Trinity Health Unified Associate Incident Reporting (UAIR)

Connecting the Dots

All associate incidents should be reported immediately if possible or within 24 hours of the incident.

1. Log in to the incident form by clicking on UAIR link which is located on your desktop.

2. Fill in information to the best of your ability. Field formats are:
   - Free Text (up to 254 characters).
   - Dates: Type in dates in mm/dd/yyyy format or use calendar to lookup the date.
   - Drop-downs: Select from a pre-determined list of items.
     Note: Select the most appropriate answer.

3. Required fields are denoted by red asterisk (*) and must be filled out to submit your information.

4. When all data is filled out on the screen press the Next button at the bottom.
   Note: The form is not complete at this point and closing out will not transmit the information.

5. You may be asked additional questions as they relate to the type of incident being reported. Continue filling out data and pressing the Next button.

6. On the last page of entry you will see the Submit in place of the Next button. Upon pressing Submit a notification will be sent to the Home Office Benefits Service Center, who is acting as the gatekeeper of Home Office incident reports for all associates on the home office payroll, notifying them of the incident.
   Note: Closing out of STARS entry prior to this point will result in the information being lost.

7. A confirmation page will appear confirming the entry of the incident. Record the incident tracking number before you close out of STARS entry. If you forget to do this, you can obtain this number from a representative at the Home Office Benefit Service center by calling 1-877-842-3633.

8. After entering your incident, follow the Home Office incident reporting process.

Tips:
- If you find you’re unable to enter an incident, come back in 30 minutes and try again.
- Do not use the Internet Explorer Navigation buttons to go between pages when entering an incident.

Error message you may see:
- A pop-up message when navigating to the next page indicating you did not fill out a required field on the current page.
- Any other error messages should be reported to the TIS Resolution Center at 1-888-667-3003 or through Heat Self Services. Indicate that the product is STARS and the Site/Group is TIS Admin – FINAPP.