

CLAIMS HANDLING FOR NEBRASKA

Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Give written acknowledgement of claim to the first-party claimant or third-party claimant and identify the person handling the claim	Within 15 working days after receipt of notification of a claim	210 Neb. Admin. Code § 60-006.01
Make an appropriate reply to all other communications from a first-party claimant or third-party claimant which reasonably suggests that a response is expected	Within 15 working days following receipt of communication	210 Neb. Admin. Code § 60-006.03
Provide necessary claim forms, instructions and assistance to first-party claimant or third-party claimant	Within 15 working days after receipt of notification of a claim or, in the case of the statutory requirement, a request	210 Neb. Admin. Code § 60-006.04 Neb. Rev. Stat. § 40-1540(14)
Initiate investigation	Within 15 working days after receipt of notification of a claim	210 Neb. Admin. Code § 60-006.07
Advise the first-party claimant or third-party claimant in writing of the acceptance or denial of the claim	Within 15 working days after receipt of settlement information or a properly executed proof of loss	210 Neb. Admin. Code § 60-008.01
Give written notification to the first-party claimant or third-party claimant that states the need and reasons for additional time to complete the investigation	Notification shall be given no later than the 15 th working day after receipt of settlement information or proof of loss	210 Neb. Admin. Code § 60-008.02
Provide additional written notification that the investigation remains incomplete and the reasons	Within 15 working days after receipt of a properly executed statement of claim, proof of loss, or other acceptable evidence of loss unless another time limit is specified in the insurance policy	210 Neb. Admin. Code § 60-008.02
Pay portion of the claim not in dispute	Within 15 working days after acceptance of offer by first or third-party claimant	210 Neb. Admin. Code § 60-008.04

(Current as of May 2012) – This chart is not to be used as a substitute for reviewing the actual statutes and regulations.