

SCA ensures our procedures match your company's guidelines and preferences. That's why we'll work with your team to build the exact flow for your company's needs, starting with our standard start-to-end flow as a basis and then customizing to your needs.

01

Intake team reviews the loss notice.

02

Loss is matched against SCA's nationwide network of managed adjusters to assign one with expertise in that loss type.

03

Voice contact with adjuster to verify they can handle the claim within client guidelines.

04

SCA calls insured, providing field adjuster's contact information.

05

Adjuster contacts insured and updates file notes.

06

Adjuster inspects loss and updates the file notes.

07

Adjuster writes estimate within 24 hours of scoping and uploads to CMS.

08

Quality Assurance Team opens estimate and scrubs for errors to ensure all coverages are addressed and guidelines are followed.

09

Quality Assurance Team uploads to carrier within 12 hours of receiving the file from the field.

10

Corrections (if needed) done at company level, not sent back to the field.

11

Revisions (if needed) requested by desk adjuster using one phone number or one email address, regardless of loss type or location.

12

Quality Assurance Team makes revisions and resubmits within 4 hours.

13

Desk adjuster receives normal stacked report and ESX files to allow for instant changes.