

Claim handling changes and news

By Reed Hardesty

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

The after-hours claim reporting telephone number is **1-800-235-8784**. Please make a note of this new telephone number - **especially Public Works departments and Utility Districts** - since after-hours sanitary sewer backups and water main breaks with damage inside residences are the majority of after-hour claim calls.

During this time of social distancing, field adjusters will follow local public health guidelines. Helping displaced citizens during utility events is essential work (coordinate hotel/remediation needs/evaluating liability before changes). Adjusters will make contact by telephone and, when required, will schedule in-person meetings while minimizing physical social interactions.

WCIA's Claims Department is fully operational in telework mode. The Claims Department continues to receive daily claims from the membership and processes claims and payments in a prompt manner. If you have a claims question or concern, we are all available to help you through a phone call, email or video chat.