"What happens next?"

This flowchart gives an overview of the typical liability claim process.

Claim Processing

- Risk Management Office gets your date-stamped claim form from the Board of Supervisors (transmitted once per day via courier)
- Risk Management Office enters your claim into the County's liability claims database

Claims are entered in the order received. We do our best to promptly process each claim, however processing time varies.

You'll receive a letter (with your Claim Number) once your claim has been processed.

Claim Investigation

The County of Sacramento utilizes a third-party administrator (TPA) to investigate all liability claims. The County's TPA is:

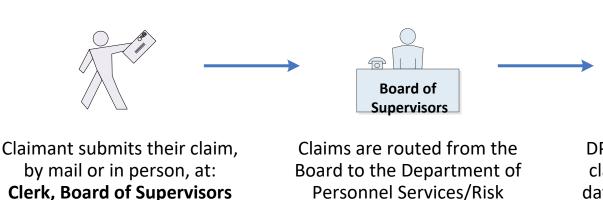
George Hills Co. (916) 859-4800

Once your claim has been processed, please direct inquiries to your George Hills Co. adjuster.

NOTE: Your adjuster will NOT have your claim until it has been processed by the Risk Management Office.

When calling George Hills Co., be prepared to provide your Claim Number and/or full name.

Sacramento County Liability Claims Process



Management Office (DPS/Risk

Mgmt.) once per day via courier

DPS/Risk Mgmt. enters claim information into database and generates a Claim Number

DPS/Risk Mgmt. forwards claims to the Claims Manager at George Hills Co.

Claims Manager reviews each claim and assigns an adjuster to begin an investigation of the claim



Adjuster: Is claim

Acknowledgment letter (with Claim Number) sent to claimant; copy of claim sent to affected County Dept.



700 H Street, Room 2450

Sacramento, CA 95814

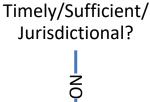
Notice of the adjuster's decision is sent to the Claimant



Based on all the information provided by the claimant and the County department, the Adjuster determines if the County is legally liable for the loss



Adjuster investigates the allegations in the claim



Return to claimant with proper notice and await cure. Claimant must correct and resubmit to the Board

NOTE: We can't tell you exactly how long it will take to investigate your claim; each case is different. Some are wrapped up fairly quickly, but others can take 45-60 days (or more) to resolve. To get the current status on your claim, we recommend you stay in communication with your George Hills Co. adjuster.

NOTE: You are further advised that if the County of Sacramento should enter into any settlement negotiations with you, we reserve the right to deduct from the settlement, prior to disbursement, any pre-existing fees or assessments that you owe to the County. If you are entitled to a settlement, it can take anywhere from 5-10 business days to receive a check from the Department of Finance.

Rev. 9.10.22