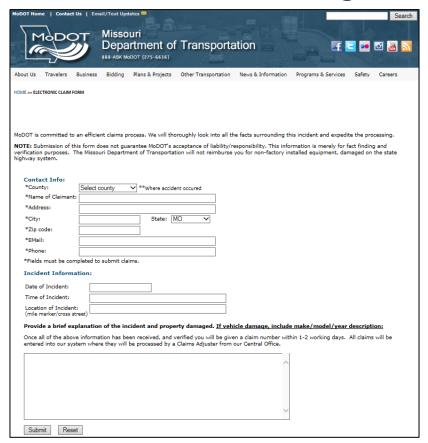
Productivity First-Round Winner

Innovations Challenge

April 2016

Prepared by Transportation Planning Missouri Department of Transportation

Electronic Claims Filing



Description

The electronic claims filing process ensures all claims filed by third parties are routed to the correct district. In the first drop-down box, the claimant enters the county in which the damage occurred, when the "submit" button at the bottom of the form is clicked, it goes directly to the district risk management office where the county is located. With this form, each district has the same information and can assign a claim number and begin processing the claim. It is important to have a uniform process statewide and maintain a professional claims process for our external customers. There is a statement on the form that says a claim number will be assigned within 1-2 working days. The website to electronic claim filing process for all third party claims is: http://www.modot.org/asp/ElectronicClaimForm.htm.

Benefit

The benefit of using the electronic claims filing process is to ensure third-party claims filed are routed to the correct district. This is an efficient and time-saving innovation.

Materials and Labor

None.

For More Information Contact:

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Additional photos can be seen by accessing the Innovations Challenge SharePoint page at: http://sharepoint/systemdelivery/TP/Documents/InnovationsChallenge.aspx.

