NO-FAULT CUSTOMER NEWSLETTER

AAA® Minnesota No-Fault Newsletter: News and Notes for Party Representatives

Rule Highlight

Rule 21: Order of Proceedings and Communication with Arbitrator

Rule 21 prohibits parties from engaging in direct communication with the arbitrator unless advised to do so by either the arbitrator or the AAA.

Recently, we have seen a significant increase in parties copying an arbitrator on communications with our office. This often happens when a party replies to an email on which the arbitrator was copied. Parties must be careful to remove the arbitrator and the arbitrator's assistant when using the "Reply All" feature.

We ask that parties please be diligent in adhering to Rule 21, which states: "Any direct communication between the arbitrator and parties must be conveyed to the arbitration organization, except communications at the hearing."

Please refer to Rule 21 for exceptions where direct communication is allowed.

Online Settlement Tool

The AAA has launched a new online settlement tool through AAA WebFile®. The tool allows parties to submit offers and counter offers and to reject or accept these offers. It also maintains a history of the online negotiations. We invite you to try out this new feature!

To learn more about the tool, visit the following links:

Online Settlement Tool Guide

Online Settlement Tool FAQs

AAA WebFile: Account Updates

When updating your contact information online, please make sure that you do not change the name on the account. For example, even if someone else is providing you with administrative support, the contact information should remain that of the attorney/representative, not the assistant. If your name has changed and you need to update it online, please first contact the AAA at MinnesotaNoFaultArbInfo@adr.org.

Party Case Administration Tips

Refiling a Previously Withdrawn Case. If you are refiling a case previously withdrawn, please alert the AAA at the time of filing and include the previous case number. Pursuant to Rule 13, if a case has been previously withdrawn, the claimant is responsible for the respondent's filing fee upon the refiling of the claim. Therefore, to avoid delays, please provide both administrative filing fees at the time of filing.

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Petition Filing Requirements. When filing a petition, please include a denial letter from the insurance company denying or suspending further benefits or, in the alternative, a certification form stating that bills have been submitted to the insurance company and remain unpaid after 30 days. To obtain a copy of a certification form, please contact the AAA at MinnesotaNoFaultArbInfo@adr.org.

Withdrawal of Representation. If you withdraw your representation of a client or are discharged, please notify the Case Administrator immediately and provide all current contact information for that client including address, phone number, and email address.

Transmitting Hearing Materials to the Arbitrator. Every Notice of Hearing includes information about how the arbitrator appointed to the case prefers to receive hearing materials. Please review this information ahead of time and submit hearing materials as directed. The AAA maintains arbitrator preferences and updates them upon request by the arbitrator.

Number of Copies. The AAA has been paperless since June 2017, which means we maintain and circulate information by electronic means. If you mail a paper petition, response, or any other correspondence, we only need the original document. No copies are necessary.

The AAA's Case Number. Please remember to include the AAA case number on all correspondence, including emails.

The AAA Welcomes...

New Case Administrator

Amy McMullan
612.509.2223 | AmyMcMullan@adr.org

Amy worked at the AAA from 2011 to 2013 and rejoined the team in February 2018, focusing mainly on consumer cases. She now also administers Minnesota No-Fault cases in a cross-collaboration initiative.

Amy is a graduate of Gustavus Adolphus College. Shortly after graduation, Amy worked on political campaigns and served as a substitute teacher in the metro area. Through this work experience, Amy has gained valuable skills in communication, multi-tasking, and promoting efficiency. She looks forward to continuing to apply her skills on Minnesota No-Fault cases.

AAA Office Closings

Tuesday, December 24 – Closes at 1:00 p.m.
Wednesday, December 25 – Closed
Tuesday, December 31 – Closes at 1:00 p.m.
Wednesday, January 1 – Closed

Feedback

What would you like to see featured in this newsletter?

Please contact Kelly Baker at KellyBaker@adr.org or Kristin Folsom at KristinFolsom@adr.org.