

February 23, 2011

Safe-Guard Streamlines Tire & Wheel Claims Payments



Safe-Guard has always strived to keep the time involved with claim payments to a minimum in order to keep dealers satisfied. Recently, we have implemented a new process in the Tire & Wheel claims department that speeds up the time frame and helps dealership personnel by making paperwork submission easier.

When your dealer reports a claim, an automated fax and an e-mail are sent to the dealer contact. The document sent is called a Claim Summary Fax, and it serves two very vital functions. First, it provides detail of the amount approved for that claim. This will assist the dealership personnel in making sure that their invoice amounts match the approved amounts.

Also, the Claim Summary Fax will contain a bar code at the top of the page and instructions on how to submit for payment. The dealer is asked to use this summary page as a fax cover page when they submit their final paperwork. This bar-coded cover page will allow Safe-Guard's system to instantly match the paperwork to the claim. It will actually (electronically) attach this paperwork to our claim. The objective is to further reduce the time it takes to process a claim payment once the paperwork is received by Safe-Guard.

This should also save service advisors and cashiers a great deal of time because they will no longer need to try to recreate the approved amounts prior to finalizing the invoice. We've found that they also like that the claims submitted with the new cover sheet are processed as a priority, and they are receiving their payments sooner than before.

If you have any questions or require any assistance, please contact the Claims Department at 800-890-7211.

http://www.imakenews.com/sgintl/e_article002029065.cfm?x=bj8cVq1,b8JQTcgK