

Emergency Operations Center (EOC) Skillset: Compensation/Claims Unit

Task Category:

Compensation/Claims Unit Activation Phase Checklist

Compensation/Claims Unit Operational Phase Checklist

Compensation/Claims Unit Demobilization Phase Checklist

Task Categories: Complete Compensation/Claims Unit SEOC Activation Phase Checklist

Tasks	Code	Evaluation Record #	Evaluator Initials and Date
1. Complete the tasks outlined in the Activation Phase of the SEOC General Responsibilities Checklist	C, E, F, I, T, A		

Task Categories: Complete Compensation/Claims Unit SEOC Operational Phase Checklist

2. Establish and maintain an Activity Log (ISM 214) and other necessary files.	C, E, F, I, T, A		
3. Develop incident claim process and ensure distribution of claim process explanations to SEOC staff and response personnel. Distribution of materials may require assistance from other SEOC positions.	C, E, F, I, T, A		
4. Maintain a chronological log of injuries, illnesses, and property damage reported during the emergency.	C, E, F, I, T, A		
5. Investigate all injury claims, illness claims, incident vehicle accidents, and property/equipment damage claims as soon as possible.	C, E, F, I, T, A		
6. Establish and maintain investigation files for each injury, illness, and property/equipment damage claim. Include all supporting materials (e.g., photographs, interview transcripts, witness statements etc.). Ensure adherence to Health Insurance Portability and Accountability Act requirements regarding injury and illness claims.	C, E, F, I, T, A		
7. Prepare appropriate forms for all verifiable injury claims and forward them to workmen's compensation within the required time frame consistent with State policy and procedures.	C, E, F, I, T, A		
8. Analyze financial value, insurance coverage, and any impacts on future premiums.	C, E, F, I, T, A		

Tasks	Code	Evaluation Record #	Evaluator Initials and Date
9. With the support of the Cost Unit, prepare all documentation for state and federal cost recovery requirements, documenting allowable costs.	C, E, F, I, T, A		
10. Coordinate with the SEOC Director and Facilities Unit regarding the mitigation of hazards.	C, E, F, I, T, A		
11. Keep the Finance/Admin Coordination Section Chief informed of significant issues affecting the Compensation/Claims Unit.	C, E, F, I, T, A		
12. Relay copies of equipment or property damage claims to the Documentation Unit.	C, E, F, I, T, A		
13. Complete the Shift Change tasks outlined in the SEOC General Responsibilities Checklist.	C, E, F, I, T, A		

Task Categories: Complete Compensation/Claims Unit SEOC Demobilization Phase Checklist

14. Relay investigation records and claims related information to appropriate agencies/organizations.	C, E, F, I, T, A		
15. Ensure all records regarding property/equipment damage have been relayed to the Documentation Unit and appropriate agencies/organizations.	C, E, F, I, T, A		
16. Complete tasks outlined in the Demobilization Phase of the SEOC General Responsibilities Checklist.	C, E, F, I, T, A		