

# Claims Handling Process, Advocacy & Contacts

For Claims Occurring July 1, 2013 & Thereafter

**Member Incurs  
Loss on OR after  
July 1, 2013**  
(excess of deductible)

**Notifies** →

1<sup>st</sup> Notice Should Be Given To:

Via Phone, Fax or E-Mail  
(855) 520-MHEC (6432)  
Fax: (678) 937-8300  
claimsalert@us.crawco.com

Or

Via the MHEC Claim  
In-Take Website:

<https://apps.crawco.com/suite/apps>

With a copy to:

Brian McGrath, Marsh  
Claims Consultant  
O: (616) 233-4267 Cell: 616 446 6352  
Brian.j.mcgrath@marsh.com

Maureen Biehl, Marsh Client  
Executive  
O: (317) 261-9328 Fax: (317) 261-9333  
Cell: (317) 260-1277  
Maureen.w.biehl@marsh.com

## Crawford GTS Team



Daniel M. Veldman  
National General Adjuster (NGA)  
O: (847) 517-3172  
Cell: (847) 602-6937  
[Daniel\\_Veldman@us.crawco.com](mailto:Daniel_Veldman@us.crawco.com)



Nikola Grubisich  
Regional General Adjuster (RGA)  
O: (847) 517-3185  
Cell: (224) 374-6551  
[Nikola\\_Grubisich@us.crawco.com](mailto:Nikola_Grubisich@us.crawco.com)

Per "Member & Crawford Claims Handling Expectations", the Crawford Team is to identify "to do's and timetables", which are to be mutually agreed upon.

Crawford Reports all aspects of the claim to Lexington  
(actual reports are not shared with Marsh)

Depending on size of loss

**Loss Fund (Captive)**

**Pay losses between  
member deductible  
and \$1 million**

**Risk Transfer Pay**

**losses excess of  
member deductible  
and \$1 million**

**IMPORTANT**

### Claims Handling

The MHEC Master Property Program's claims handling is provided by Crawford GTS; therefore, members are asked to follow these procedures when reporting a claim.

Cunningham Lindsey will handle claims occurring prior to July 1, 2013. Please see the reporting instruction sheet for reporting claims to Cunningham Lindsey.

### Communication

If you do not receive a timely response from Crawford or have concerns, contact Brian McGrath immediately. If Brian is unavailable, contact Maureen Biehl.

### Subrogation

All losses are sent to Chartis Subrogation Recovery so that they are reviewed for subrogation potential.

### Loss Under Deductible

At request of Member, Crawford GTS will adjust claims under member deductible subject to MHEC pre-negotiated rates and paid by Member.