

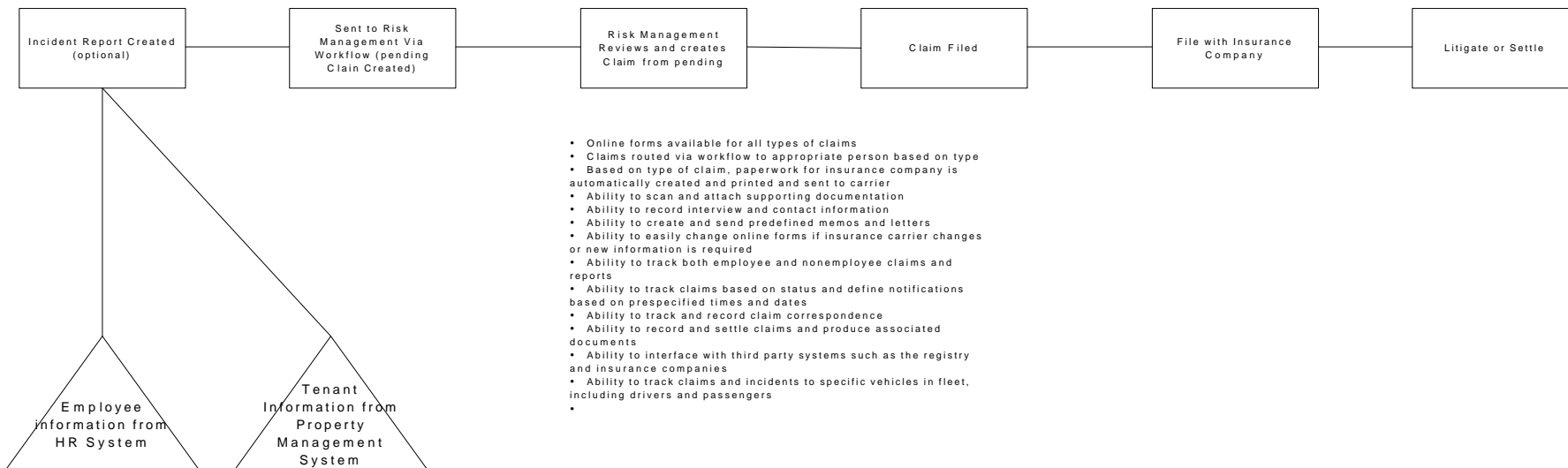
## Risk Management:

### Overview

Risk Management touches a number of other processes with the BHA, including Human Resources, Reasonable Accommodation, Property Management, and Contract Management. Risk Management's primary role and needs center around claims and claims management across a number of areas including workers compensation, negligent tort, property damage, and claims reimbursements.

### Future Workflow Process Maps:

#### Risk Management - Claims



HR provides all employee information plus information on days lost, workers comp payments, etc

No.	Process	Requirement Description	P*	Comments
1.	Risk Management:	Online forms available for all types of claims	2	
2.	Risk Management:	Claims routed via workflow to appropriate person based on type	2	
3.	Risk Management:	Based on type of claim, paperwork for insurance company is automatically created and printed and sent to carrier	2	
4.	Risk Management:	Ability to scan and attach supporting documentation	1	
5.	Risk Management:	Ability to record interview and contact information	2	
6.	Risk Management:	Ability to create and send predefined memos and letters	2	
7.	Risk Management:	Ability to easily change online forms if insurance carrier changes or new information is required	3	
8.	Risk Management:	Ability to track both employee and non-employee claims and reports	1	
9.	Risk Management:	Ability to track claims based on status and define notifications based on pre-specified times and dates	1	
10.	Risk Management:	Ability to track and record claim correspondence	2	
11.	Risk Management:	Ability to record and settle claims and produce associated documents	2	
12.	Risk Management:	Ability to interface with third party systems such as the registry and insurance companies	3	
13.	Risk Management:	Ability to track claims and incidents to specific vehicles in fleet, including drivers and passengers	1	

Legend:

<b>P*riority</b>	1 = Mandatory	2 = Important	3 = Nice to Have
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