

CLIENT-IDENTIFIED CASE REFERRAL



Client Receives Claim(s)



Internal ICD-9 code review*
(by claim system or claim examiner)



Selected claims pended/denied



Accident questionnaire sent to member



Accident questionnaire returned



Claims processed



Accident questionnaire review*
(if attorney or other source indicated,
refer to SRP)



SRP case management & recovery

* Best practice training provided by SRP