



# 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 to 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