

- Claims For and Against the Government -



Administrative
Processes
2012



Billings and Collections Team Claims Group

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Claims Group Web Site

<http://www.aphis.usda.gov/mrpbs/fmd/claims.shtml>

The screenshot shows a Windows Internet Explorer browser window displaying the USDA APHIS MRPBS website. The browser's address bar shows the URL <http://www.aphis.usda.gov/mrpbs/fmd/claims.shtml>. The website header includes the USDA logo and the text "United States Department of Agriculture Animal and Plant Health Inspection Service". A navigation menu contains links for Home, About APHIS, Newsroom, Career Opportunities, Help, and Contact Us. The main content area features a green banner for "Marketing and Regulatory Programs Business Services" and a sub-section for "Finance, Agreements & User Fees - Billings & Collections - Claims". A sidebar on the left provides search and navigation options, including "Search APHIS" and "Browse by Subject" with a list of categories like Animal Health, Animal Welfare, and Biotechnology. The main text describes the Billings & Collections Team (BCT) and lists services such as processing claims, analyzing claims, and providing consultant services. A "Related Topics" sidebar on the right lists links like "Contact Us", "Frequently Asked Questions", and "eFABS Users Guide V1.2 (PDF)".

USDA - APHIS - MRPBS - Windows Internet Explorer

http://www.aphis.usda.gov/mrpbs/fmd/claims.shtml

File Edit View Favorites Tools Help

USDA - APHIS - MRPBS

United States Department of Agriculture
Animal and Plant Health Inspection Service

Home About APHIS Newsroom Career Opportunities Help Contact Us

You are here: Home > MRPBS > Financial Management Division (FMD) > Billings & Collections > Claims

Marketing and Regulatory Programs Business Services

Finance, Agreements & User Fees - Billings & Collections - Claims

[Printable Version](#)

The Billings & Collections Team (BCT) provides accurate and timely guidance to the public, partner agencies, and APHIS programs for the administration, management, and processing of tort and employee claims by guaranteeing employees and claimants a recourse for losses suffered. In addition, we implement and ensure the proper filing, processing, and management of foreign allowances.

Our BCT processes program, motor vehicle and employee claims for property damage, personal injury or death by:

- processing claims, that have been fully substantiated, quickly and accurately (i.e. average turn around time is 5 days)
- analyzing the claim and making technically accurate recommendations and providing litigable reports for use by federal attorneys
- providing consultant services on all claim matters.
- using a customized claims tracking and payment system

Related Topics

- [Contact Us](#)
- [Frequently Asked Questions](#)
- [eFABS Users Guide V1.2 \(PDF\)](#)
- [ePRES Users Guide V1.0 \(PDF\)](#)
- [Foreign Allowances Guide](#)
- [Forms](#)

I Want To...

- [Return to FMD](#)
- [See What's New in MRPBS](#)
- [View Employee Directories](#)
- [Know About MRPBS](#)
- [Find Quick Links](#)
- [Access Applications/Systems](#)
- [Find Forms](#)



Property Team

- Submitting SF91, SF94, AD112 & Police Reports

- Skip Bradford 612-336-3419

- Archie Crandall 612-336-3216

- Inez DeCoteau 612-336-3217

- Fax # 612-336-3570

- Fax or email accident package

Property Team Website

http://inside.aphis.usda.gov/mrpbs/property_motor_vehicle.shtml

The screenshot shows a Windows Internet Explorer browser window displaying the APHIS Intranet Home Page. The browser's address bar shows the URL: http://inside.aphis.usda.gov/mrpbs/property_motor_vehicle.shtml. The page header features the APHIS logo and the text "Animal and Plant Health Inspection Service INTRANET". Below the header, there are navigation links for "Intranet Home", "APHIS Home", and "USDA Home". The main content area is titled "Marketing and Regulatory Programs Business Services" and "Administrative Services Division (ASD) - Motor Vehicles". It includes a "Printable Version" link and a list of services provided to APHIS, AMS, and GIPSA. A sidebar on the left contains a search box and a "Browse by Subject" menu. A "Related Topics" section on the right lists various links such as "Contact Us", "Alternative Fuels Vehicle Guide", and "E85 Refueling Locations". The page is last modified on June 2, 2008.

APHIS Animal and Plant Health Inspection Service
INTRANET

Intranet Home | APHIS Home | USDA Home

You are here: Intranet Home > MRPBS > Administrative Services Division (ASD) > Motor Vehicles

Marketing and Regulatory Programs Business Services

Administrative Services Division (ASD) - Motor Vehicles

[Printable Version](#)

Provides motor vehicle services. Services provided to APHIS, AMS, and GIPSA include:

- Managing and tracking all inventories
- Motor vehicle purchases
- Management of Voyager gas cards
- Handling activities involved with tracking
- Working with motor vehicle accident claims

Last Modified: June 2, 2008

Search APHIS
Go

Browse by Subject

- ▶ APHIS Life
- ▶ Art, Images & Photos
- ▶ Directories
- ▶ Emergency Information
- ▶ Employee Resources
- ▶ Job Opportunities
- ▶ Library
- ▶ Programs & Offices
- ▶ Supervisory Resources
- ▶ Training

Related Topics

- Contact Us
- Alternative Fuels Vehicle Guide
- E85 Refueling Locations
- Frequently Asked Questions
- CSA AutoChoice
- Motor Vehicle Manual Fleet Management Manual
- Other Links (Policy Related and External)
- Purchase Card SmartPay 2 Program

I Want To...

- Return to ASD
- See What's New in MRPBS
- View Employee Directories



Types of Claims

- ✓ Tort Claims
- ✓ Employee Claims

The Claims Group uses the Federal Tort Claims Act and the Military Personnel & Civilian Employee's Claims Act as guidelines when reviewing claims.

The Claims Group also relies on complete accident reports, police reports, witness statements, supervisor statements, regulations, agency policy and program policy when reviewing claims.

The Claims Group must present a completely reviewed claim to USDA attorneys.



What is a TORT?

A tort is a civil wrong which arose from an omission or negligent or wrongful act, and caused damage to the claimant's person or property.



What happens when the Tort Claim is sent to the Claims Group?

- Review claim & request missing documentation
- Write an administrative report that includes background, claim, analysis of damage, recommendation or determination
- Claims Group makes determination if claim is under \$2500

Allowed:

- § Request for accounting information is sent to Program
- § The payment is made by a Minneapolis Financial Operations Branch team

Denied:

- Field may be notified of denial
 - The claimant has six months to file suit in District Court
-



Tort Claims over \$2500 are sent to the Office of General Counsel (OGC)

- Review claim & request missing documentation
- Write an administrative report that includes background, claim, analysis of damage, recommendation, create 2 working files to submit to OGC
- OGC Determination is made within six months

Allowed:

- 💰 Inform Claims Group
- 💰 Payment Documents are signed
- 💰 Forms to U. S. Treasury (4 weeks)
- 💰 Payment from U. S. Treasury Judgment Funds

Denied:

- OGC informs claimant & Claims Group
 - Field may be notified of Denial
 - ~~Six months to file suit in District Court~~
-



What Should You Do if Involved in a Motor Vehicle Accident ?

- Do not admit liability
- Contact police (if possible)
- Complete SF-91 - Supervisor completes page 3, Section X
 - Provide Agency, Program, City, State, Tag # (Skip VIN)
 - Additionally, GSA leased vehicles required GSA form 1627
- Contact Property 1st or Claims 2nd
- Contact Supervisor and Vehicle Accountable Officer (VAO)
- Do not provide SF95 to POV driver
- Provide Claim Group contact information





What Should You Do if Involved in a Motor Vehicle Accident?

Completed SF91's need to be sent to Property, VAO and Employee Service Division (ESD) Safety Health and Employee Wellness Branch (SHEWB)

Additionally, GSA leased vehicles Form 1627 to GSA Point of Contact (POC).

GOVs involved in accidents or incidents need to have the Accountable Property Officer complete AD-112. Damaged or not – Property and Claims need to know.

Contact Property for new accident kit for vehicle



What Should You Do if Involved in a Motor Vehicle Accident?

- Negligence (is determined by Claims GROUP)
 - Simple negligence
 - Gross negligence
 - Employee liability
 - Employee responsibility
 - Supervisor responsibility to identify training, trends, employee involved in multiple accidents/incidents within 12-18months...etc., administrative action, is it consistent throughout the agency
 - ORM- operational risk management
-



Claims FOR the Government

(Private person at fault in a motor vehicle accident)

- Owner of the privately owned vehicle (POV) at fault
 - GSA Leased Vehicle: GSA issues bill to POV or POV insurance company
 - Agency-owned: Claims Group will seek direct payment to repair shop or issue bill to POV owner
 - Rental on TDY: Covered under the Defense Travel Management Office (DTMO) contract
 - POV: Employee's insurance company
-



Claims FOR the Government

(Private person at fault in a motor vehicle accident)

☰ GSA leased vehicle

- ☰ GSA Form 1627
 - ☰ SF-91 & AD112
 - ☰ Police report
 - ☰ Two estimates
 - ☰ Where is the vehicle?
 - ☰ Is vehicle driveable?
 - ☰ Contact GSA for repair info
 - ☰ Contact Property or Claims to report accident
-



Claims FOR the Government

(Private person at fault in a motor vehicle accident)

- ☐ Agency owned vehicle
 - ☐ SF-91 & AD112
 - ☐ Police report
 - ☐ Two estimates
 - ☐ Where is the vehicle?
 - ☐ Is vehicle driveable?

DO NOT REPAIR!



What Should I do if I have an Accident with a Rental Vehicle while on Government Travel?

- 🚗 Show travel card or travel orders to Rental Company
- 🚗 Collision Damage Waiver – DO NOT SIGN
- 🚗 Covered under U.S. Government Rental Car Agreement
Found at Department of Defense, Defense Travel Management Office (DTMO)
- 🚗 Notify rental company immediately of any accidents
- 🚗 Notify Claims Group if you were at fault in the accident
- 🚗 Provide Claims Group contact information to POV driver

DTMO website: <http://www.defensetravel.dod.mil/Sections/Rent.cfm#car>
click on menu items on left side of screen



Program Tort Claims

Information we need for claim:

- Provide Claim Group Contact Information to claimant
- Do not provide SF95 to claimant
- IF SF95 provided in field, notify Claims Group immediately
 - SF-95 from claimant
 - Written report from employee(s)
 - Written report from supervisor
 - Documentation (emails, field logs, etc)

Examples – Damage to plants and animals in an import/export, damaged luggage, emergency program claims.



Employee Claims

What the employee needs to submit:

- AD-382 Employee Claim for Loss or Damage to Personal Property
- Proof of Insurance, denial letters from insurance company, moving company, storage facility
- Substantiate the amount with receipts or other documentation
- Statement from supervisor verifying legitimacy of the claim
- Police reports, internal reports

Employee claims have an allowed amount limit - \$40,000 or in the case of an emergency evacuation or extraordinary circumstance \$100,000.

Employee claims are determined based on the Military Personnel & Civilian Employee's Claims Act



Employee Claims

What Claims will do:

Review and determine all employee claims

Allowed:

- ❖ Send copy of allowance to Program and request acct code
- ❖ Payment processed by Payments Team

Denied:

- ❖ Copy of denial to employee & Program
 - ❖ Reconsideration
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