

Does Your State DOT Outsource Any Portion of Your Infrastructure Damage Claims Recovery Functions to a Third-Party Vendor?

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| States with a response of 'No' | Alaska, Arizona, Arkansas, Delaware, Florida (with caveat of property damage claims that occurred in construction zones prior to Jan. 1, 2014 were responsibility of contractor), Illinois, Maine, Maryland, Michigan, Mississippi, Missouri (looking at option), Nevada, Ohio, South Carolina, Tennessee, Texas (looking at option), Utah (drafting an RFP for this type of service), Vermont, Wyoming (looking at option) |
| California | Outsources only the accounts receivable collections function (after the initial internal efforts for collection have been unsuccessful). |
| Connecticut | Utilizes collection agencies for claims less than \$5,000, and contract attorneys for claims exceeding that amount. CDOT's Accounts Receivable Manager determines, at what point, a third party will be utilized after our in-house attempts have not produced results. |
| Georgia | Yes. Currently has contract with Claims Management Resources, Inc., which has so far been very successful. |
| Idaho | The initial claim is sent to the responsible party and their insurance company (if known). Then a 30 day notice, followed by a 60 day notice (if necessary), followed by a 90 day notice (if necessary). If, after the 3rd notice there is still no payment, then that claim is turned over to a collection agency. |
| Montana | MDT does billing and collections until the point they deem the damages are uncollectable (i.e., an out-of-state- issue). At that point, the collection efforts are turned over to a third-party vendor. |
| Nevada | Uses a collection agency once internal collection efforts are exhausted. |
| New Hampshire | NHDOT makes attempts to collect at 30, 60 and 90 days past due and then refers the matter to the State Attorney General. |
| North Carolina | NCDOT first tries to collect. After 90 days the outstanding claims are sent to Department of Justice followed by an outside collection agency to help with collections. In January 2014, we started use of the set off debt program whereby Department of Revenue collects from any state tax refund a person may be due. |
| Oklahoma | Yes. Vendor is Claims Management Resources, Inc. |
| Wisconsin | WisDOT staff do all invoicing and up-front work on recovery for damages to infrastructure. If unable to collect, it is referred to the Wisconsin Department of Revenue (DOR). DOR charges a 15% collection fee to the debtor. DOT does not currently charge collection fees. If DOR can't recover a debt, they are in the process of making an arrangement with a third-party service and expect to have this option set up within the next two months. |