

CITY OF NEW ORLEANS
CHIEF ADMINISTRATIVE OFFICE

POLICY MEMORANDUM NO. 95

December 1, 1992

TO: All Departments, Boards, Agencies, and Commissions

FROM: Leonard, D. Simmons, Jr., Chief Administrative Officer

SUBJECT: CLAIMS REPORTING PROCEDURES

1. PURPOSE.

The purpose of this memorandum is to announce the establishment of the claims reporting procedure to be followed effective January 1, 1993 with the establishing of the Risk Management Unit. The Risk Management Unit will handle all sundry claims as well as life insurance programs, property insurance and employee bonds. Rosenbush Claims Services, Inc. will continue to handle all employee workers compensation claims along with all automobile claims. The Personnel Management and General Service Division of the Chief Administrative Office will continue to handle claims under the health care plans and unemployment compensation claims.

2. BACKGROUND.

The Law Department has created a Risk Management Unit, staffed by a Risk Manager, and Assistant Risk Manager, a Safety Engineer, two Claim Adjusters and Support Staff. This unit has full responsibility for the investigation of all sundry claims and for the administrative supervision of the employee worker's compensation claims and automobile claims currently being handled by Rosenbush Claims Services, Inc. The Risk Management Unit also has the responsibility of working with all City departments to identify potential hazards in order that future monetary loss to the City can be minimized.

3. DUTIES OF DEPARTMENT.

A department specific claims reporting procedure, developed after consultation between the Risk Management Unit and the involved department's director, will govern the claim reporting responsibility of that department. Although each department's procedure will be unique to that department, every sundry claim should be reported within (24) hours to the Risk Management Unit regardless of the amount of information received or the dollar amount of the claim. Risk Management will follow up with the department involved to determine what additional information/investigation should be secured. This does not relieve the individual department from its responsibility to assist the Risk

Management Unit with the investigation of a claim or potential hazard involving that department.

***ALL SUPPORT CLAIMS INVOLVING FATALITIES SHOULD BE REPORTED IMMEDIATELY TO THE RISK MANAGEMENT UNIT. A WRITTEN REPORT OF THE LOSS SHOULD BE HAND DELIVERED TO THE RISK MANAGEMENT UNIT ON THE SAME DAY AS THE LOSS OCCURS, OR AT THE LATEST, ON THE NEXT BUSINESS DAY.**

Additionally, each department's procedure will designate the departments contact person, who may be the department head, but in every event shall be a person of at least the level of deputy director. This contact person will be responsible for knowing the claims reporting procedure and insuring that the department follows same. The contact person within each department will assist the claim adjusters or the safety engineer in the investigation of claims or hazards relative to that department.

4. OPERATING BUDGET CHARGE FOR NON-COMPLAINE.

When appropriate, the Safety Engineer will make recommendations concerning safety risks and hazards as well as suggested corrective action. If the risk or hazard is not corrected within 30 days, without jurisdiction, the monetary loss resulting from the risk or hazard not being corrected will be charged to the operating budget of the responsible board, agency, or commission.

5. INQUIRIES.

Any questions concerning this memorandum should be addressed to the Risk Management Unit of the Law Department at 565-7270 or 565-7029. Written inquiries should be made to Room 2W13, City Hall.