GAA INJURY BENEFIT FUND
On-line Claims Reporting Training Manual

Effective from May 2018
Registering as a user for the application

Using the web browser Google Chrome, please enter the following email address:

https://gaa.willis.ie

You will come to the following screen
Please click Register as a new user
You will now come to the following registration screen
Please note that you must register for the application using an official gaa email address e.g. – secretary.club.county@gaa.ie

Owing to Data Protection legislation, you cannot register for the application using a personal email address.

To create a password, it must be at least 8 characters long and must contain the following:

- At least one uppercase letter
- At least one lowercase letter
- At least one special character (% $ £ ! *)
- At least one number
- Welcome1* is an example of an acceptable password

Confirm the password by re-entering it in the box noted.

Enter your name and surname.

Select your Role within the club that you are registering as. Only one selection is required per club.

Select your County.

Select your Club.

Click the three additional questions and please ensure you do the following:

- Read the 2018 GAA Injury Benefit Fund Summary document,
- Check GMS (Servasport) that all teams requiring cover for 2018 are registered and payment has been submitted in full to Croke Park,
- Check GMS (Servasport) that all playing members are registered as per the official guide.

Click Register
Create a new account.

Email: secretary.gaa.dublin@gaa.ie
Password: ********
Confirm password: ********
First Name: Cara
Last Name: Clarke
Role: Club Secretary
County: Dublin
Club: GAA

I have read the GAA Injury Benefit Fund summary of document outlining the terms and benefits.
I can confirm that all teams requiring cover under the GAA Injury Benefit Fund have been registered and payment submitted in full to Croke Park.
I can confirm that all playing members are registered as per the GAA Official Guide.

Register
Once you click register, you will get the following message

Info.
Check your email and confirm your account, you must be confirmed before you can log in.
Check your email and you will get the following email from DoNotReply@willis.ie to confirm your account creation

Please confirm action by clicking https://gaa.willis.ie/Account/ConfirmEmail?userId=d77ce44b-23fc-46f7-8eda-fbf9774f2bddd&code=5yh3eqwiVhAIR2Ns82%B9BmaYYaLH3H2mqHpiKE%2FmewjVohpe9X9pdFmAd3DRUP8hyLCEBrClWyVGaoUQQDpzesLqRKlyqUrz9Simx66tTlb8CKXEkL9CuzkQiJxTVyux2eR8ZSayEHI%2FvIA79bfUbtFgsjRF0crvRVcMK%2Fe8MfNNUedgZjm2odWjiWYh7hkN here. You can also paste link in your browser.

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Click on the link and you will get the following message
As above, **please click here to log in**
Logging into the application

Enter your email address and password

Please read the terms and conditions and click the box

Please click Log in
You will be brought to the following screen

Please note that if claims for your club have previously been registered using the on-line system, the claims will be listed here.
Registering a new claim

Click +Add New Claim and you will see the following screen
Input the details as requested
Below is an example of a case for Joe Bloggs

Please note **Member ID** should be the player’s membership number within the GMS (Servasport) system

**Date of Birth** can be inputted by clicking on the calendar or by putting in the date as dd/mm/yyyy e.g. 13/03/1989

**Address** should be the players main place of residence

**Email address and phone number** should be the player’s information and should allow you to build up a contact list in that for example, if you need to request information from the player such as payslips for a loss of wages claim, an email \ text could be sent to the player

**Employment status** should be selected and the **occupation** inputted

**County and club** automatically default to your club \ county and you should select the relevant **team** that the player was injured whilst playing \ training with

**Medical Insurance Provider and Medical Insurance Plan** name should be selected and inputted where the injured player has private medical insurance as the GAA Injury Benefit Fund is only in place to cover losses which cannot be claimed elsewhere

**Incident date** – date on which the player sustained the injury on, it can be inputted by clicking on the calendar or by putting in the date as dd/mm/yyyy e.g. 19/11/2017. If the injury date is 60 days or more on the date that you are registering the claim, you will not be able to register the claim as claims reported outside the 60 day notification requirement are not covered as per the terms of the Fund.

**Activity** – where the injury occurred – please select Official Fixture, Official Supervised training or Sanctioned Challenge Match
**Opposition County \ Club** – if the injury occurred during an Official Fixture or Sanctioned Challenge Match, you need to select the appropriate information. If the injury occurred an an Official Supervised training session, this information is not required.

**Injury Type \ Injury Sub Type** need to be selected – we are receiving more and more requests seeking information on GAA injuries and this information is required to assist with the claims assessment and data collection. Please select the Injury Sub Type nearest to the injury the player has sustained.

**Incident Circumstances** – briefly describe here how the player sustained the injury

**Mouthguard Worn?** For Football injuries, this question needs to be answered as in line with the Official Guide

**Helmet Worn?** For Hurling injuries, this question needs to be answered as in line with the Official Guide

**Helmet Modified?** If the injured player was wearing a modified helmet when he sustained the injury, this question needs to be answered

**Nature of Claim** – please select the benefit that the player is seeking to claim – loss of wages, medical expenses, dental expenses, supplementary hospital benefit

Once all of the information has been inputted, please click **Update**
### Player Details

<table>
<thead>
<tr>
<th>Player Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joe Bloggs</td>
<td>1061 High Street</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Membership ID</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>2345678</td>
<td>Dublin</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Birth</th>
<th>City</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/1980</td>
<td>Dublin</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email</th>
<th>Club</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:JoeBloggs@gmail.com">JoeBloggs@gmail.com</a></td>
<td>GAA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone</th>
<th>Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>0847654321</td>
<td>Football Senior A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Medical Insurance Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed</td>
<td>Voluntary Health Insurance</td>
</tr>
</tbody>
</table>

### Incident Details

<table>
<thead>
<tr>
<th>Incident Date</th>
<th>Opposition Club</th>
<th>Activity</th>
<th>Injury Type</th>
<th>Injury Sub-type</th>
</tr>
</thead>
<tbody>
<tr>
<td>19/11/2017</td>
<td>Ballymun Kissams</td>
<td>Official Fixture</td>
<td>Foot</td>
<td>Fracture/Broken Bone</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Incident circumstances</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clash between two players and Joe turned on his ankle</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mouth-guard worn?</th>
<th>Helmet worn?</th>
<th>Helmet modified?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Incident Details</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------</td>
<td>--</td>
<td></td>
</tr>
<tr>
<td>Incident Date</td>
<td>19/11/2017</td>
<td></td>
</tr>
<tr>
<td>Activity</td>
<td>Official Fixture</td>
<td></td>
</tr>
<tr>
<td>Opposition Club</td>
<td>Ballinastoe Kishane</td>
<td></td>
</tr>
<tr>
<td>Injury Type</td>
<td>Foot</td>
<td></td>
</tr>
<tr>
<td>Incident Circumstances</td>
<td>Clash between two players and Joe turned on his ankle</td>
<td></td>
</tr>
<tr>
<td>Helmet worn?</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Helmet modified?</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Nature of Claim</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loss of wages?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical expenses?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dental expenses?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supplementary Hospital Benefit?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Helmet Injury claims are not covered if the claimant was not wearing a helmet.
When you click Update, the record will appear as below with a web reference noted. You can use this reference when sending claim documentation to Willis Towers Watson.

The status of the claim is noted as **Willis Acknowledgement**.
Once the team review the claim, the status will update to either

**Awaiting Club/Team Registration** or **County Approval**

If you see the status is Awaiting Club/Team Registration (as per the screenshot below) this means that either the club is not registered on Servasport or the Team noted in the claim is not registered

For example if a club registers a “Senior A” team on Servasport, but lodges a claim under an “Intermediate A”. This may require Servasport be updated with the correct teams for that playing year or an additional team may need to be registered.

Should this status be assigned to any claim for your club please review the teams registered on Servasport to ensure the team selected in the claim matches the registration. Once this is updated please email **gaa.queries@willistowerswatson.com** to advise the claim has been updated.
Once Willis acknowledge the claim, the **status** changes to **County Secretary Approval**
When the County Secretary logs in, reviews the information and approves the claim, the status changes to **Documents Required**.
Click **Select** and you will see the claim details.

Under the second tab at the top of the screen you will see “Documents Required”. Under this tab are all documents Willis Towers Watson require to assess this claim – this replaces the letter that Willis Towers Watson would have previously issued stating what documents are required to assess the claim.
Where it states **Download** you can click the link and download the relevant section required for example the medical certification.

If you wish to **scan** documents and attach it to the claim record, under Attachment, you can **click Select Files** and select the files you wish to attach. You can only upload PDF files. Click the Files you wish to attach and click Open.

Once you do this, you will see the name of the file you wish to attach such as GAA Testing blank uploading docu in the example below and you will see an option to Upload, please **click Upload**.
Once you upload the document successfully, you will receive a message as below that it is **done** and the **date** on which the document was uploaded.

You can click on the file name and open it to see what document you uploaded.

Please note that Willis Towers Watson will need to receive in the **original claim documents**. However by scanning in the documents to the claim record, it will allow Willis Towers Watson to **preassess** the claim documents been sent in and should lead to a quicker turnaround time in the assessment of the claim when the original claim documents are received.
Exporting to Excel

You can download the claims information into an excel report. This will allow you to track the claims and you can update the excel document when payments are received for example so that there is a record within the club

Click Export to Excel
The excel claims report will appear in the bottom left hand corner as noted below. Please click on the excel to open the download

Once you click on the excel, the document will open as below
<table>
<thead>
<tr>
<th>Web Reference</th>
<th>Member Id</th>
<th>Player Name</th>
<th>Injury Date</th>
<th>Report Date</th>
<th>Club Name</th>
<th>County Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>8169</td>
<td>2345678</td>
<td>Joe Bloggs</td>
<td>19/11/2017</td>
<td>03/01/2018</td>
<td>GAA</td>
<td>Dublin</td>
<td>Required</td>
</tr>
</tbody>
</table>
Logging out

You are logged in as below and you now wish to log out
Please **click on your email user name in the top right hand corner** and you will get a **log off** option as below

Once you **click log off**, you will be logged off and brought to the main log in screen
Forgotten your password – you can reset it yourself

Enter the email address https://gaa.willis.ie

On the main screen below click Forgot your password?
You will now see the following screen

![Screen with a login page](image-url)
Enter your email address and click Okay
You will now see the following screen advising you to **please check your email to reset your password**
Check your email and you will get the following email from DoNotReply@willis.ie as regards resetting your password

-----Original Message-----
From: DoNotReply@willis.ie [mailto:DoNotReply@willis.ie]
Sent: 03 January 2018 16:58
Subject: GAA Incident Reporting - Reset Password

Please confirm action by clicking https://gaa.willis.ie/Account/ResetPassword?userId=d77ce44b-23fc-46f7-8eda-fbf9774f2bddd&code=kfqYCPteUqEzBE4%2BJV7O%2Fn%2BKMAzLm3iIGNr1YSLAfNm54SiktTBz3Nlb69XI VWQX5u1wXMlUPgfPMwZux4TC4r3bOMkR%2BAm4kL64i8tw9Q4t%2BwYi1EKOUsbCVu1cyFJnU6Y6 QhRPpLytpv4WpbwU7Ggm14h89oB7gHAGH4vgql66Vi4EJnVADkmgB%2FeZqYQLkTkDSuir3P9gNg u5wRsHIA%3D%3D here. You can also paste link in your browser.

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Enter a new password

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- At least one uppercase letter
- At least one lowercase letter
- At least one special character (% $ £ ! *)
- At least one number
- Welcome1* is an example of an acceptable password

Confirm the password by re-entering it in the box noted

Click Reset
Reset password.
Reset your password.

Email: secretary.gia.dublin@gia.ie

Password: **********

Confirm password: **********

Reset
Once you click reset, you will see the following screen confirming your password has been reset.

Click on **click here to log in** and you will arrive at the log in screen.
Enter your email address
Enter your password
Click the box to accept the terms and conditions
Click log in