Integration with Xactimate 28 & XactAnalysis

Preface

TECHNOLOGY THAT MAKES IICRC S500 DOCUMENTATION EASY

MICA Mitigation Suite is an application that lets you capture mitigation related job data on-site and wirelessly deliver it to a central repository. MICA Mitigation Suite produces moisture mapping documentation of a water damage claim based on the industry standard IICRC S-500.

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For further information or to reach a representative visit http://www.micaexchange.com

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Some Commonly Asked Questions

We hear some of these questions all the time from our customers. We tried our best to respond to those questions below so that you have an easy understand of what the capability for MICA and Xactware integration is.

What version of Xactimate do I need?

The user needs to be on SU16 or greater (Xactimate version greater than 28.0.5156.34663).

Can I download sketch from MICA to Xactimate?

Yes, you can. The sketch drawn in MICA will become a sketch in Xactimate.

Can I download sketch from Xactimate to MICA?

No, this feature is not available at this point. You can always download a Xactimate sketch picture into MICA, but this won't be a real sketch in MICA.

Can I download line items from MICA to Xactimate?

All line items are transferred from MICA to Xactimate.

Can I get FNOL from XactAnalysis to MICA?

Yes, you can. Please see section two.

What data can I upload from MICA to XactAnalysis?

You can upload pictures, documents, certain dates, notes and line items from MICA to XactAnalysis. Please view section two.

Can I send MICA scope data to Xactimate even if the claim didn't come through XactAnalysis?

Yes, you can. You can send any claim from MICA to Xactimate to create estimate from MICA's scoped data. These claims could be self-pay claims or non-program claims. Eliminate double entries.

Section I: How to Setup Xactimate Integration with MICA

Summary

This section describes how data can be exchanged between MICA and Xactimate. Any scope data that you collect in MICA can be transferred to Xactimate. This includes sketch, line items and pictures. This works even for claims that didn't originate in XactAnalysis, so this integration works for self-pay or non-program jobs. This eliminates double entries and getting estimates done from MICA's scope data.

How to Import MICA Data in Xactimate

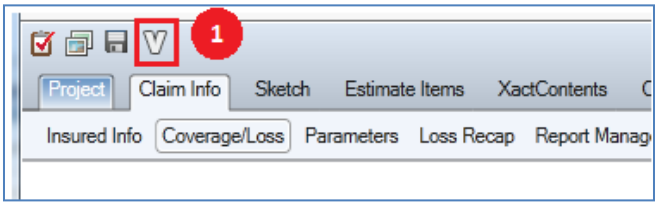
There are two steps in importing data from MICA to Xactimate.

- Step 1: Create a data request from Xactimate
- Step 2: Accept data in Xactimate

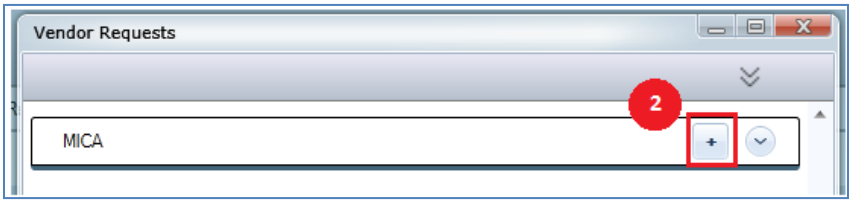
Note: MICA data is sent to Xactimate only if data exists. It might also take a few minutes for the response to come back.

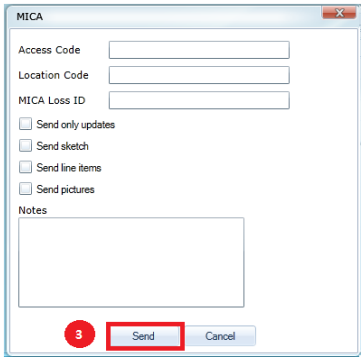
Step 1: Create a data request from Xactimate

1. Open the claim in Xactimate.
2. Click on the **V** icon (1)
   a. *Note: please read this section if you don't see the **V** icon.*



3. Then click on the **+** sign (2)





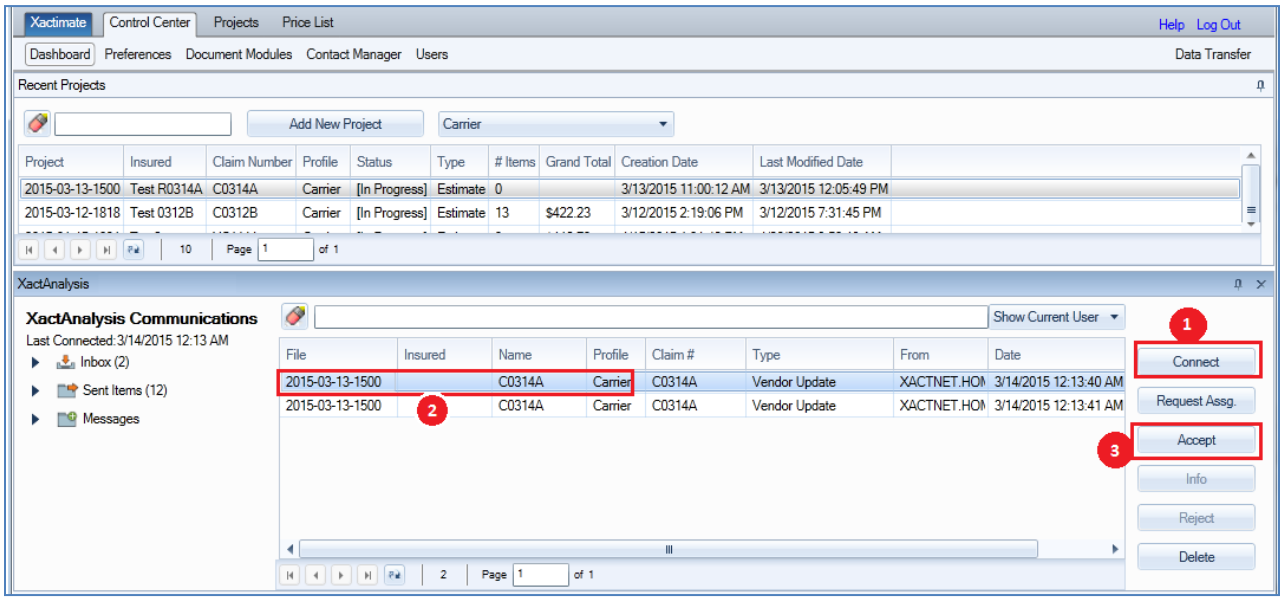
4. Click on the **Send** to send data request to MICA (3)
   Access Code: Your MICA access code that you use to log in to MICA app.
   Location Code: This is the franchise code for your specific location.
   MICA Loss ID: This is the loss number from MICA.
   Note: To set up default values for access and locations codes, please see this section.

5. Then click on the **Connect** from the *Control Center* to send the request to MICA.

Note: You may not find MICA as an option for vendor request depending on the claim profile. MICA option will be available for certain carriers and for generic profiles. In that case, you can create a claim with some basic information and make a vendor request from that. You will be able to download all scope data/floor plan to that claim and then you can merge that to the original profile claim.

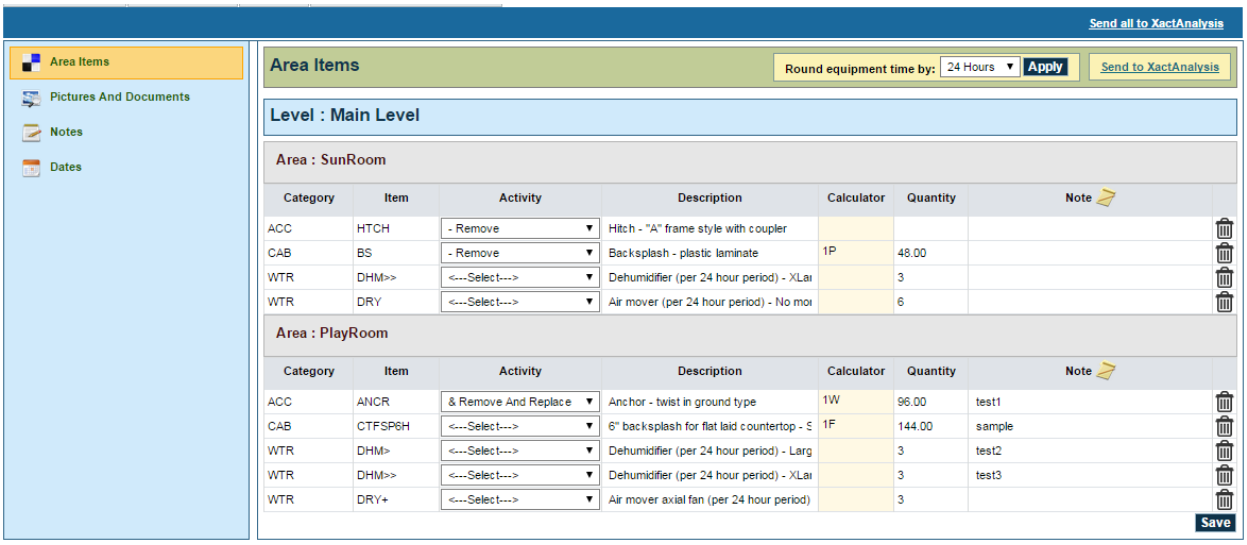
Step 2: Accept Data in Xactimate

1. Click on the Connect (1) to download data sent from MICA
2. The downloaded claim will be displayed on left (2)
3. Select the claim and click on Accept (3)

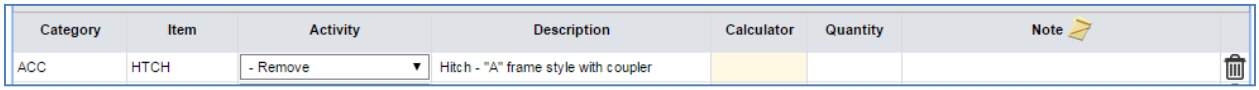


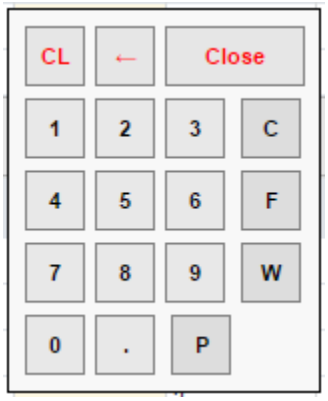
Line Items in MICA Cloud

1. The line items collected in MICA mobile device is displayed here



2. This will also automatically create line items for dehumidifier and air mover
3. All these line items are editable. You can just click on a cell to change item.

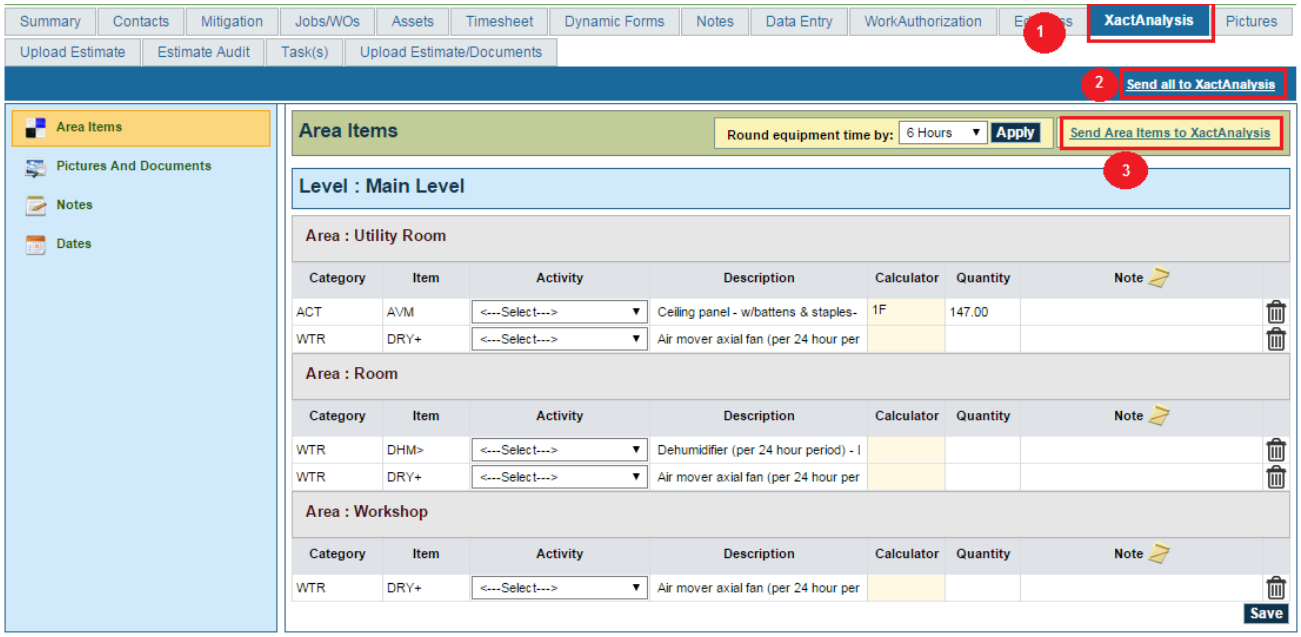




4. You can click on the calculator cell and the following calculator opens up. You can use F for floor area, C for ceiling area and P for perimeter (linear feet). So, if you use 1F, it will convert that to floor area before sending it to Xactimate.
5. Quantity field could be used for providing quantity for the line item.
6. You can provide any note, by clicking on the note cell and this would become part of the F9 notes in Xactimate.
7. You can delete the line item by clicking on the trash icon.
8. Equipment line items (dehumidifier and air movers) would get quantity based on the start and stop duration in MICA.
9. You can round the equipment time by using the round equipment time option on the top of the screen.
10. Click Save at the bottom after making changes.

How to Send Data from MICA Manually

When you collect data in MICA, you can send some of the information to XactAnalysis with one click of a button. The screen below is from MICA Cloud.



1. You will find a tab in **Loss Explorer** called **XactAnalysis** (1) for claims that have been dispatched from XactAnalysis.
2. You can export MICA data to XactAnalysis from four sections:
    a. **Area Items:** These are the scope line items you collected in MICA.
    b. **Pictures and Documents:** Any pictures or PDF documents created in MICA.
    c. **Notes:** Notes captured in MICA.
    d. **Dates:** Different dates captured in MICA as shown on the right side.

3. There are two options for exporting data to XactAnalysis:
    a. You can individually send data for each section by clicking on **Send Area Items to XactAnalysis** or **Send Document to XactAnalysis** (3) etc. from within the section.
    b. You can send all the data with one click on **Send all to XactAnalysis** (2).

Some Commonly Asked Questions

What version of Xactimate do I need?

The user needs to be on SU16 or greater (Xactimate version greater than 28.0.5156.34663).

Can I download sketch from MICA to Xactimate?

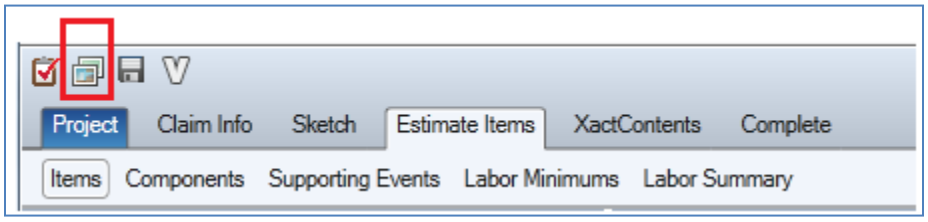
Yes, you can. The sketch drawn in MICA will become a sketch in Xactimate.

Can I download line items from MICA to Xactimate?

All line items are transferred from MICA to Xactimate.

Can I download pictures to Xactimate?

Yes. The pictures can be opened by opening the estimate and clicking on the picture icon as shown below:

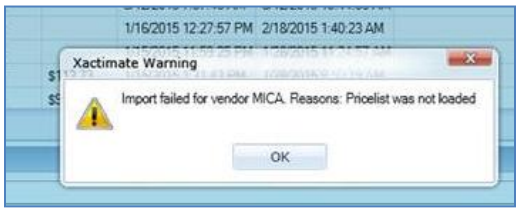


What type of data is sent and how about updates?

Sketch, line items and pictures are sent to Xactimate. MICA will send only updates after the initial data is sent.

How to handle import failed error?

I get the following error while accepting MICA data into Xactimate:

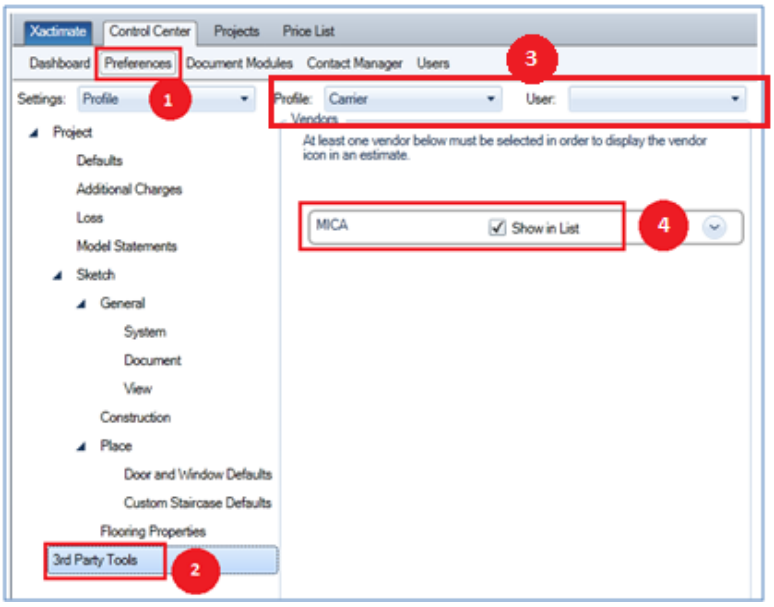


To resolve the above issue, you will need to open the estimate and select a price list in the **Parameters** screen before you can accept the update in the Inbox.

How do I set up Xactimate to communicate with MICA?

1. Go to **Control Center->Preferences** (1)
2. Select **3rd Party Tools** (2)
3. Make sure to pick the right Profile (3) and select your user ID in the **User** dropdown – selecting *All Users* won't work

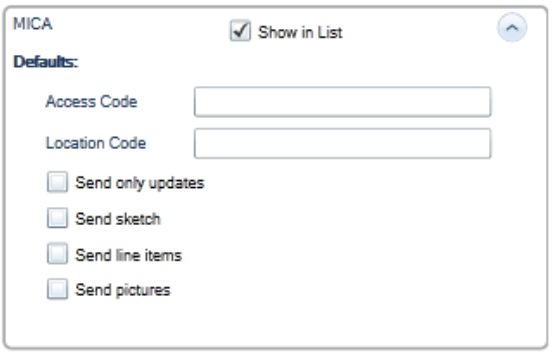
   ***Note**: Not all profiles will have MICA option. **Carrier** and **Contractor** profiles will have MICA option. Also, certain carrier profiles will have MICA option such as CSAA.*



4. Make sure to check MICA ***Show in List*** option (4)

Can I set up default values for sending request to MICA?

You can set up certain values for the send request form that is generally repeated.



- Go to **3rd Party Tools** as shown above.
- Expand MICA option. The following screen appears.
- You can set default values for the options displayed on right, so that you don't have to enter those repeatedly while sending request to MICA.

Note: *your access code is generally* ***micaweb*** *and location code is your location code in MICA.*

How do I send the updated line items to Xactimate?

You can either send another request from Xactimate to get the updated line items as described in step 1 or go to MICA portal and send manually as described above.

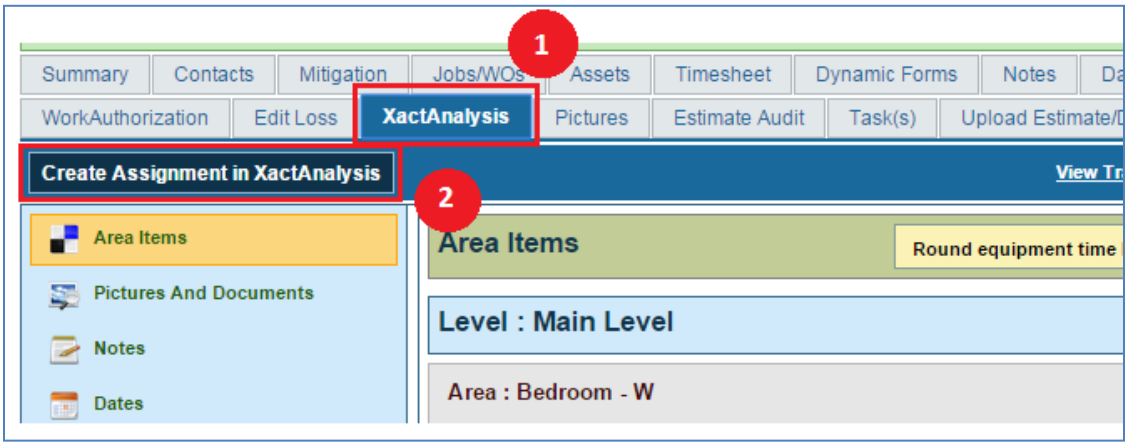
Can I send a job that didn't come through XactAnalysis to Xactimate?

Yes, you can send any job from MICA to Xactimate. There are two options:

1. Send assignment created in MICA to Xactimate
2. Download sketch, line items etc. from MICA to assignment created in Xactimate

Send assignment created in MICA to Xactimate

1. From MICA Loss explorer (in MICA cloud), go to XactAnalysis tab and then click on *Create Claim in Xactimate as shown below*



2. Then go to Xactimate and select *Connect* and *Accept* as show in this section
3. This will create the claim in Xactimate
4. From there, follow the steps (both 1 and 2) as described in this section

Download sketch, line items etc. from MICA to assignment created in Xactimate

1. Follow the steps described in this section

Section II: How to Setup XactAnalysis Integration with MICA

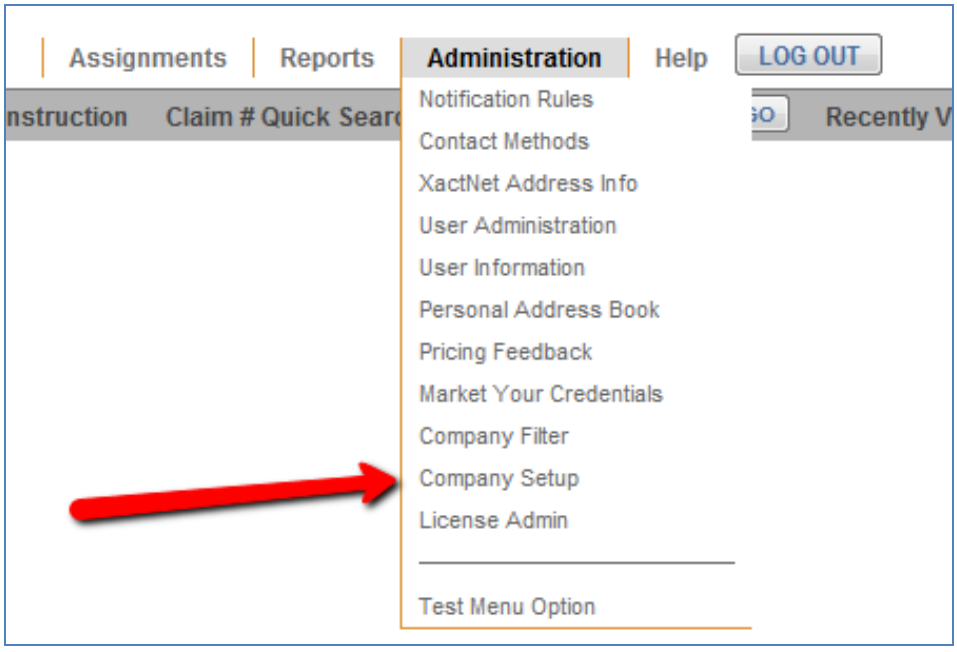
Summary

This section describes how data can be exchanged between MICA and XactAnalysis. You can send FNOL from XactAnalysis to MICA so that you don't have to double enter the loss information. You can send pictures, notes, documents and certain dates from MICA to XactAnalysis. You can also send line items to XactAnalysys from MICA, but the method in section one is preferable as it goes to the estimate file. The sections below describe the process in details.

How to Activate MICA option in XactAnalysis

You will first need to activate MICA option in XactAnalysis. Please follow the steps below:

1. Log in to XactanAlysis web site.
2. Click on **Administration** menu.
3. Then click on **Company setup** item as shown below.



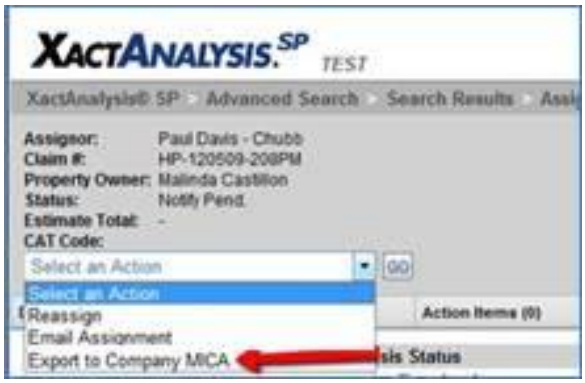
4. Select **Allow user to export assignment data to MICA** option.
5. Click on **Save**.

How to Activate XactAnalysis option in MICA

6. You will need to provide MICA support team with your XactNet address.
7. MICA support team will set up the necessary bridge information.

How to Send FNOL to MICA from XactAnalysis

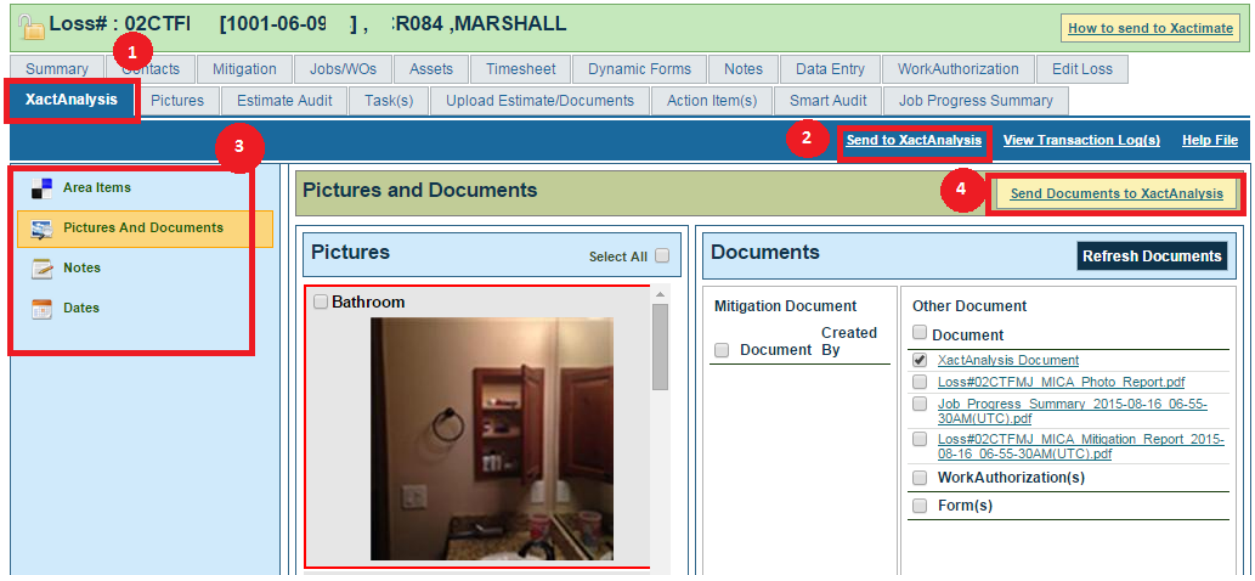
1. From XactAnalysis claim details section, choose **Export to Company MICA** from the dropdown as shown below.



2. This will send the FNOL information to MICA.

How to Send Data to XactAnalysis from MICA Cloud

When you collect data in MICA, you can send some of the information to XactAnalysis with one click of a button.



1. Go to *XactAnalysis* (1) tab in loss explorer in MICA web.
2. You can send all data by clicking on *Send to XactAnalysis (2).* This will send all pictures, documents, notes, certain dates and line items to XactAnalysis.
3. You can selectively send data by going to specific section (3):

a. **Area Items:** These are the scope line items you collected in MICA.
b. **Pictures and Documents:** Any pictures or PDF documents created in MICA.
c. **Notes:** Notes captured in MICA.
d. **Dates:** Different dates captured in MICA as shown on the right side.

4. **Pictures and Documents** section will show all the generated PDF documents and pictures in MICA.
5. You can export selected picture or document to XactAnalysis by selecting them individually and then clicking on **Send Documents to XactAnalysis** (4) as shown in the picture below.

*Note: **Send Documents to XactAnalysis** will change to **Send Notes to XactAnalysis** in note section and so on.*