

“What happens next?”

This flowchart gives an overview of the typical liability claim process.

Claim Processing

- Risk Management Office gets your date-stamped claim form from the Board of Supervisors (transmitted once per day via courier)
- Risk Management Office enters your claim into the County’s liability claims database

Claims are entered in the order received. We do our best to promptly process each claim, however processing time varies.

You’ll receive a letter (**with your Claim Number**) once your claim has been processed.

Claim Investigation

The County of Sacramento utilizes a third-party administrator (TPA) to investigate all liability claims. The County’s TPA is:

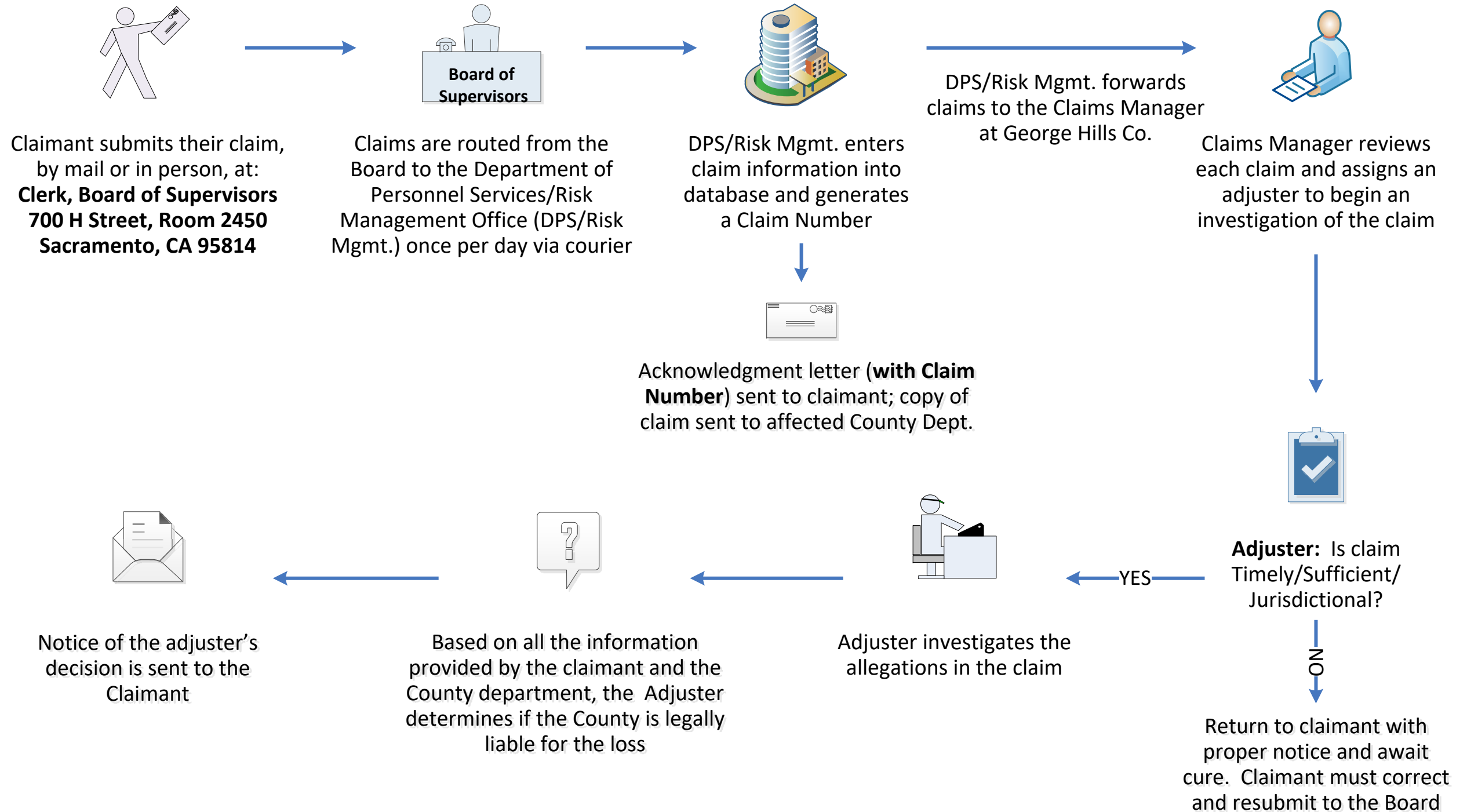
**George Hills Co.
(916) 859-4800**

Once your claim has been processed, please direct inquiries to your George Hills Co. adjuster.

NOTE: Your adjuster will NOT have your claim until it has been processed by the Risk Management Office.

When calling George Hills Co., be prepared to provide your Claim Number and/or full name.

Sacramento County Liability Claims Process



NOTE: We can’t tell you exactly how long it will take to investigate your claim; each case is different. Some are wrapped up fairly quickly, but others can take 45-60 days (or more) to resolve. To get the current status on your claim, we recommend you stay in communication with your George Hills Co. adjuster.

NOTE: You are further advised that if the County of Sacramento should enter into any settlement negotiations with you, we reserve the right to deduct from the settlement, prior to disbursement, any pre-existing fees or assessments that you owe to the County. If you are entitled to a settlement, it can take anywhere from 5-10 business days to receive a check from the Department of Finance.