

# ATS— AG Administrator's Electronic Claim Submission

---

## AG Claims: Table of Contents

Site Info: Enable claim process	<a href="#">PG 2</a>
User Access	<a href="#">PG 3</a>
Must Include Injury Desc/How box	<a href="#">PG 4</a>
Desktop Submission	<a href="#">PG 5</a>
Staff Portal Submission	<a href="#">PG 6</a>
Example of Files	<a href="#">PG 7 &amp; 8</a>
Additional Options to send to Athlete or Contact	<a href="#">PG 9</a>

# ATS— AG Administrator's Electronic Claim Submission

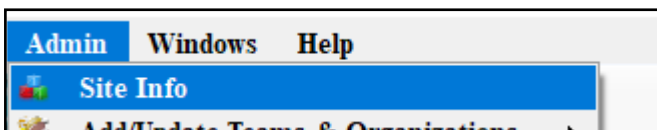
The interface with AG Administrators was included in ATS so submissions could be streamlined. This document shows you how to configure ATS for these submissions; two methods to send a submission and what is stored in ATS after the submission is complete.

**\*\* Make sure you mark the “primary” insurance company on the athlete info; “Payor #” = 1. This can be done manually or when the athlete is doing their registration in the portal.**

We also recommend setting require fields to ensure that the necessary information is entered both by athlete and staff for the injury claims. For more info check out the [Required Fields](#) doc.

Under the Admin—>Site Info screen; on the “Claims/EDI” tab enter the required info. Unless otherwise noted the email should be [claims@agadm.com](mailto:claims@agadm.com) You can set the claims in both the ATS Desktop or Staff Portal

**We do recommend talking to your AG rep prior to setting up, to establish whether they want you to Email or use the EDI Submission.**



If not already enabled, do make sure you activate the Enable Claim Submission box for your database.

A screenshot of the 'Site Info - Joe Tech' configuration screen. The 'Claims/EDI/Concuss' tab is selected. The 'Enable Claim Submissions' checkbox is checked. The 'AG Administrators' section shows an email address 'joe@kefferdevelopment.com'. The 'Host Name', 'Tgt Folder', 'User', 'Pw', 'Port', and 'Partner Code' fields are present. A 'Standard EDI' button is highlighted. A text box contains the instruction: 'Unless told differently by AG Admin. Select the Standard EDI button to fill the EDI information.' The 'Claim creation notification to:' field is also visible. A note at the bottom states: 'If using multiple email addresses they must be separated by a semi'. The 'Save' and 'Close' buttons are at the bottom.

This area gives you the opportunity to notify your insurance coordinator, Head AT, or anyone else that needs to know a claim was submitted. **It does not include a copy of the claim.**

A close-up screenshot of the 'Claims/EDI/Concuss' tab in the 'Site Info' screen. The 'Enable Claim Submissions' checkbox is checked. The 'AG Administrators' section shows an email address 'joe@kefferdevelopment.com'. The 'Host Name', 'Tgt Folder', 'User', 'Pw', 'Port', and 'Partner Code' fields are present. The 'Standard EDI' button is highlighted. The 'Claim creation notification to:' field is also visible. The 'Save' and 'Close' buttons are at the bottom.

# ATS— AG Administrator's Electronic Claim Submission

## User Profile:

***Be sure to allow access to submit/print claims for those staff members that will need to submit claims.***

This can be found on the Modules tab of the User Profile.

The screenshot shows the 'Admin' menu with 'Users' selected. The 'Users' dropdown menu lists options: 'Add a User...', 'Search Users...Active Only', 'Search All Users (Active & Inactive)', 'Multi User Update', 'My User...', 'Copy User', 'Search Users by Organization...', and 'Search Users by Region'. Below this, the 'User' profile for 'Greg AT' is shown. The 'Information' tab is active, displaying fields for Name, Role (Administrator, Athletic Trainer, PRN Staff, Coach, Doctor/Physician, Other, Student, Strength/Condition), and a 'Security' section. The 'Security' section has tabs for 'Teams', 'Modules', 'Email Groups', 'Email/Opt', 'Administrator', 'Secure Msg', 'Notes', and 'MSC Forms'. The 'Modules' tab is selected, showing checkboxes for 'No Report Access', 'Allow Report Printing', 'User can See All Injuries on the Athlete Details Screen', 'Allowed to Submit/Print Claims', 'Allow Report Exporting', and 'Group Emails Allowed'. The 'Allowed to Submit/Print Claims' checkbox is checked and highlighted with a red box.

The screenshot shows the 'Org-Team-Users' dropdown menu. The menu is open, showing options: 'Organizations', 'Teams', 'Users', 'User Info Lookup', and 'User Utilities'. The 'Users' option is highlighted with a red box.

The screenshot shows the 'User Maintenance - Joe Streckfus' interface. The 'Modules' tab is selected, showing checkboxes for 'No Report Access', 'Allow Report Printing', 'User can See All Injuries on the People Details Screen', 'Allowed to Submit/Print Claims', 'Allow Report Exporting', 'Send Notices Allowed', 'Group Emails Allowed', and 'Note Batch Allowed'. The 'Allowed to Submit/Print Claims' checkbox is checked and highlighted with a red box.

# ATS— AG Administrator’s Electronic Claim Submission

For AG, you **must** include an injury note in the Injury Desc/How box. This is included on the claim form.

The screenshot shows the 'Injury - Smalls, Scotty' form. The 'Injury Desc/How' tab is selected and highlighted with a red box. The 'Claim for...' dropdown is highlighted with a black box, showing 'AG Administrators' selected. The 'Claim' button is also visible. The form includes fields for 'General Injury Info', 'People', 'Name', 'Status', and 'Injury Speed Functions'. There is a large text area for 'Enter a brief description about the injury. This is required for AG to process your claim.' and a 'Notes' section with a table for 'Note Date', 'Note Type', 'User Name', and 'Comment'. The 'Actions' section at the bottom includes buttons for 'Claim', 'Email Group', 'New', 'Save', 'Search', and 'Close'.

To submit a claim, select AG Administrators from the “Claim For” dropdown, then select the “Claim” button. This will generate the documents for AG and start the process you’ve chosen on [PG2](#).

If you are submitting by email you will see the following information.

If you are submitting by EDI the process will just process the documents securely to AG.

# ATS— AG Administrator's Electronic Claim Submission

If you are sending an email to AG, you are required to encrypt the document prior to it being sent.

**\*\* Establish a password as a staff/department you will use for ALL of the claims going to AG. Enter that password each time you send an email. You also will need to provide it to AG so they can open.**

**\*\*DO NOT INCLUDE PASSWORDS IN THE EMAIL BODY\*\***

**ATS WILL NOT and DOES NOT STORE THE PASSWORD USED TO ENCRYPT**

## Desktop Submissions:

The screenshot illustrates the desktop submission process in the AG Administrators software. The main application window shows the 'General Injury Info' tab for a patient named 'Clark, Billy'. The injury is a 'Coronoid Fracture' on the 'Right' side, reported on '7/15/2025'. A red arrow points from the 'Claim' button in the 'Actions' bar to a secondary window titled 'Athletic Accident Claim Form'. This window contains a text area for the email message and a 'Claim Email Message' button. A third window titled 'Submit Secondary Claim' shows a green success message: 'The AG Administrators claim was successfully emailed.'

# ATS— AG Administrator's Electronic Claim Submission

## Staff Portal Submissions:

The screenshot shows the 'Injury' form for '1/28/2026 - Smalls, Scotty - Anterior Cruciate Ligament (ACL) TearPartial Or Complete - Left - Knee'. The form includes a top navigation bar with icons for Home, Search, Injury, Injuries, Daily Info, Bulk Modality, Add Appt, My Appt, Concussion, HPL, Equipment, Inventory, Team Roster, and HELP. A red notification bar states 'You have 1 unread message.' Below the navigation bar is a search bar and a 'Peoples' dropdown. The form is divided into two main sections: 'General Info' and 'Injury Details'. The 'General Info' section includes fields for Name (Smalls, Scotty), Team (Joe Tech Men Baseball), Body Part (Knee), Inj/III 1 (Anterior Cruciate Ligament (ACL) TearPartial Or Complete - Left - Knee), Inj/III 2, Inj/III 3, Side (Left), Inj Date (1/28/2026), Inj Time, Rpt Date (1/28/2026), Rpt Time, Rtm Play (mm/dd/yyyy), and Resolved (mm/dd/yyyy). The 'Injury Details' section includes fields for Status (Current), Athletic Trainer (Joe Streckfus), MOI (Twisted), SMOI, Severity, Happened During (Practice), Playing Surface (Dirt), Insurance Status, Event Type/Name (Practice), Resolution, and checkboxes for Re Injury, EMS Required, Season Ending, AMA Signed, Paper Copy, Follow Up, Rev by, Surgery Required, and Private Record. At the bottom of the form are buttons for Save, New, View Journal, Disable, Submit Claim, and a dropdown for AG Administrator.

The screenshot shows the 'Injury Claim Options' dialog box. It has a title bar with a close button. The dialog contains two text input fields: 'Password for PDF (required)' and 'Claim Email Message (optional)'. At the bottom of the dialog are two buttons: 'OK' and 'Cancel'. An arrow points from the 'Submit Claim' button in the main form to the 'OK' button in this dialog.

ON the injury page, select AG Admin. Then use the Submit Claim button to open the claim options. Enter your password, email message if wanted. Select OK. ATS will process your claim and display it was created and sent.

The screenshot shows the 'Injury' page for '1/28/2026 - Smalls, Scotty - Anterior Cruciate Ligament (ACL) TearPartial Or Complete - Left - Knee'. A green success message bar at the top of the page states 'Your claim has been created and emailed.' with a close button on the right.

# ATS— AG Administrator's Electronic Claim Submission

To see the claim that was sent:

1. Navigate to the documents tab on either the injury or athlete screens
2. Select the file
3. Click the "View" button.
4. The document will be displayed in the PDF viewer.

Athlete - Davis, Crash dinger

☐ Archived

Name: Crash ding Davis (First) (MI) (Last) (Suffix)

Nickname: Pronouns:

PreferName:

Phone: 123456789 Year: Senior

Gender: prefer not to disclose DOB: 1/14/1998

Email: joe@kefferdevelopment.com Age 23

☐ Cleared to Play / / CL CTP Status: Cleared

Team/Sport/Event: Joe Tech Men Baseball Status: Active Position/Dis: As Of: CT:

Record: 1 of 1

☒ Mark for review ☒ Pwk Comp ☒ Cog Concuss Complete

☒ Card View

Injury Notes/Staff/Msg General Concuss Evals Medical History Insurance Emergency eFiles/Docs/Dates Additional Info Medication Strength

eFiles Paperwork Athlete Forms Athlete Portal Dates & Login History

Date	Doc Type	Description
8/17/2021	0	AG Submission Sent
8/12/2021	0	SOAP Note
8/10/2021	0	SOAP Note
8/2/2021	0	Email: from Joe Tech to athlete
8/2/2021	0	Text Message: Text Message to athlete
7/30/2021	0	Email Sent: test of pword id - Davis, Crash dinger
7/29/2021	0	Athlete Form: Form Created - 12 College Sickle Cell with video Trait Verification Waiver Form
7/29/2021	0	Athlete Form: Form Updated - 18 Concussion Symptom Diary
7/29/2021	0	Athlete Form: Form Created - 18 Concussion Symptom Diary
7/28/2021	0	Athlete Form: Form Created - Mental Health Screening
7/21/2021	0	Athlete Form: Form Created - Upper Extremity Functional Index (UEFI)

Record: 1 of 56

Kiosk: 8/17/2021 10:42 AM Portal: 8/17/2021 10:41 AM

**Note**  
Full-size example  
on next page

		Athletic Accident Claim Form	
<b>College/University Name</b> KDS Sports			
<b>Athlete's Name</b> Anderson, Charlotte			
<b>Date of Birth</b> 03/01/1994	<b>Sex:</b> Female	<b>Cell Phone:</b> 222-555-11166	
<b>Email Address</b> patrick@kefferdevelopment.com		<b>Last 4 of SS#:</b> 2333	
<b>School Address</b> 166 Park Drive Grove City PA 16127		<b>Home Address</b> other address Grove City PA 16127	
<b>ACCIDENT INFORMATION</b>			
<b>Sport</b> ABC Women Soccer		<b>Accident Date:</b> 08/03/2010	
<b>Circumstance:</b> Game		<b>Type of Injury:</b> bee sting	
<b>Body Part Injured</b> Achilles		<b>Place of Accident</b>	
<b>Nature of Injury</b> test			
<b>INSURANCE INFORMATION</b>			
<b>Does the claimant have primary insurance?</b> Yes			
<b>Insurance Company Name &amp; Address</b>		All-n-One Insurance 101 Main Street Muddville PA 11111	
<b>Policy Number</b> 101-33	<b>ID#</b> 33343434		

# ATS— AG Administrator's Electronic Claim Submission



P.O. Box 979  
Valley Forge, PA 19482  
610.933.0800  
Fax: 610.935.2860  
www.agadministrators.com

## Athletic Accident Claim Form

College/University Name Joe Tech

Athlete's Name Davis, Crash

Phone:

Date of Birth 01/14/1998 Sex: PND

Cell Phone: +34 655978569

Email Address joe@kefferdevelopment.com

Last 4 of SS#:

### Address

24 Village Park Drive  
Grove City PA 16127

### Additional Address

62 Hartwell Circle  
Sometown PA 16227

## ACCIDENT INFORMATION

Sport Joe Tech Men Baseball

Accident Date: 03/17/2022

Accident Time: 10:58 AM

Circumstance: Practice

Type of Injury: Anterior Cruciate Ligament (ACL)  
TearPartial Or Complete

Dirt

Body Part Injured Knee

Place of Accident: See Below

Side Injured Right

Nature of Injury Be sure to enter a brief injury note to describe what happened, this goes on the injury report.

## INSURANCE INFORMATION

Does the claimant have primary insurance? Yes

Insurance Company Name & Address Blue Cross Blue Shield

Philadelphia pa 74125

Policy Number

ID# 852369741

Policy Holder Secondary Insurance



# ATS— AG Administrator's Electronic Claim Submission

## Other Claim Options:

You now also have the option to include a notification email to the athlete, and or primary emergency contact that a claim was sent for an injured athlete/patient.

In the desktop (only currently 01/2026) Admin—> SiteInfo—> Claims/EDI/Concussion—> Claim Email Content.

This area gives you an option to customize an email to those recipients and turn the process on.

You can send, or not even when the process is enabled, and will show during the claim creation process, prior to completion of the send.

The screenshot shows the 'Claim Email Content' configuration window. At the top, there is a navigation bar with tabs: Primary, Modules, Security, Tab Order, Opt(1), Opt(2), Opt(3), Swipe Card, Billing, Claims/EDI/Concuss, Pre-Login, Kiosk, Custom, and Inventory. Below this, the 'Enable Claim Submissions' checkbox is checked. The 'Claim Email Content' tab is selected, and the 'Enable Claim Email Process' checkbox is also checked. A text area labeled 'Enter the Email Text:' contains the following text: 'This is a notification of the claim form that was submitted on your student-athlete's behalf for the injury they sustained. The claim form we submitted is notification to our secondary insurance company and proof there was an athletics/covered injury sustained. It does not guarantee everything will be covered and paid upfront by them. If you receive Explanation of Benefits(EOB's) and bills from the physicians office, hospital, urgent care, imaging facility please get those to us so we can send them to the insurance company. If we don't know you have bills we are unable to assist in paying them. Thank you, School Sports Medicine Staff.' At the bottom of the window are 'Save' and 'Close' buttons.

Two side-by-side screenshots of the claim creation process. The left screenshot shows a form with fields for 'Circumstance:', 'Body Part Injured' (Chest/Ribs), 'Side Injured' (Left), 'Nature of Injury' (Hit by pit), 'Insurance Company Name & Address', 'Policy Number', 'Policy Holder' (Jimmy Davis), and 'Insurance Company Name & Address'. A dialog box 'Email the People?' is open with 'Yes' and 'No' buttons. The right screenshot shows the same form with a dialog box 'Email the primary contact?' open with 'Yes' and 'No' buttons.

The screenshot shows an email notification sent from the ATS system. The email is from 'noreply@athletictrainersystem.com' to 'joestreck@us.ats'. The subject is 'Secondary insurance claim sent for Davis, Crash'. The body of the email contains the same text as the 'Claim Email Content' configuration window: 'This is a notification of the claim form that was submitted on your student-athlete's behalf for the injury they sustained. The claim form we submitted is notification to our secondary insurance company and proof there was an athletics/covered injury sustained. It does not guarantee everything will be covered and paid upfront by them. If you receive Explanation of Benefits(EOB's) and bills from the physicians office, hospital, urgent care, imaging facility please get those to us so we can send them to the insurance company. If we don't know you have bills we are unable to assist in paying them. Thank you, School Sports Medicine Staff. Joe Strecklus, M.Ed., ATC Keffer Development Athletic Trainer System 888-328-2577'.