

WEM Review Process

To submit a claim to LTS for review, send an e-mail to claims@skyetec.com with the following:

- Completed LTS Transmittal Form
- Itemized water mitigation estimate/invoice
- Room dimensions for water damaged area (include room offsets and closets)
 - A sketch or diagram is highly recommended
- If available, send the rebuild estimate and/or drying logs from the water mitigation vendor

WEM Step-by-Step

Step 1

Once all of the above is received, LTS will input the information into Water Event Manager (WEM) for the initial review. The deliverable from this step will be the **Cost Evaluation w/o Drying Logs** report. Typical turnaround time for this step is up to two (2) business days. Large claims and those in which LTS must contact the adjuster and/or mitigation vendor for additional information may take longer.

Step 2

If the initial review shows a cost differential of \$500 or more, LTS will contact the mitigation vendor to request drying logs for a detailed re-evaluation of the claim. Equipment used and project readings will be entered into WEM for this re-evaluation of the mitigation vendor's drying process. The deliverable from this step will be the **Cost Evaluation w/ Drying Logs** report. Turnaround time for this step will depend on the mitigation vendor's expedience in submitting drying logs to LTS.

Step 3

Should the cost differential remain over \$500, LTS will submit the re-evaluation and request authorization by the adjuster to proceed with the Agreed Cost Discussion. Once authorized and completed, LTS will send the **Agreed Cost Discussion Form** that provides a summary of the agreed cost discussion with the mitigation vendor. Like Step 2, the turnaround time for this step will vary dependent upon the availability of the mitigation vendor. If a mitigation vendor refuses to enter into the Agreed Cost Discussion, there will be no charge to the carrier for this step.

Should you need a status update on a submitted claim, e-mail us at the above address. The LTS Claims Coordinator or the analyst assigned to the claim will respond appropriately.