

DSS ADMINISTRATIVE LETTER NO. ECONOMIC AND FAMILY SERVICES 8-2009
(Food and Nutrition Services)

TO: County Directors of Social Services
ATTENTION: Food and Nutrition Services Managers & Supervisors
SUBJECT: Change in Workers Compensation Insurance Carrier
DATE: October 6, 2009

I. GENERAL INFORMATION

The purpose of this letter is to notify counties of a change in Workers Compensation Insurance Carrier as listed in Section 241.06 of the Food and Nutrition Services Certification Manual. The carrier effective September 1, 2009 is Key Risk Management Services.

II. POLICY PROCEDURES

When a participant contacts you to report a claim, call the toll-free telephone reporting service at 1-888-883-9568 to report the injury. State law mandates filing an accident report, via the insurance carrier, within five working days of the "employer's" knowledge of the accident.

Provide the policy number 9005296 to the customer service representative. The name of the insured is the North Carolina Department of Health and Human Services, Division of Social Services.

Follow the instructions of the customer service representative

III. IMPLEMENTATION INSTRUCTIONS

Report all accidents/claims occurring September 1, 2009 or after to Key Risk Management Services following the policy procedures listed above. Former Workers Compensation Insurance Carrier, Granite State Insurance (AIG Group) is responsible for all claims filed prior to September 1, 2009 until the claim is officially closed.

If you have any questions regarding this information, please contact the Economic and Family Services Help Desk at 919-334-1100.

Sincerely,



Dean Simpson, Chief
Economic and Family Services Section