



Forthright Videoconference In-Person Hearings Amended Rule 42 Frequently Asked Questions (FAQ)

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

Effective August 1, 2022, parties and/or their representatives are encouraged to appear at all in-person arbitration hearings using the videoconference information provided by Forthright, pursuant to Amended Rule 42, approved by the Department of Banking and Insurance; in the alternative, any party or representative who cannot access the hearing by videoconference shall appear by telephone using the telephone number provided with the Forthright videoconference information. A request to have a non-video hearing to be conducted at the DRP's designated office can be made in accordance with the amended rule and may only be granted upon a finding of extraordinary circumstances.

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

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 videoconference 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 be conducted using the videoconference program?

Yes, unless a request to have a non-video hearing pursuant to Rule 42 is granted by the DRP upon a finding of extraordinary circumstances.

5. How do I receive the Forthright videoconference appearance information?

In two ways.

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

The image displays two versions of the Forthright Case Management interface. The top version is the desktop website, and the bottom version is the mobile site. Both interfaces show case information for NJ1509001636034 - Medical Provider a/s/o Jane Smith v. Insurance Company. In both versions, a red circle highlights the link "Click here for video hearing".

Website

Case Management | Scott DecisionMaker | My Profile | Change Password | Logout

FORTHRIGHT

Case Management

Dashboard | My Cases | My Calendar

NJ Number: NJ1509001636034

Return to Case List

Case Information

NJ1509001636034 - Medical Provider a/s/o Jane Smith v. Insurance Company

Accident Date: 01/31/2013	DRP: Scott G. DecisionMaker Esq.	Claimant Attorney
Accident State: NJ	Coordinator: Jessica O'Neil 1-800-474-2371 x0	Law Firm
In-Person Proceeding Region: CENTRAL	Status: Pending In-Person Proceeding	Attorney J. Attorney
Proceeding Type: In-Person	Emergency Relief: No	285 Davidson Ave.
Initiating Date: 09/30/2015	Expedited MRO Requested: No	Somerset, NJ, USA
In-Person Proceeding Date: 06/15/2020 10:30 AM	Future Medical Treatment or Testing: No	cmsmsg@adforum.com
Filed Date: 03/01/2015	Related Case Assignment (Rule 12): No	

[Click here for video hearing](#)

Injured Parties: Anthony Valentine

Scheduling History

Dates are the dates of the scheduling events, not the hearing date.

Date	Description
04/25/2017	Oral Hearing Scheduling

Claimant Information

Medical Provider: cmsmsg@adforum.com

285 Davidson Ave.
Somerset, NJ 08866, USA

Respondent Information

Respondent: Insurance Company

Policy Holder: NJ

Respondent Attorney: Not Entered

Mobile Site

FORTHRIGHT

DecisionMaker | Logout

NJ1509001636034 - Medical Provider a/s/o Jane Smith v. Insurance Company

Expand All

Case Information

Accident Date:	01/31/2013	DRP:	Scott G. DecisionMaker Esq.
Accident State:	NJ	Coordinator:	Jessica O'Neil 1-800-474-2371 x0
Proceeding Region:	CENTRAL	Status:	Pending In-Person Proceeding
Proceeding Type:	In-Person	Emergency Relief:	No
Initiating Date:	9/30/2015	Expedited MRO Requested:	No
In-Person Proceeding Date:	06/15/2020 10:30 AM	Future Medical Treatment or Testing:	No
Filed Date:	9/1/2015		

Claimant Attorney

Law Firm
285 Davidson Ave.
Somerset, NJ, USA
cmsmsg@adforum.com

[Click here for video hearing](#)

Scheduling History

Claimant Information

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=SVdKVmx4WFJoci9iY1lMYiZLSVd3QT09>

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:

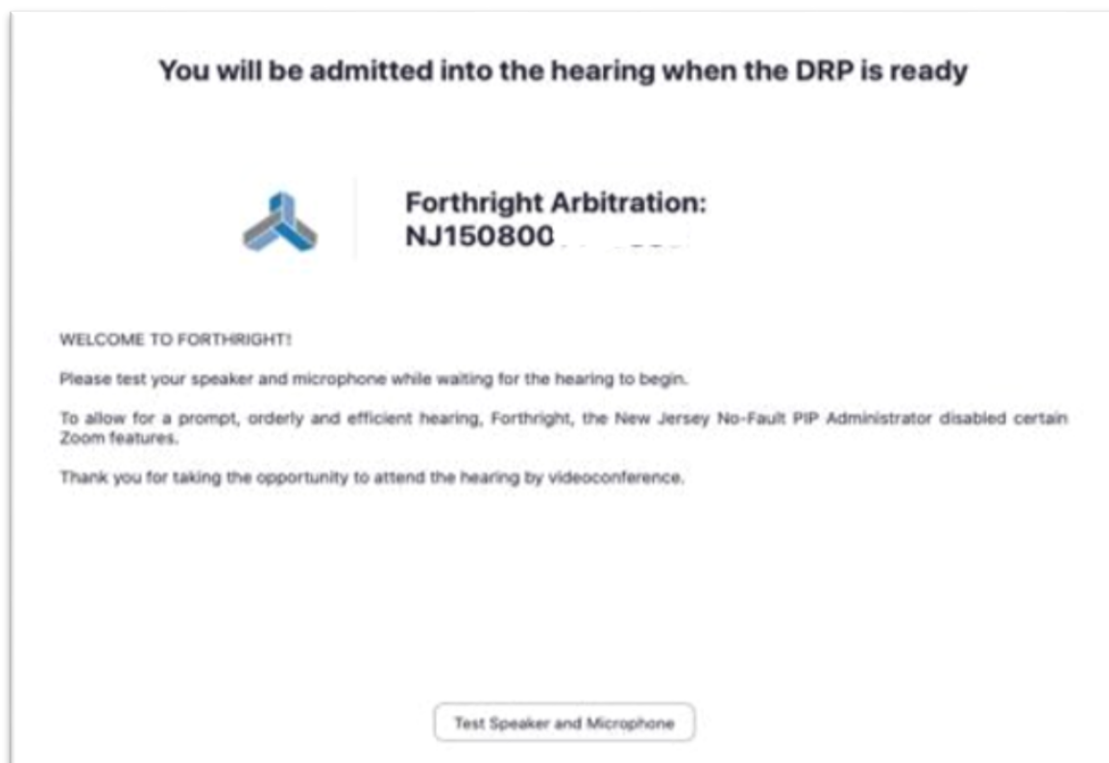
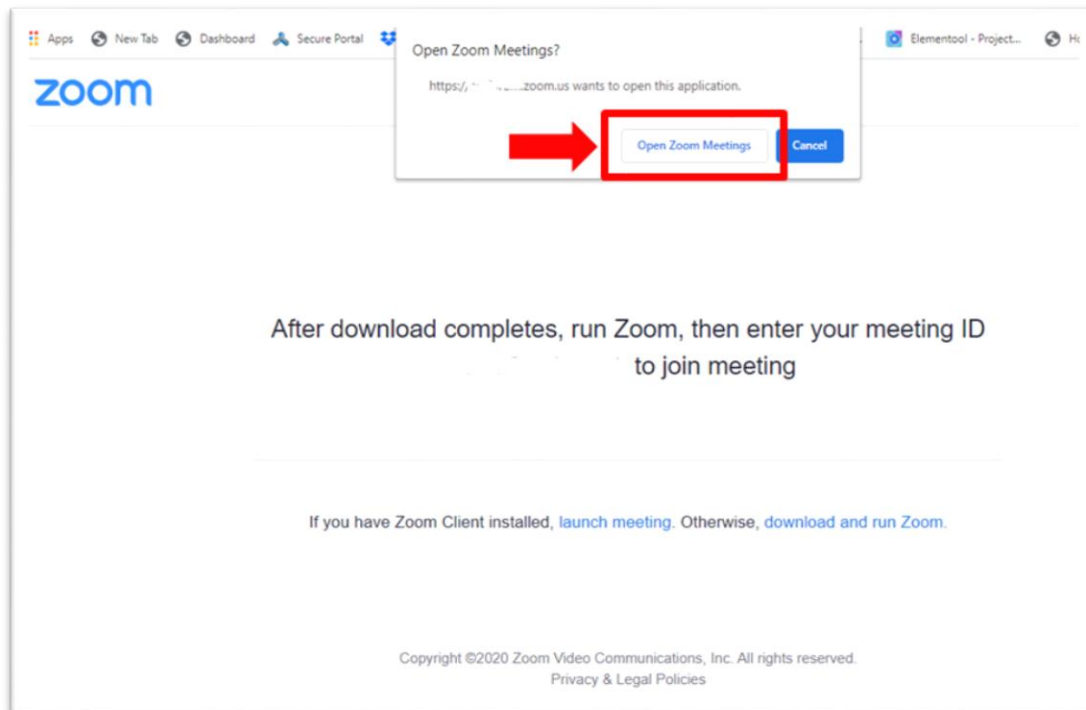
- UPON CONNECTING, YOU WILL BE PLACED IN A WAITING ROOM
- WHEN THE DRP IS READY TO BEGIN THE HEARING, HE OR SHE WILL ADMIT PARTICIPANTS INTO THE ZOOM MEETING.
- WITNESS AT HEARING: If you intend to bring a witness to the hearing, you must comply with Forthright Rule 39 and forward this notice to your 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 information?

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.



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?

No. The only means of appearing is through the Zoom hyperlinks in the above referenced Forthright emails and Forthright Case Management page.

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?

Yes. Amended Rule 42 requires parties to appear by videoconference, or by telephone using the telephone number provided with the Forthright videoconference information, to make the hearing proceed in a more efficient manner.

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. A DRP may request you to appear on screen if you use the video option.

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

Amended Rule 42 requires parties and/or their representatives to use the videoconference information provided by Forthright. Any party or representative who cannot access the hearing by videoconference shall appear by telephone using the telephone number provided with the Forthright videoconference information.

13. Are live Non-Video Hearings allowed?

Amended Rule 42 requires parties and/or their representatives to use the videoconference information provided by Forthright. Non-Video Hearings will only be conducted pursuant to Amended Rule 42 upon application in accordance with the rule and only upon a finding of extraordinary circumstances.

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 Videoconference 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. NJ No-Fault PIP hearings are confidential and recording of a hearing is prohibited. The customized settings Forthright has implemented ensure that hearings cannot be recorded through the Zoom platform.

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.

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?

Pursuant to Amended Rule 42, you are required to call the Zoom number included in the Zoom video hearing notice and 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.