



FORTHRIGHT

Forthright Videoconference Pilot Program Frequently Asked Questions (FAQ)

Table of Contents

1. Am I obligated to use videoconference to appear at the in-person hearing?.....	2
2. What do I need to appear at a Forthright In-Person hearing via video conference?	2
3. Does using the video conference option cost anything?.....	2
4. Will all hearings have the videoconference option?.....	2
5. How do I know if my hearing has the Forthright video conference appearance option?	2
6. How do I appear using the Forthright videoconference option?	4
7. Can I appear using another videoconferencing vender like Skype or WebEx?	6
8. What will happen if I select the Zoom video hearing link too early or too late for the hearing?.....	6
9. Will all the parties be using videoconferencing to appear at a hearing?.....	6
10. What do I do if I have technical problems and cannot connect to the Forthright In-Person videoconference or the connection fails?.....	7
11. What if I do not want to be seen at the hearing, but still want to use the videoconference option?	7
12. What if I just want to call in to the hearing, as I have done in the past?.....	7
13. If “live” In-Person hearings are again allowed, will there still be a Forthright videoconference option?.....	8
14. Is Forthright In-Person hearing videoconferencing secure?	8
15. What settings are different on the Forthright videoconference option compared to a normal Zoom meeting?	8
16. Can the Forthright in-person videoconferencing hearing be recorded?.....	9
17. If I appear on Zoom video, will that be noted in the Forthright Award form?.....	9
18. If I decide not to appear by video camera, does it matter if I call the DRP’s hearing phone number or the Zoom telephone number?.....	9
19. Can I use my smartphone to appear at the hearing using the videoconference option?	9

1. Am I obligated to use videoconference to appear at the in-person hearing?

The option to appear by video is a voluntary alternative to appearing by telephone. (Currently, all In-Person hearings are conducted telephonically due to the COVID-19 outbreak, CDC guidelines, and State executive orders.)

2. What do I need to appear at a Forthright In-Person hearing via video conference?

On whatever device you are using to appear for the hearing, you will need to download the Zoom application. This can be done by searching “Zoom Login” and signing up for free. You will also need a microphone, speakers or headphones, and a video camera if you desire to appear by video.

3. Does using the video conference option cost anything?

No, all you have to do is download the Zoom application on your device. There is no cost.

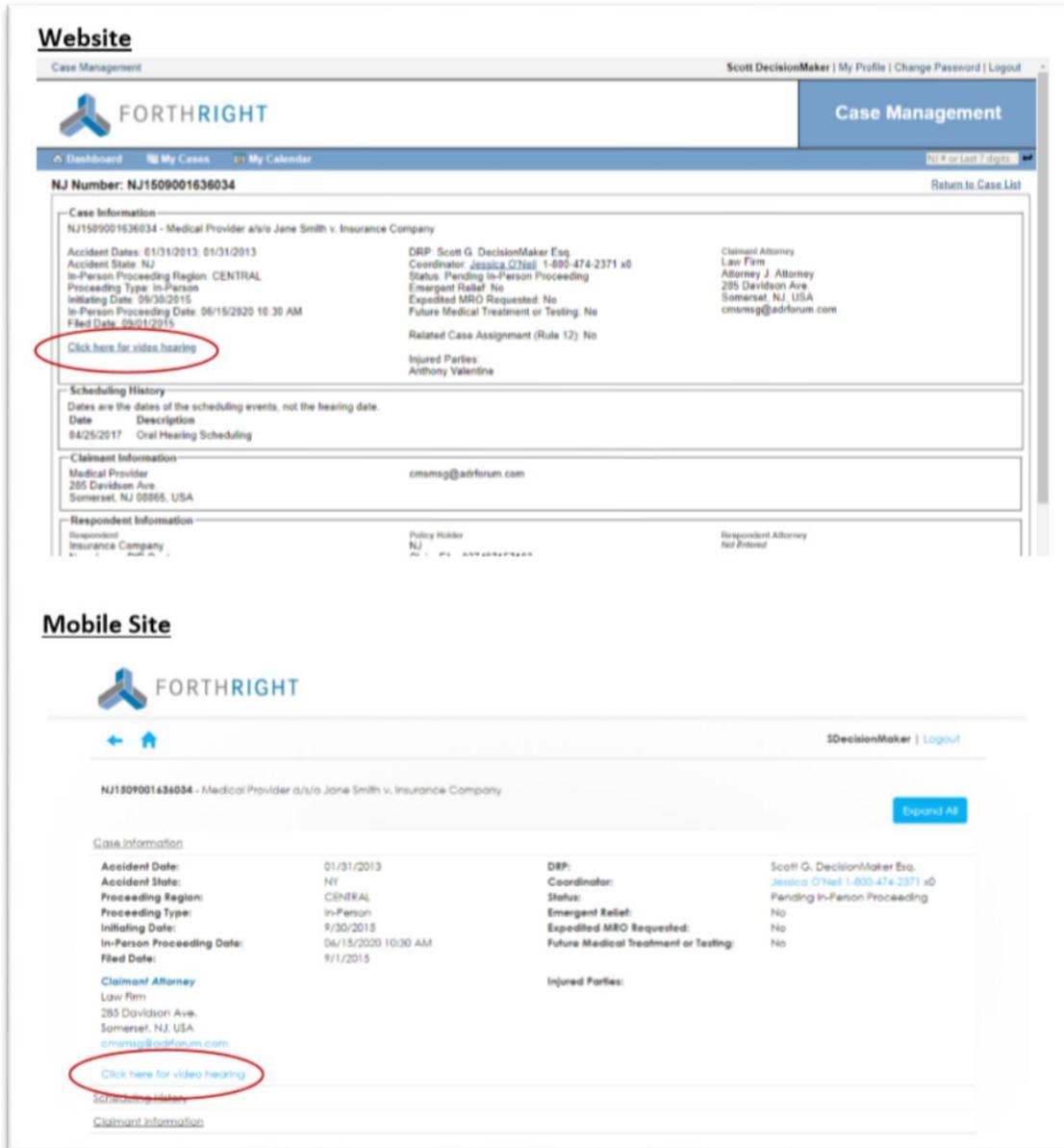
4. Will all hearings have the videoconference option?

Initially only a few DRPs will have the capability to have videoconference hearings. By checking your Case Management page you will be able to determine if the videoconference option is available. As more DRPs are trained, these additional DPRs will also have the capability, and eventually all DRPs and cases will have the videoconference appearance option.

5. How do I know if my hearing has the Forthright video conference appearance option?

In two ways.

Approximately two weeks before your scheduled hearing, a Zoom meeting hyperlink will appear on your Case Management page:



Also, approximately two weeks before your scheduled hearing, you will receive a Zoom invitation in the form of an email that looks like this:

**NOTICE OF AVAILABLE VIDEOCONFERENCE
FOR UPCOMING IN-PERSON FORTHRIGHT HEARING**

ATTORNEY NAME

You have an in-person hearing with *DRP NAME OF DRP* scheduled for
Time: 05/21/2020 11:30 ~~AM~~ to 12:00 PM
Forthright Arbitration: NJ150800xxxxxx
Case name: Medical Provider a/s/o Matthew Smith v. Insurance Company

FORTHRIGHT HAS MADE AVAILABLE TO ATTENDEES OF THIS HEARING THE ABILITY TO APPEAR BY VIDEO CONFERENCE OR TELEPHONE THROUGH ZOOM

If you would like to attend hearing through Zoom video conferencing, please click this link:
<https://forthrightsolutions.zoom.us/j/82266666648377050?pwd=SVdKVmx4WFJoci9lY1lMYjZLSVd3QT09>

If this is your first time using Zoom, please allow sufficient time before the hearing to download the Zoom app, which will be provided when you click on the link.

Note: If using the above link and do not want to appear by video, please disable the video feature prior to joining the meeting under "Video" in your Zoom app settings, or under "Test Speaker & Microphone" prior to being allowed into meeting.

If instead of the above link you wish to attend the hearing through the Zoom app, please open the app and enter the Meeting ID and Password below when prompted:

Meeting ID: 82248377050
Password:

To join hearing by telephone only, please dial:
+1 929 436 2866 US (New York)
+1 301 715 8592 US
Meeting ID: 82248377050#

FOR ALL ZOOM CONNECTIONS:

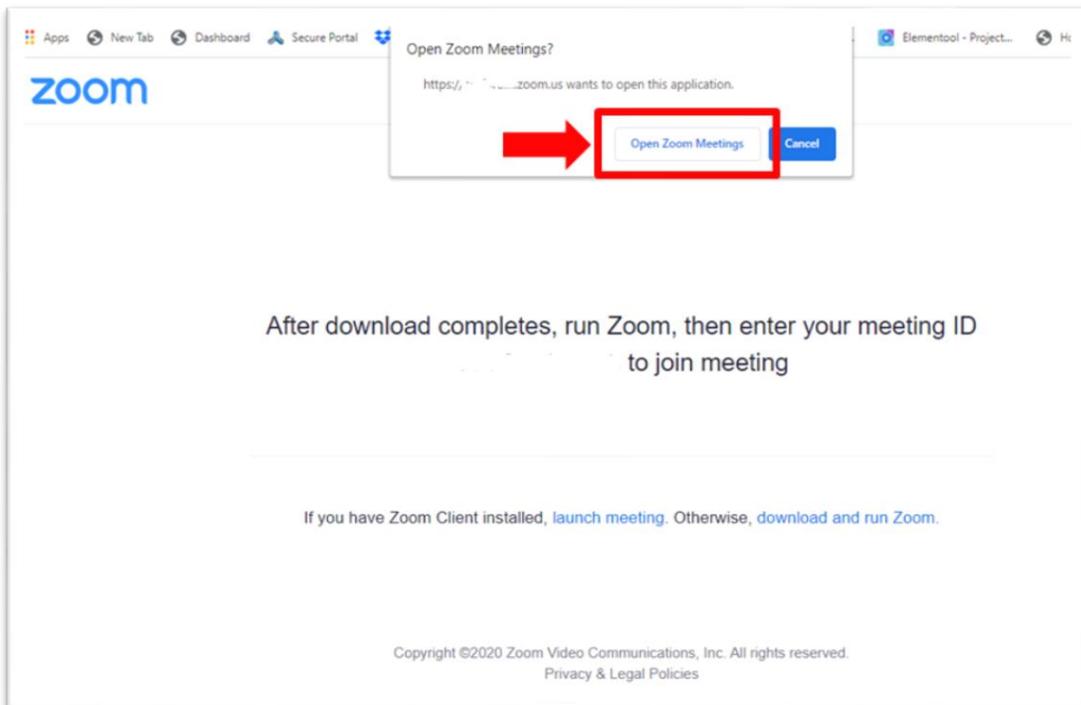
- **UPON CONNECTING, YOU WILL BE PLACED IN A WAITING ROOM**
- **WHEN THE DRP IS READY TO BEGIN THE HEARING, HE OR SHE WILL ADMIT PARTICIPANTS INTO THE ZOOM MEETING.**
- **WITNESS AT HEARING:** If you intend to bring a witness to the hearing, you must comply with Forthright Rule 39 and forward this notice to your witness. Witness will be kept in the Waiting Room by the DRP until it is time to be admitted by the DRP into the hearing.

6. How do I appear using the Forthright videoconference option?

First, you must have downloaded the Zoom application onto your device.

At the appropriate time, you can click on the hyperlink on your Case Management page or in the most recent emailed NOTICE OF AVAILABLE VIDEOCONFERENCE for that case. (Please note, if your case is consolidated, the link in any of the consolidated cases will direct you to the appropriate hearing.)

You will be asked to open your Zoom meeting, and you will then be placed into the DRP's waiting room.



The screenshot shows a web browser window with a Zoom meeting invitation. A dialog box titled "Open Zoom Meetings?" is displayed, asking for permission to open the application. The dialog box contains the text "https://...zoom.us wants to open this application." and two buttons: "Open Zoom Meetings" (highlighted with a red box and a red arrow) and "Cancel".

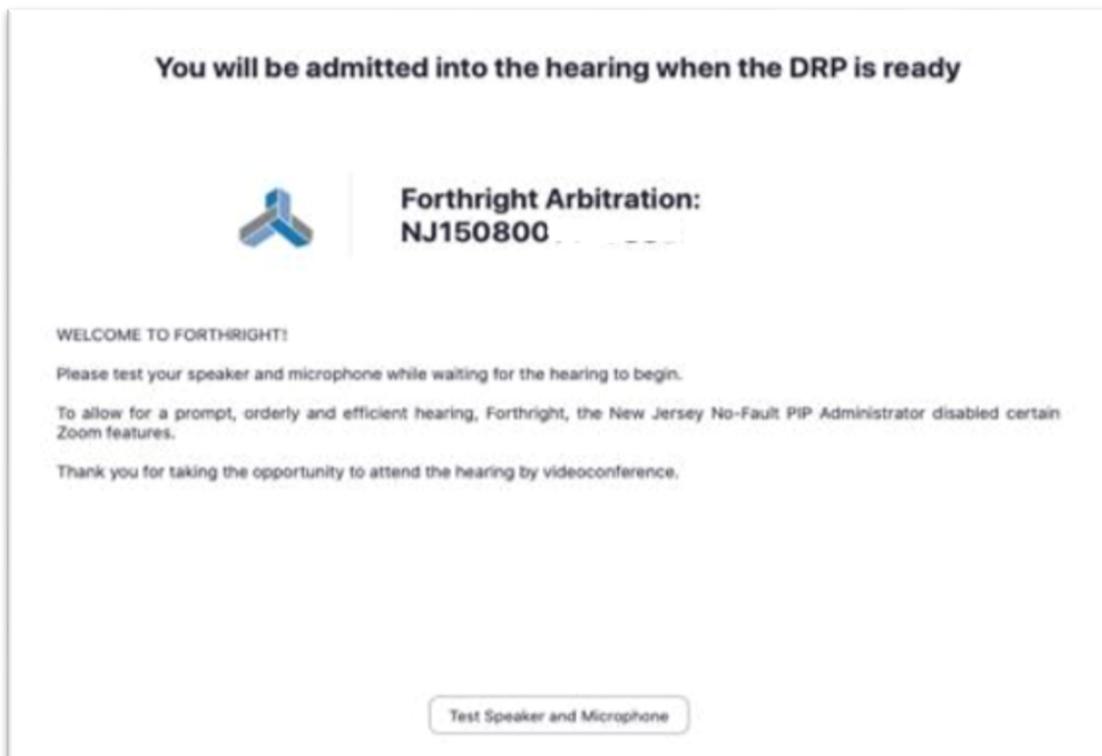
zoom

Open Zoom Meetings?
https://...zoom.us wants to open this application.
Open Zoom Meetings Cancel

After download completes, run Zoom, then enter your meeting ID to join meeting

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

Copyright ©2020 Zoom Video Communications, Inc. All rights reserved.
Privacy & Legal Policies



The screenshot shows a web page for a Fortright Arbitration hearing. The page features the Fortright logo, the meeting ID "NJ150800", and instructions for the hearing. A "Test Speaker and Microphone" button is visible at the bottom.

You will be admitted into the hearing when the DRP is ready

 **Fortright Arbitration:
NJ150800**

WELCOME TO FORTRIGHT!

Please test your speaker and microphone while waiting for the hearing to begin.

To allow for a prompt, orderly and efficient hearing, Fortright, the New Jersey No-Fault PIP Administrator disabled certain Zoom features.

Thank you for taking the opportunity to attend the hearing by videoconference.

Test Speaker and Microphone

At the appropriate time, the DRP will allow you into the meeting and the hearing will start.

7. Can I appear using another videoconferencing vendor like Skype or WebEx?

At this time, telephone contact is the only authorized means of communication with a DRP for the hearing. As part of Videoconference IN-Person pilot program, video appearances are also available through the Zoom hyperlinks in the above referenced Forthright emails and Forthright Case Management page.

Forthright cannot compel party representatives and/or DRPs to participate via any other videoconference vendor. Consequently, if the parties wish to utilize another videoconferencing vendor besides Zoom, we recommend the parties communicate with each other and arrange such a conference by agreement.

If an alternative videoconference is agreed upon and scheduled, Forthright cannot be included, nor respond to meeting notices via Outlook/Skype//WebEx, etc. Accordingly, please provide the conference information through normal means in writing (preferable email) to Forthright and it can be included in the case and accessible to the DRPs.

8. What will happen if I select the Zoom video hearing link too early or too late for the hearing?

If you are too early, you will simply wait in the DRP's waiting room until the DRP admits you into the meeting. If you are late but still within the time scheduled for the hearing, the DRP will receive a notification you are in the waiting room and will allow you access to the meeting. Please note, if you do not timely appear, the DRP will proceed in accordance with Rule 44.

9. Will all the parties be using videoconferencing to appear at a hearing?

Not necessarily. The option to appear by video will be a voluntary alternative to appearing by telephone. (Currently, all In-Person hearings are conducted telephonically due to the COVID-19 outbreak, CDC guidelines

and State executive orders.) Some may appear telephonically, and some may appear via videoconference. The choice is up to the practitioner.

Please note that participants also have the option to appear for a hearing using Zoom using audio functionality only. These participants can disable Zoom video within the Zoom application. (See the “What if I do not want to be seen at the hearing, but still want to use the videoconference option?” item below.)

10. What do I do if I have technical problems and cannot connect to the Forthright In-Person videoconference or the connection fails?

DRP hearing telephone numbers are available on the Forthright website- www.nj-no-fault.com. If for any reason the user is unable to utilize the videoconference option or the videoconference option is interrupted, the practitioner can always call the DRP hearing telephone number. If the practitioner is still unable to connect to the hearing by dialing the DRP’s hearing phone number, he/she can call the Case Coordinator.

11. What if I do not want to be seen at the hearing, but still want to use the videoconference option?

Simply click on the link and disable your video by clicking the stop video icon on the lower left part of your screen. You will still be able to see and hear the videoconference and the participants will be able to hear, but not see you.

12. What if I just want to call in to the hearing, as I have done in the past?

The option to appear by video will be a voluntary alternative to appearing by telephone. DRP hearing numbers are available on the Forthright website- www.nj-no-fault.com.

13. If “live” In-Person hearings are again allowed, will there still be a Forthright videoconference option?

Forthright’s current intentions are to continue the Forthright In-Person videoconference Pilot Program even after normal “live” appearances resume.

14. Is Forthright In-Person hearing videoconferencing secure?

Yes. Forthright will use Zoom’s most secure HIPAA-compliant platform, utilize unique meeting IDs and passwords for each hearing, enable DRPs to control meeting access, and take other measures to ensure security for videoconference PIP hearings.

Forthright does not rely on the individual DRPs to set up videoconference security protocols. Instead, Forthright has integrated all its security into a central administrative platform whereas Forthright controls all the security features of the NJ PIP Pilot Program. All audio and video through Zoom will be encrypted. Forthright’s videoconference platform through Zoom has specific settings that are provisioned/configured differently than the generally available Zoom commercial account, including the disabling of cloud recording and screen sharing. The customized settings Forthright has implemented ensure that Zoom itself does not have access to transmitted information. Additionally, Forthright hearings never use the generic <https://zoom.us> link used by other Zoom users. Forthright uses a branded URL that is not available to the public.

15. What settings are different on the Forthright videoconference option compared to a normal Zoom meeting?

To enhance security and maintain the efficiency of the hearing process, Forthright videoconference hearings will not have screen sharing and the DRP will not be able to change the host setting. Other more discreet functions have been altered as part of the customized secured settings instituted by Forthright.

16. Can the Forthright in-person videoconferencing hearing be recorded?

No. The customized settings Forthright has implemented ensure that hearings cannot be recorded.

17. If I appear on Zoom video, will that be noted in the Forthright Award form?

Yes. The Award will note if a representative/party appeared by telephone, by videoconference, by videoconference-audio only, or did not appear. Once COVID 19 restrictions are lifted, the Award will also note if the appearance was in person.

18. If I decide not to appear by video camera, does it matter if I call the DRP's hearing phone number or the Zoom telephone number?

If you call the Zoom number included in the Zoom video hearing notice, you will go to the DRP waiting room. The DRP will let you into the meeting when the DRP is ready, thus making the Zoom call more convenient for the DRP and the parties. Also, the audio quality (and your ability to hear those appearing by Zoom), will be better utilizing the Zoom telephone number included in the Forthright videoconference notice.

19. Can I use my smartphone to appear at the hearing using the videoconference option?

Yes. As long as your device has the Zoom application, you can use it to appear by videoconference.