

Montgomery County Fire and Rescue Service

FIRE CHIEF'S GENERAL ORDER

NUMBER: 10-17

November 17, 2010

TO: All MCFRS Personnel
FROM: Fire Chief Richard Bowers 
SUBJECT: Reporting MCFRS Insurance Claims

Effective **November 20, 2010**, all insurance claims, **except Workers' Compensation claims, must** be reported/documented in MCFRS' **Risk Management Accountability Program (Risk MAP)**.

Reporting Vehicle Collisions/Damage

All collisions, damage and incidents involving MCFRS vehicles, **including LFRD-owned vehicles, must** be entered into the **Risk MAP** Collision Report Module within 24 hours of their occurrence. The Collision Reporting Module also must be used to report any vehicle damage. The MCFRS Safety Section will review and submit the Vehicle Collision Loss Report to the Department's insurance carrier.

Reporting all other Types of Claims (except Workers' Compensation)

The **Risk MAP** Loss/Liability Report module **must** be used to report all other types of claims, including those for portable equipment, personal property, building contents/structure, general liability, and management liability. MCFRS' Safety Section will review and submit the Loss/Liability report to the Department's insurance carrier.

Claim Acknowledgement Procedure

Our Insurance Carrier's Claims department will assign a number to all incoming claims, and provide an acknowledgement to the MCFRS Claims Coordinator, who will forward a copy of the Claim Acknowledgement report to the appropriate MCFRS representative(s). The Insurance Carrier will return to the originator any claim(s) that were not submitted in compliance with this FCGO.

Risk MAP Training

Personnel who currently do not have access to **Risk MAP** must complete **Risk MAP** training before being granted access. Training is available on-line at <http://www.mcfrsit.com/e-learning/RiskMAP/>

Personnel who have forgotten their login information (required for the course) should click the **Forgot Password** link on the main page of the Tech Training Website (www.mcfrsit.com). When the FDID is entered, the system will e-mail login information to you. When training is completed, access to the **Risk MAP** system will be granted.

Compliance:

For Career Personnel: The MCFRS Supervisory chain-of-command must ensure compliance with this Order.

For Volunteer Personnel: The LFRD Department Head must ensure compliance with this Order.

This FCGO *supersedes Directive 03-06, Reporting Insurance Claims.*

For addition information, please contact A/C Michael Nelson at 240/777-2219.