



STANDARD LANGUAGE ELEMENTS FOR PRACTICAL APPLICATION OF PROGRAM AGREEMENTS

Eligibility Requirements

- For 'joining' TPA overall
 - Program Qualifications
 - Program Fee Schedule
 - Application Document(s) Requirements
 - Credentials (Recertification, Licensing, Insurance) Requirements
- For participating in a specific insurer's program
 - Business Hours / After Hours

Conditions of Assignment Acceptance (TPA Manager/Dispatcher driven)

- List those things the contractor must consider when deciding to accept a job and perhaps how to route it internally
- Amount and treatment of deductible should be addressed here

Time Standards

- Identify and list all time metrics/expectations I must comply with
 - Initial Acceptance of Claim
 - Initial (Customer) Contact for Emergency or Standard Claims
 - Initial On-site for Emergency or Standard Claims
 - Contact Insurer Representative
 - Initial Estimate / Documents Submission
 - Complete Estimate Upload
 - Claim Process, overall Assignment to Completion
 - Duration of Time from Assignment to Closed
 - Billing or Correction Timing Requirements
 - Warranty
 - Other Contact Time or Reporting Requirements

Estimating Requirements (Estimator driven)

- List all those requirements specific to the estimate writing/pricing/bill creation process
 - General
 - Structure Type
 - Diagram
 - Mitigation
 - Emergency Services, not related to Mitigation
 - Reconstruction / Materials?
 - Mold Remediation
 - Contents
 - Roofing and Siding
 - Flooring
 - Subcontractor bids
 - Business Hours / After Hours
 - Other

Documentation Requirements

- List all documentation that must be created and would be subject to review
 - [Work Authorization](#)
 - [Direction to Pay](#)
 - General
 - Structure Type
 - Mitigation
 - Emergency Services, not related to Mitigation (Should this be broken down?)
 - Reconstruction
 - [Moisture Reporting](#)
 - Mold Remediation
 - Contents
 - Roofing and Siding / [Roofing and Siding Evaluation](#)
 - Flooring / [Flooring Evaluation](#)
 - Other

Production Requirements (Technician/production staff driven)

- List all those requirements specific to executing the actual physical work
 - General
 - Subcontractor (usage)
 - Structure Type
 - Mitigation
 - Emergency Services, not related to Mitigation
 - Reconstruction / Materials?
 - Mold Remediation
 - Contents
 - Roofing and Siding
 - Flooring
 - Other

Communications Requirements

- List where, to whom, in what manner, and frequency of required communications

Payment Process

- Identify the process by which the contractor is going to be paid for their services (Billing, Payments)
 - [Direction to Pay](#)

Other

Fields for Consideration:	Metric/Measurement:	Type of Jobs:			
		Mitigation	GC	Hazardous Materials/Mold	Fire
<u>ELIGIBILITY REQUIREMENTS:</u>					
Program Qualifications					
Program Fee Schedule					
Application Document(s) Requirements					
Credentials (Recertification, Licensing, Insurance) Requirements					
<u>TIME FRAMES:</u>					
Initial Acceptance of Claim	Time	y	y		
Initial (Customer) Contact for Emergency or Standard Claims	Time	y	y		
Initial On-site for Emergency or Standard Claims	Time	y	y		
Contact Insurer Representative	Time				
Initial Estimate / Documents Submission	Value and Time	y	y		
Complete Estimate Upload	Time	y			
Claim Process, overall Assignment to Completion	Time	y	y		
Business Hours / After Hours		y			
Duration of Time from Assignment to Closed	Value and Time	y			
Billing or Correction Timing Requirements					
Other Contact Time or Reporting Requirements					
<u>ASSIGNMENT REQUIREMENTS:</u>					
Assignment Protocols, Software Requirements		y	y		
Initial Site Inspection Requirements		y			
Resources, Customer Service, Conduct Requirements		y			
<u>JOB REQUIREMENTS:</u>					
Work Authorization, Authorization to Pay signed	Complete	y	y		
Attire Requirements					
Software Requirements, inc. Profile Settings		y			y

Submit Complete and Accurate C&C Documents ??	Type	y			
Estimating Requirements - Estimate Only - Pricing, Allowable or Not-Allowable Charges, by Type	Complete	y	y		
Estimating Requirements - Estimate Package - Pricing, Allowable or Not-Allowable Charges, by Type, Included Items	Complete	y	y		
Supplement Requirements					
Scope Requirements					
Diagram Requirements					
Upload Requirements (exc. Timeframes above)					
Rejection / Cancellation Requirements					
Governmental Requirements (OSHA, EPA, local, building code)					
Changes in Condition Requirements		y			
Hazardous Mat., Mold, Lead, and Asbestos Handling Requirements		y			y
Status/Update Requirements					
Prohibited Activities					
Subrogation Requirements					
Warranty Requirements			y		
Waste Requirements					
Sub-Contractor Requirements					
Approval Requirements					
Billing Requirements, inc. Discount Application and Deductible					
Payment Requirements					
Customer Satisfaction Requirements					
<u>EMERGENCY SERVICES GUIDELINES:</u>					
Emergency Service Calls / After Hours Procedures			y		y
Photos and Documents Requirements, inc. Scope Comment		y	y		y
Task Line Items			y		
Overhead and Profit		y	y		
Mitigation Requirements (Water, Smoke/Fire, Wind, etc.)		y			y
Demolition Requirements		y	y		y
Debris / Tree Removal			y		
Moisture Reading(s)/Drying Records Requirements		y			
Category Triggers or Requirements		y			
Equipment Requirements, inc PPE, Specialty		y			y
Contents Damage, Pack out/in or Storage Requirements		y			y
Cleaning Requirements					y

Carpet/Flooring Procedure Requirements					y
Other Areas Damage Requirements, i.e. cabinets, counters, specialty items					y
Construction, Structural or Unassigned Services Requirements		y			
Tarping / Board-up		y			y
<u>REBUILD GUIDELINES:</u>					
Communication Requirements		y	y		
Labor Minimums			y		
Overhead and Profit			y		
Photos and Documents Requirements		y	y		
Sketch Requirements		y	y		
"ITEL" Requirements			y		
Supplements Requirements			y		
Mold Remediation					
Lead/Asbestos Testing					
<u>MATERIALS GUIDELINES:</u>					
Paint / Taping			y		
Cabinetry			y		y
Roofing			y		y
Flooring		y			y
Drywall, Plaster, Wallpaper					
Electrical Fixtures					
Plumbing					
Siding					
Textile/Drycleaning					