



YOUR CLAIMS TEAM AT WORK FOR YOU

When an accident occurs or a claim is made against you, our claims team is at work to gain the best possible result for you. From the time a Loss Notice is sent to the Intake Team, the Claim Manager, the Administrative Assistant, the Claim Adjuster and our excellent panel of approved attorneys, are working diligently on your behalf to resolve the claim. The roles of each of these dedicated staff is outlined below.

Loss Notice

Every claim begins with the Loss Notice which is a form completed by the member and sent by email to the Intake Team at the following address: 3896twcarmf@sedgwick.com

This email address is at the top of each of the Loss Notice forms and highlighted in yellow. These forms can be found at the fund website at www.twcarmf.org. Click on "Claim Forms and Coverages" and scroll down to "View Liability and Property Loss Notices". You will then be able to select from the Automobile Accident Report/Loss Notice, the Liability Loss Notice, and the Property Loss Notice.

The Intake Team

The Intake Team identifies the parties on the loss notice and establishes the appropriate claim type. The claim number is created, and the newly established claim is then forwarded to the new claim inbox for review by the Claim Manager.

It is important to note that the email for new loss notices is to be used for the reporting of **new claims only**. Any follow up documents or correspondence should be sent directly to the assigned adjuster.

The Claim Manager

Once the new claim is received from intake, the Claim Manager

- Verifies the facts of loss
- Verifies the parties involved
- Verifies the correct coverage
- Makes necessary changes
- Forwards to Administrative Asst. for assignment

Throughout the life of the claim the Claim Manager maintains a diary to provide oversight and direction, as needed, to move the claim to conclusion.

Administrative Assistant

The Administrative Assistant supports the claims staff and our members by:

- Assigning the adjuster to each claim

- Pulling all relevant coverage documents
- Identifying scheduled properties, vehicles and drivers
- Sending an acknowledgment letter to the member

The Administrative Assistant also fields and responds to calls to the toll free number for the Fund and responds to queries from our members. The Administrative Assistant also sends responses to Professional Liability Claims History Requests from prospective employers for medical providers currently or formerly employed by the member.

Claim Adjuster

The assigned claim adjuster will:

- Verify Coverage
 - To include verification of scheduled property or autos and determining any applicable exclusions or endorsements
- Determine facts of loss through communication with member and third parties
- Determine liability if applicable
- Determine damages through estimates or medical records and bills
- Discuss settlement of all injury claims with member
- Retains defense counsel as needed after discussing with member
- Pursue subrogation against responsible third parties
- Close file once fully paid or adjudicated

Should you need to speak to any member of your claims team their contact information is listed below.

Claim Manager

Rod Keefe rod.keefe@sedgwick.com Phone 512-427-2499

Administrative Assistant

Danna Simms danna.simms@sedgwick.com Phone 512-427-2347

Adjuster

Sanford Plumlee sanford.plumlee@sedgwick.com Phone 941-400-3265

Adjuster

Luz Colon luz.colon@sedgwick.com Phone 512-427-2495