

### **Customer Care Representative**

- ▶ 7x24 hour coverage
- ► Immediate assistance tow
- ► Adherer to client policy
- ► Capture Claim information

#### **Allocator**

- ► Daily contact with network
- Manages State of MD repair facility Network

**Complete First Notice** of Loss & Transmit to:

- 1) Agency contact &
- 2) State Treasurer's Office

Treasurers' office provides claim # Element enters # as part of the file.

First Notice of Loss

Analyze, negotiate & authorize repairs

# Doug Palmer Certified

- Adjuster
  ► Repair / replace discussion
- ► Technical repair expert
- Negotiate pricing & authorize repair
- Agency contact will make final repair/replace decision

Driver calls toll free # (800) 736-0120

Accident
<a href="Management">Management</a>

#### **Kim Hickey VAS Consultant**

- Manage on-line client & Agency policies
- Accident Management information reporting

Audit invoice against authorization & pay invoice

## Adjuster

- Manage diary of events
- Follow-up with repair facility
- Keep agency informed

## **Subrogation Process**

- ► Treasurers' Office to handle subrogation recovery
- Documentation for Subrogation is available in CEI ClaimsLink via Xcelerate