



State of Rhode Island First Report of Injury Portal Webinar FAQ – 8/28/26

Accessing the New Portal

When will I get access to the new portal?

On September 1, you will receive an email from **notifications@beaconmutual.com** that includes:

- A link to access the new portal
- A temporary password
- Instructions to complete your account setup

Your email address will be your username.

Do my BEACONNECT credentials carry over to the new portal?

No. Existing BEACONNECT usernames and passwords will not transfer to the new portal. All users will receive new login information on September 1.

Reporting an Injury

When should I report an injury?

Beacon recommends reporting injuries as soon as possible after the injury report has been completed and signed by the employee and supervisor.

Under Rhode Island Workers' Compensation law:

- Claims must be reported within 10 days
- Fatalities must be reported within 2 days

Timely reporting helps ensure injured workers receive prompt medical treatment and benefits.

What if I don't know all the details at the time of reporting?

Do your best with the information available and submit the report promptly. If additional information becomes available later, Beacon can update the claim record. You can also provide updates directly to the assigned adjuster.

What if I enter the wrong injury information?

Beacon verifies claim information as part of the claims process. If injury details, body parts, diagnoses, or other information change as more information becomes available from the employee or medical provider, Beacon will update the claim accordingly.



How do I know who the claims adjuster should contact?

During claim submission, you'll be asked who the adjuster should contact.

You can select:

- **Claim Reporter** if the person submitting the report should be contacted
- **Additional Contact** if another individual, such as a supervisor or manager, should be contacted first

You'll provide that person's contact information as part of the report.

Understanding FNOLs and Claims

What is an FNOL?

FNOL stands for **First Notice of Loss**. It is the initial injury report that you submit to Beacon. Every reported injury begins as an FNOL.

What's the difference between an FNOL and a claim?

An FNOL is the initial injury report. A claim is generated from that FNOL.

- If medical treatment is sought or the employee loses time from work, the FNOL becomes a claim.
- If the report is for an incident only (no treatment and no lost time), it may remain as an FNOL until additional action is needed.

How can I tell if an FNOL has become a claim?

When viewing the FNOL record, you'll see any associated claims listed on the record. You can also search your FNOLs and review the claim category status.

If I report an incident only, when do I request claim setup?

Only request claim setup when an incident later becomes a medical-only or lost-time claim.

For example:

- An injury is initially reported with no treatment and no lost time.
 - A few days later the employee seeks treatment or misses work.
 - You can return to the FNOL and select **Request Claim Be Set Up**, or contact Beacon and have the claim created for you.
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Looking Up Previously Reported Injuries

How do I find an injury report I've already submitted?

Navigate to **Claim Search** and select **All FNOL Records**.

You can search by:



- FNOL number
- Employee name
- Date of birth
- Last four digits of the employee's Social Security number

Recent FNOLs are also available within the portal for quick access.

How do I activate a claim after reporting an incident?

Locate the FNOL record and select **Request Claim Be Set Up**.

This sends a request to Beacon's Claims Support team. Once the claim is established, the claim reporter will receive an email with:

- Claim number
- Assigned adjuster
- Contact information

The claim number will remain the same as the FNOL number.

Uploading Documents

Can I upload injury reports, prescriptions, dependent forms, or other documents directly to the portal?

Not at this time.

After a claim is reported, you'll receive a secure email from Beacon. You can reply to that secure email with attachments, and the adjuster can upload the documents to the claim file.

Visibility and Access

Can only the person who reported the injury see the record?

No. Other users within your organization who have portal access to report and manage claims for your account will also be able to view the FNOLs and claims associated with that account.

Users cannot view claims for other agencies or organizations. Access is limited to the accounts they are authorized to access.

Disability Management Unit (DMU)

Will DMU still receive reports for newly submitted claims?

Yes. DMU will continue to receive a daily report of claims that were reported the previous day, similar to the current process. Beacon expects these reports will continue to be delivered via email.



What role does DMU play?

DMU remains an important partner in managing workers' compensation claims and is available to assist with questions and concerns related to claims management.

Additional Support

What support resources are available?

Beacon provides several support options, including:

- The Beacon Support Center – <https://info.beaconmutual.com/beacon-support-center> | info@beaconmutual.com | 401-825-2995
- Help articles and FAQs – <https://help.beaconmutual.com>
- "How to Report an Injury" training video – <https://youtu.be/suLT5clCXGU>
- Webinar recording from 8/28/2026 training - <https://youtu.be/wHbXnlkJdMQ>

These resources are designed to help users successfully navigate the new portal and injury reporting process.

What should I do during the transition period?

Because BEACONNECT was retired before the new portal launch, claims occurring during the transition period (8/28-8/31) can be:

- Held and reported once portal access becomes available on 9/1/2026
 - Emailed to Beacon's FNOL reporting team – fnolreporting@beaconmutual.com
 - Faxed to Beacon – 401-825-2882
 - Reported by phone – 401-825-2667
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Key Reminder: Everything starts with an FNOL. If medical treatment or lost time occurs, the FNOL becomes a claim. If it is initially reported as an incident only, you can later request claim setup directly through the portal or by contacting Beacon.