

Claims process changes and news

By Reed Hardesty

On January 1, 2020 WCIA began using Sedgwick Claims Management Services as our field adjuster services vendor.

Sedgwick is one of the largest claims vendors in the nation and they have over 20 adjusters in Washington State to handle our sanitary sewer back up, water main break, storm sewer and other claims field work that requires meeting and working with member citizens and member staff. Sedgwick has two large adjuster offices in King and Clark counties and two smaller adjuster offices serving the Tri Cities and Spokane areas.

Field adjuster work is an important service element for WCIA and makes up about 15% of our new losses. Field adjusters are significant drivers of claim satisfaction especially when face-to-face claim service is needed to investigate and handle claims where citizens may be required to use a short-term hotel during repairs. The adjusters can also explore legal defenses and damage evaluation early which may preserve evidence and mitigate unnecessary costs.

Sedgwick was selected after an RFP (Request for Proposals) process that identified and interviewed many qualified adjusting firms. We thank Evergreen Adjustment Service for its many years of service to our members and they will continue to work their old claim assignments to completion.

The after-hours claim reporting line has changed to **1-800-235-8784**, please update this information, especially Public Works departments and Utility Districts, as they provide the majority of after hour claim calls.

WCIA welcomes the new partnership with Sedgwick. We would love to hear all of your feedback with Sedgwick so we can work with them to better handle your claims. Call or email Claims Manager Reed Hardesty with any field adjuster feedback at reedh@wciapool.org or 206-687-7902.