



## CLAIMS PROCESSING

### **VACORP is incredibly efficient in processing Workers' Compensation and Property & Casualty Claims.**

Highly efficient and effective claims processing is rare. As the premier industry provider of local government coverage, we understand Virginia claims laws. We know how to bring resolution to your claims quickly.

### **Our Solution**

We are truly your resolution partner, striving for the best outcome, transparent communication, and swift resolution. For both Workers' Compensation and Property & Casualty claims, we provide the following:

- Quality control of claim cost
- Specific focus on public entities ensures we are focused on you
- Extensive access to claims information via our "Claim Viewer" web portal
- Internal support department to ensure claims are processed in a timely manner
- Proactive approach to handling lawsuits, including notification before legal counsel is assigned
- Electronic filing system that keeps claim material organized and easily accessible
- After-hours emergency claim-reporting option by phone, in addition to online reporting of claims
- We encourage the practice of submitting "Record Only" claims for documentation and guidance of targeted Risk Control training opportunities

### **Benefits to You**

- A dedicated adjuster for lost-time claims
- Adjusters follow a three-point contact procedure in which injured employee, medical provider, and you are contacted upon receipt of claim
- Recorded statements of claimants and others involved in an accident are kept on hand for claims documentation
- In-house appraisers assist with property value determination for a loss

For more information about this program, please contact us at:  
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