



Purpose

This job aid contains the instructions on how to access and login to the QA Performance Measures Application (QAPM) for both collision and glass repair facilities. You will use this application to view your Quality Assurance (QA) Assessments results, individual QA scores and create dispute entries on a completed QA assessment.



How to access and login for Collision and Glass Repair Facilities

1. Access the QAPM from the Business Partner's page.
2. From the *Log In* page, enter your:
 - i. Collision: current Aries Payment Request (APR) user ID and current APR password.
 - ii. Glass: current Glass Web Express (GWE) user ID and current GWE password.
3. Click the **Log In** button.
4. The QA Assessment dashboard will display.

ICBC

All system and network access is restricted to authorized individuals for ICBC business purposes only.

By using the system or network resources you confirm your acknowledgement of, and compliance with, all applicable ICBC policies and procedures.

All system and network access, including access to personal information, is monitored and reviewed on an on-going basis.

Unauthorized access, malicious use, or access without appropriate business justification is strictly prohibited and may lead to disciplinary measures.

System and network access logs may be used or released in compliance with the Freedom of Information Protection of Privacy Act (FIPPA).

Log in

Username

Password

Log In



How to navigate

On the QA Assessment dashboard, you will see all the completed QA Assessments for your repair facility as well as any submitted disputes. You can perform a variety of functions including:

1. Update your email address so that you receive a notification whenever a QA Assessment has been completed or a dispute is launched and/or updated.
2. Search for a QA Assessment for a particular claim by entering a claim number and clicking on the **Search** button.
3. Filter the number of QA Assessments that display by date of submission. Use the drop down arrow to select a Month/Year (eg. December 2019, November 2019)
4. Filter the number of QA Assessments that display by status. Use the drop down arrow to select a status:
 - Dispute approved
 - Dispute in progress
 - Dispute rejected
 - Finalized
 - Submitted
2. View the details of the QA Assessment by clicking on the hyperlinked QA Assessment number. If it is within 7 days of the completed QA Assessment, you will be able to create a dispute from the QA Assessment details page.



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3. Score
4. QA Assessments that you have not viewed will display with a red "Not viewed" icon to remind you to review the results.
5. Use the page navigation arrows, or click on the page number to view more completed QA Assessments or submitted disputes.
6. To log out of the QAPM, click the exit icon on the top right hand corner of the screen.

The screenshot shows the 'QA Assessment' interface for 'LANDWORTH LTD' with FacilityID: 00001. It includes a search bar for claim numbers, filters for submission date and status, a table of assessment records, and a pagination control. Callouts 1-9 point to: 1. Email address for QA notifications; 2. Search bar; 3. Submitted column; 4. Filter by status; 5. Assessment column; 6. Score column; 7. Not viewed icon; 8. Page navigation arrows; 9. Exit icon.

Submitted	Assessment	Status	Score
12 Dec 2019	BK54553-2-A-1	Dispute Approved	93.05%
12 Dec 2019	BK54605-5-A-0	Dispute Approved	93.05%
10 Dec 2019	BK54605-5-A-0	Dispute Rejected	86.78%
04 Dec 2019	BK54553-2-A-1	Dispute Approved	92.53%
04 Dec 2019	BK54553-2-A-1	Finalized	92.93%
04 Dec 2019	BK54553-2-A-1	Finalized	92.53%
05 Dec 2019	BK54553-2-A-0	Finalized	36.96%
03 Dec 2019	BK54553-2-A-1	Dispute Rejected	85.33%
03 Dec 2019	BK54553-2-A-0	Finalized	100.00%
03 Dec 2019	BK54605-5-A-0	Finalized	100.00%



Resources

For additional learning materials and references on QA Assessment Performance Measures, please refer to:

- ICBC Collision Repair Program Guide
- ICBC Glass Repair Program Guide
- Claims Procedures



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For log-in or access issues, contact ICBC IT Service Desk at 604-661-6234 or toll-free 1-800-665-1517 Mon. - Fri. (7am-6pm PST) and Sat. (8:30am - 4:30pm PST).

For technical issues, contact MD Technical Centre at 604-777-4600 or toll-free 1-877-777-4607 and Mon. - Fri. (7:30am-4:30pm PST).