



Update

FOURTH ISSUE

FEBRUARY 5, 2010

National Claims Services, Inc.

National Claims Services, Inc.

- *Expert Military Claims Settlement*
- *Setoff Appeal Services*
- *Knowledgeable Staff*
- *Great Customer Service*
- *Professionalism*

NCS now accepting DP3 and non-DP3 claims!

National Claims Services will now accept new clients for both DP3 and non-DP3 military claims. Please contact Kevin Spealman at 800-325-6889 or Kevin.spealman@nationalvanlines.com for details. Here are some reasons why you should use NCS for your military claims:

- We have a philosophy of fair, legally sound settlement practices, with an eye toward lower overall claims settlement costs.
- We have spent over 20 years developing a network of quality repair firms.
- We pass on valuable feedback from your customers, such as details of agent performance, how things were damaged, etc.
- Our familiarity with DPS and its quirks/shortcomings enables us to navigate the DP3 claims process as painlessly as possible.

Got Setoffs?

It's setoff cleanup time! Now may be a good time to look at any setoff deductions you have received within the last 3 years, and send them to NCS. We will look at these for FREE, and keep half if we are able to get a refund (otherwise there is no charge).

Military Claims Workshop

Kevin Spealman, General Manager of National Claims Services, will be teaching a full day military claims settlement seminar in conjunction with the Claims Prevention and Procedure Council (CPPC), on Thursday, April 29, 2010 in Oak Brook, Illinois. This Chicago area workshop will focus on all aspects of military claims settlement, both DP3 and non DP3. Both new adjusters and experienced adjusters will gain by their attendance. Go to the CPPC website at www.claimsnet.org for details.

Fewer Third Party Authorizations to be Allowed

At the November 2009 Personal Property Forum it was mentioned that fewer third party services may be authorized. Since TSP's cannot absorb these expenses, it seems inevitable that some items may be moved with less protection than the industry would otherwise like. This action could result in more claims for special items such as glass table tops, front loading washers, etc.

Problems Continue with DPS Claims Module

The business rules specify that ALL claims on DP3 shipments must go through DPS. Any TSP found to be settling claims outside of DPS may find themselves in front of a Carrier Review Board. Only when the MCO grants permission (on a case to case basis) to settle claims outside of DPS, is a TSP permitted to do so. This is unfortunate, since the DPS claims module continues to be plagued by difficulties. The following are just some of the problems we run into on a daily basis:

- The inventory # and amount fields are often missing (they are not defined as mandatory fields, even though a claim must have an amount to be a valid claim in accordance with the business rules.)
- DPS seems to consider each line item a claim, at least when you look at the Claims Analytics tab.
- There is no way for a customer to go back and edit a claim. (This function does not work). For example, when claims are received with no dollar amounts, we must ask the member to start over and file another claim, since DPS will not allow him or her to just add the amounts.
- The Status field in DPS does not include a designation for offers that have been made. The status remains "submitted," even though the TSP may have made an offer to the member.
- There is no email to the TSP when a customer replies to an offer.
- Service members are being counseled by some MCOs to enter a claim into DPS, without ever having contacted the TSP. While allowed, this can result in additional problems for the member, who then cannot benefit by the TSP's instructions or assistance.
- There is no feature to print out a usable hard copy of the claim.
- The "Creation Date" is a misleading field, causing many customers to have the wrong idea of the TSP's deadline to settle a claim.
- The "Amount Paid to DOD Customer" field, which must be filled out in a separate session by the TSP after agreement is reached and before the check is mailed, has no discernable purpose and is a seemingly unnecessary inconvenience.
- Only three claims are displayed at a time when a TSP clicks the claims tab.

Proposal to Eliminate the Claims Module

At a recent IAM meeting the military proposed that it may be possible to eliminate the claims module and allow all claims to be settled outside of DPS. The claims metrics, and their part of the Best Value Score, would also go away. In exchange, the military would want assistance in obtaining permission to settle claims themselves at Full Replacement Valuation. Industry would want to keep in place a requirement that all claims must first be filed with the TSP. There are also a new set of claims rules that were posted in the "What's New" section of the SDDC website. As of this writing, negotiations concerning the proposal and the new rules are scheduled to commence in early February, 2010. However, even if common ground is reached in these negotiations, it may be quite some time before any accord could be implemented.



800-325-6889