



FORTHRIGHT

APPEARANCE BY VIDEO INFORMATION

FORTHRIGHT INTRODUCES AUTOMATED VIDEOCONFERENCING FOR IN-PERSON HEARINGS.

Forthright is proud to introduce a pilot program making available to users of the NJ No-Fault arbitration program the ability to appear for In-Person (IP) hearings via Zoom meetings. Currently, all IP hearings are being conducted telephonically in compliance with social distancing guidelines and orders propounded by state and local governments, as well as the NJ New Jersey No-Fault PIP Arbitration Rules (2017) (“Rules”). The Videoconference Pilot Program expands the options for party representatives (and any witnesses) to appear before a Dispute Resolution Professional (DRP) for IP hearings – an option that has been requested by PIP practitioners and will allow parties involved in consolidated cases to appear without having to procure their own conference call or video vendor.

For specific responses to questions about the Videoconference Pilot Program, please see the **Appearance by Video Pilot Program FAQ** link.

The option to appear by videoconference for an IP hearing is a voluntary alternative to appearing by telephone and is available with no expense to the parties. Forthright developed the program with Zoom based on their reliability, ease of use, high-quality audio and video and security. Forthright uses Zoom’s most secure HIPAA-compliant platform, utilizing unique imbedded meeting IDs and passwords for each hearing, enabling DRPs to control meeting access, as well as other measures to ensure security for virtual PIP hearings. For specific responses to questions about the Videoconference Pilot Program, please see the **Appearance by Video Pilot Program FAQ** link.

Eventually all cases will have the videoconferencing option available. Integrating the videoconferencing capability into the sophisticated Forthright scheduling programs requires a gradual roll out of the pilot program and availability to users. 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 DRPs will also have the capability, and eventually all DRPs and cases will have the videoconference appearance option. For specific responses to questions about the Videoconference Pilot Program, please see the **Appearance by Video Pilot Program FAQ** link.

How does it work? Approximately two weeks before your scheduled hearing, a Zoom meeting hyperlink will appear on your Case Management page, and you will receive an emailed Zoom invitation with the videoconference hyperlink. At the appropriate time, you click on the hyperlink on your Case Management page or in the invitation email and you will 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.

Summary of benefits of the Forthright Videoconference Pilot Program:

- The option to appear by videoconference is at no expense to the parties.
- The option to appear by video is as convenient as clicking on a hyperlink on the Forthright Case Management portal; the participants will not need to schedule, set-up or make arrangements with any videoconference vendor.
- The option to appear by video will be available for every scheduled hearing and will not affect the scheduling of hearings.
- 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.)
- The option to appear by video is intended to remain as an alternative even after the current health state of emergency is lifted and parties will have the option to again actually appear for hearings “in person”.
- Forthright utilizes Zoom as the video conferencing service. Zoom was selected based on their reliability, ease of use, high-quality audio and video and security.
- Regarding security, Forthright uses Zoom’s most secure HIPAA-compliant platform, utilizes unique meeting IDs and passwords for each hearing, enables DRPs to control meeting access, and takes other measures to ensure security for virtual PIP hearings.

Forthright has prepared a comprehensive list of Frequently Asked Questions and response, available at the **Appearance by Video Pilot Program FAQ** link.