

## Health Care Factors to Consider

Be sure to understand each of the following factors before engaging with the insurance company.

Knowledge is the key to a successful claim outcome.

- ✓ What is my broker's/agent's role?
- ✓ Do they only work for insurance companies? Why this should be a red flag.
- ✓ Does the adjuster work for me? Or The Insurance company? Why they can't work for both. It's a conflict
- ✓ Does the insurance company pay for professionals necessary to evaluate my claim? Are they working for me? Or them?
- ✓ Is there coinsurance in my policy? What does it mean?
- ✓ How is actual cash value determined? Why should I care?
- ✓ Can I compensate employees who help with cleaning or restoration?
- ✓ Replacement properties. Lease purchase strategy. Is it good for me?
- ✓ Is the insurance company using an independent building or equipment consultant to prepare a bid? Who are these consultants? Who are they working for? Do they only work for insurance companies?
- ✓ How quickly can I get started rebuilding?
- ✓ How does my policy address increased costs due to new codes? If my coverage is limited, what can I do about it?
- ✓ Will the insurance company pay for a construction manager?
- ✓ What is the difference between a schedule of values and a schedule of limits?
- ✓ Does my risk manager have the requisite skill sets to negotiate a large property claim?
- ✓ What does Title 24 and handicap access mean to you and your claim?
- ✓ Can I continue to pay my employees?
- ✓ What are extra expenses? What can be included? Can I use extra expenses to offset shortfalls in property coverages?
- ✓ What are expediting expenses? How do they differ from extra expenses?

- ✓ Temporary facilities. Portables. Hardscape. Temporary or permanent? How presenting my story can affect my recovery. Do I know my policy provisions?
- ✓ How does the event affect volunteers?