

**County of Riverside
Human Resources Department/Risk Management Division**

WHAT TO DO WHEN YOU HAVE A CLAIM

The following information applies to accident medical reimbursement claims only.

1. The volunteer or site supervisor reports the claim to Risk Management.
2. The supervisor and volunteer complete and sign the Proof of Loss form.
3. The itemized medical bills should be copied, and the originals filed by the volunteer with their primary medical carrier and any other supplemental insurance carrier, if any.
4. At the same time, the supervisor should make a copy of the completed Proof of Loss form and prepare to send it to Risk Management. If, at the outset, there are any medical providers' bills and/or Explanation of Benefits (EOB) statements from the primary carrier, those should be attached to the Proof of Loss form. However, do not delay sending the form because no bills have been received. As future bills and EOB's arrive, send a copy of the Proof of Loss form with those bills and statements.

For additional information or assistance, please contact Risk Management by email at RiskManagement@rivco.org or by phone at 951-955-3540.

**COUNTY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT/RISK MANAGEMENT DIVISION
P.O. BOX 1210
RIVERSIDE, CA 92502
ATTN: VOLUNTEER INSURANCE**

<p>IMPORTANT: <i>All medical bills must be filed with the primary and supplemental carriers, including Medicare, before payment can be considered through the Volunteers Insurance Service Program.</i></p>
--