
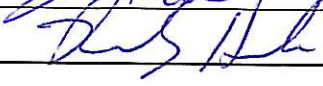




Standard Operating Procedure (SOP)
Insurance Claims

SOP No.	AS-0017	Revision:	0
Department:	Administrative Support	Date:	5/01/08
Dept. Head Approval:	 5/1/08		
Director Approval:	 5/21/08		

Purpose

To establish guidelines for Facilities Management Administration staff for filing Property Insurance Claims.

Responsibility

1. The following people are responsible for following this SOP:
 - a. All Facilities Management Employees.

Definitions

1. TMA: Facilities Management's computer maintenance management system/work order system.
2. EBO: Expert Business Office.
3. Risk Management: Administers all insurance claims.

Procedure

1. Request is submitted for repairs to WVU property.
2. Individual work orders are made for the appropriate trades.
3. Pictures are taken of all damage and are submitted to Resource Management. Resource Management will file hardcopies, scan link information to the project record in TMA, and forward the photos to Risk Management.
4. Operations Managers and Associate and Assistant Directors determine if damages are going to be an insurance claim (deductible > \$2,500.00). *(If project is not > \$2,500.00 it is not considered an insurance claim, and the project is completed and is billed from the Operations & Maintenance account).*
5. The immediate Supervisor responsible for the repair must notify Resource Management that an insurance claim will be needed and provides any additional detailed information. Resource Management creates a project in TMA.
6. Any work orders issued for this work are linked to the project in TMA.

7. Risk Management and FM Director, and Associate/Assistant Directors are notified of TMA project number, and a Project Manager / Operations Manager is established.
8. Project Manager/Operations Managers send quotes and cost estimates to Resource Management. Resource Management will file hard copies, scan and link information to the project record, and forward it to Risk Management.
9. Once repairs are made and Resource Management is notified that the project has been completed. Resource Management sends the project record to Risk Management.
10. Risk Management provides Proof of Loss worksheet breakdown on costs. This is reviewed and signed by the Operations Manager or Associate/Assistant Director, and the signed copy is sent to Resource Management and Risk Management. Resource Management will file hard copies, and scans and links this information to the Project record.
11. Project status is updated in TMA to "Awaiting Insurance Payment."
12. Notification of insurance reimbursement deposit is received from the EBO.
13. Project status is updated in TMA as "Insurance Check Deposited."
14. Project is completed in TMA.
15. Process is complete.

