

## Helpful Hints for Claims Presented to an Entity

Your assistance is crucial to the determination made by LGLP regarding a claim. You can help expedite the processing of these claims by doing the following:

1. Always obtain the latest revision of the claim form for claimants on our website at [www.lglpwyoming.org](http://www.lglpwyoming.org). Please dispose of any old claim forms. Please note that the claimant must complete the claim form unless they are unable due to a disability.
2. According to our rules and regulations, you must report *any* incident within **ten (10) days** of its *occurrence* to our office, *even if you have not received a claim form*. Please refer to our Claims Procedures on our website. Many times we do not receive a claim form until several months later, or worse, until it becomes a lawsuit. It is much easier to obtain the facts if they are fresh in everyone's mind. A lawsuit may be avoided if the claim is reported to us in the proper manner so that we may process the claim. Claimants tend to become angry and seek an attorney if they believe their claim is being ignored.
3. Always send a written statement from the employee(s) involved with each claim. We need both sides of the story before making a decision. Any photos that the claimant submits to you should be forwarded to us. Also, if you plan to email photos to us, please scan them in color. Please submit all claim information to [lglp@lglp.net](mailto:lglp@lglp.net). After submitting a claim, please check your email inbox, spam folder, and fax every day for any correspondence from us.
4. It is very important that the section at the top of each claim form is completed with the date you received the claim form.
5. Please forward any letters from an insurance company requesting payment for their insured for a claim you have submitted to us.
6. If an adjuster is assigned to the claim, please supply any information he or she may request in a timely manner.
7. Please inform your employees to refrain from admitting liability about the incident. An employee cannot obligate public funds by stating to the claimant that the entity will pay their governmental claim, LGLP will make the determination.