Make sure both the claim number and accident date on the petition form match the denial letter and the claim number matches the Denial of Claim form.
- Make sure the service address for the insurance company (mailing or email address or fax number) on the second page of petition is complete.
- Sign and date the petition.

Need help?

Please contact Kristin Folsom by email at KristinFolsom@adr.org or by phone 612.278.5107 if you encounter an error message while filing, have questions regarding a case recently submitted to Intake, or you need to change or correct any items. She will advise of next steps, confirm receipt of the case, and so forth.

DO NOT file the case again.

Useful Links

[Minnesota No-Fault Page](#)

[Minnesota Rules of No-Fault Arbitration Procedure](#)

[Best Practices Guide for Maintaining Cybersecurity and Privacy](#)

Feedback

What would you like to see featured in this publication?

Please contact Kelly Baker at KellyBaker@adr.org or Kristin Folsom at KristinFolsom@adr.org to let us know.