

Client Name: County of Ventura	
Line of Business: Workers' Compensation Contract #: 7385	Responsible Office: West Hills Client Services: Lisa Wilson

EXAMINER HOT SHEET

QUICK LINKS:		
<ul style="list-style-type: none"> Account Contacts Banking CSI Table of Contents 	<ul style="list-style-type: none"> Carrier Reporting Excess Reporting Policy Information 	<ul style="list-style-type: none"> Program Basics Recent Changes Servicing Offices

SUBJECT (Click on the CSI Subject Heading below to access the full CSI narrative)	SUMMARY OF SERVICE REQUIREMENT
Audits / Claim Reviews	<ul style="list-style-type: none"> Offered per agency, per quarter
Banking	<ul style="list-style-type: none"> Checks \$25,000 and above Require County Approval Checks \$140,000 and above Require Cash Call Checks print daily Account funded weekly
Billing	<ul style="list-style-type: none"> Billed monthly with separate line item for Fire
Carrier Reporting	<ul style="list-style-type: none"> N/A. See Excess section
Claim Intake/Caseloads/Assignment / Conversion	<ul style="list-style-type: none"> Smart.ly: County Access from Portal (County Use Only) Dedicated Phone: 877-851-7256 (County Use Only) Dedicated Email: 7385CountyofVentura@sedgwick.com Dedicated Fax: 844-856-9110
Coordination of Benefits	<ul style="list-style-type: none"> Pre-designations: obtain from employing agency Presumption Cases: Discuss with Risk team Industrial Leave: potential on individual basis 4850: accounted for via voucher
Documentation and Coding	<ul style="list-style-type: none"> Class coding specific to the County. See listing of 6
Excess	<ul style="list-style-type: none"> Client is fully self-insured / self-funded. See policy information section for historical excess and LPT information.
Investigation and Determination	<ul style="list-style-type: none"> 3 pt contact required on all claims, including MO ISO run on all claims, annually for IND claims and upon examiner request.
Litigation Management	<ul style="list-style-type: none"> Risk Management Authorization required prior to assignment
Managed Care	<ul style="list-style-type: none"> No Medical Provider Network Utilization Review Custom Program – See UR section UR escalations to Kimberly.Culver@sedgwick.com; Ashley.Bailey@sedgwick.com; Amy.Carver@sedgwick.com cc: Lisa.Wilson@sedgwick.com; Elyana.Nadres@sedgwick.com; and Team Lead
Payments	<ul style="list-style-type: none"> Large checks over \$25,000 require pre-approval from Risk Analyst Large checks over \$140,000 require cash call process
Preferred Vendors	<ul style="list-style-type: none"> Defense firms: See Litigation Management Surveillance / Investigation: See Investigation and Determination Photocopy: See Preferred Vendor List Sedgwick preferred partners
Report Generation	<ul style="list-style-type: none"> Reports are set with automation. Contact client services for special report needs.
Reserving	<ul style="list-style-type: none"> A weekly reserve change report will be sent to the Risk Analysts every Friday with a list of the claims that had reserve changes over \$50,000

- Except where client variances are outlined in this document, client service standards are in accordance with established Sedgwick CMS Service Expectations.
- Contact your Supervisor and Client Service Manager if you believe there is a conflict between Client Service Instructions and Carrier Claims Handling Requirements.

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RJN Investigators: SIU Designation & Expert Fraud Investigators

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E-mail: JenniferR@rjinv.com, cc: Mikec@rjinv.com

Utilized for: Activities Checks/ AOE/COE Investigations, statements, surveillance, third-party liability, and SIU.

SUBROSA

Investigation: \$100.00 Per Hour
 Office/Phone: 1.00 Hours Per Case Maximum
 Mileage: \$0.65 Per Mile
 Rush: No charge
 Video: No Charge – 3-year storage via digital server
 Out of State: \$125.00 Per Hour

AOE/COE/SUBROGATION

Investigation: \$100.00 Per Hour
 Office/Phone: 2.00 Hours Per Case Maximum
 Rush: No charge
 Mileage: \$0.65 Per Mile
 Recordings: No charge – 3-year storage via digital server

BACKGROUND INVESTIGATIONS

Investigation: \$100.00 Hour

SOCIAL MEDIA INVESTIGATIONS (CSI): \$275.00 Flat Rate

Medical/Hospital Canvass: \$250.00 Flat Rate

SIU SERVICES

Formal SIU referral: \$125.00 Per Hour
 USB/CD Video Copy: No charge to Examiner \$65.00 additional copy
 Video review: 24/7 Web access to view video - no charge
 Hearings: \$745.00 Plus Mileage/Half Day \$375.00
 Out of Town Per Diem: \$165.00 Up to Two Investigators

Sedgwick SIU

Click-to-Refer in JURIS

Service name	Price
Research services	
Social media investigation	\$275
Social media monitoring re-position this service to be underneath “social media investigation”	\$25 per week of monitoring
Smart plus investigation	\$475

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