

Risk Management Third Party Claim Recovery Process

Agency: Washington State Department of Transportation

Partners and Customers: Accounting & Financial Services and Olympic Region Maintenance Office

Project Impact

The WSDOT improved third party claim recovery process, resulting in an increase from processing 18 claims per person each day up to 24 claims processed per person each day.

The impact to Washingtonians for this improvement has a direct impact, by increasing the amount of claims process WSDOT is able to recover money faster resulting in less claims sent to collections. Thus resulting in regional maintenance receiving funding quicker to make repairs.

Project Summary

The current process for claim recovery is inconsistently executed processes and has multiple redundancies resulting slower processing time and staff frustration with the process. Financial Recovery Enforcement Officer (FREO) are a key player in the process, especially when it comes to increasing the amount of claims closed and fund collected.

Currently the FREOs processed 18 claims per person each compared to our target of 24 claims processed per person each day, which we wanted to reach by 6/1/2017.

Through this project:

- A team of ten employees from three different work areas in WSDOT revised the Claims recovery process to remove redundancies and remove obstacles for the FREOs.
- New software was introduced to improve the ability to complete skip tracing. We're now able to edit the forms in the system which has decreased our rework.
- We got clarity on why it was not beneficial to have a credit card machine located in our office.

Project Results



Time

Increased the number of claims **from** 18 claims per day, per person **to** 24 claims per day, per person.



Over 6000 more claims processed per year.

Project Details

Date improvement project was initiated: 1/5/2017

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