



# **05.04 Accident & Claims Reporting AMOP**



## Why This Procedure Is Important

This AMOP establishes County procedures regarding accident and claims reporting for County Employees so that employees and supervisors know their roles and responsibilities if or when an accident were to occur. The scope of the procedure covers worker's compensations claims, property accidents, motor vehicle accidents, and general liability claims.



## To Whom Does This Procedure Apply?

This procedure applies to all Milwaukee County employees.



## Here Is What the Procedure Says:

- *The procedure is broken out into Worker's Compensation claims, Property Accident claims, Motor Vehicle Accident claims, and general liability / airport liability claims.*
- *For any accident, employees are expected to report all accidents to a supervisor immediately.*
- *Employees and supervisors are required to remain in contact throughout the claim process. Employees are to communicate any change of working status to their supervisor within 24 hours of receipt, and supervisors are expected to follow-up with their employees so there are no questions about their current status.*



## Workplace Injuries/Worker's Compensation Claims:

- *The supervisor, along with the employee, will report the claim. There are two options to report the claim; by phone or online form.*
  - *Call the Milwaukee County Claims Line (1-844-611-6109) to report the injury to the Sedgwick call center and for immediate medical triage,*
- **OR**
- *Go to <https://intake.sedgwick.com/u/Milwaukeeclaimreport/intake> to report the claim online using **online Access Code “milclaim”***
- *If the injury requires medical treatment, the employee will have the treating physician complete the [5.04 \(a\) Physician's Return to Work Form](#). The employee is required to provide the completed form to their supervisor within 24 hours of their appointment. Supervisors must scan and forward all Physician's Return to Work Forms to the Workers' Compensation claims inbox at [claims@milwaukeecountywi.gov](mailto:claims@milwaukeecountywi.gov), upon receipt.*
- *Employees should complete the [5.04 \(b\) Weekly Lost Time Form](#) according to the directions on the form, and submit the form to the claims inbox along with the doctor's excuse or proof of appointment, to request reimbursement for lost wages*
- *All requests for wage reimbursement are subject to approval by the claim's examiner. Once the examiner approves the request, the information will be communicated to Central Payroll.*



## Property Accident:

- *Department immediately contacts Facilities Management and completes/submits the [Property Loss Reporting Form, 5.04 \(d\)](#). Facilities Management will contact Risk Management and assess any urgent property condition requiring third party emergency mitigation.*
- *Risk Management tracks the loss and determines if the loss is potentially a covered peril. If so, Risk Management evaluates the loss in conjunction with Facilities Management and/or the emergency mitigation contractor if the damage estimate meets the financial threshold for reporting to the insurer.*
- *If a claim can be submitted, Risk Management files the claim with the insurer.*
- *If the loss is not determined to be a covered peril, the department is responsible for the claim expenses. Upon full review of associated costs, if required, the department may work through their assigned Budget Analyst to discuss funding options.*



## Motor Vehicle Accident:

- *Supervisor is responsible for initiating all mandatory post-accident drug and alcohol testing as outlined in [AMOP 02.04.02 Milwaukee County's Substance Abuse Procedures](#)*
- *Supervisor notifies Fleet Management service office via email or phone.*
- *Employee and Supervisor complete the [Form 5.04\(e\) - Milwaukee County Drivers Accident Report](#). Supervisor is responsible for ensuring this form is sent to Fleet Management within 48 hours of the accident.*
- *If the accident involves employee injuries, supervisor and employee must follow the work injury reporting guidelines outlined in Section 3A.*
- *Vehicles sustaining damage that render operation unsafe shall be towed from the scene and repaired before operated.*



## General Liability/Airport Claims:

*Any member of the public wishing to report damages or file a claim should be directed as follows:*

- *State of Wisconsin laws require that any claim for money against Milwaukee County be made in writing and be filed with the County Clerk's office in Room 105 at the Milwaukee County Courthouse, 901 N. Ninth St., Milwaukee, WI 53233.*
- *The County Clerk has a Notice of Claim form located on their external website:*  
<http://county.milwaukee.gov/ImageLibrary/Groups/cntyClerk/ClaimForm1.pdf>



## Quiz Questions?

*Please read through the Accident and Claims Reporting procedure. After reviewing the Procedure, you will be asked the following questions to complete the training:*



True or False?

For Worker's Compensation claims, all claim related questions from employees should be directed to the claim's examiner assigned to the case.



True or False?

In order to be reimbursed for any lost time, including work time missed for medical appointments, you must complete the Weekly Lost Time form on a weekly basis.



Any member of the public wishing to report damages or file a claim should be directed to:

- A. Risk Management
- B. Office of Corporation Counsel
- C. County Clerk
- D. All the above