



## Self-Insurance

May 16, 2014

### Observations and Tips #12: Date Stamp Claims Correspondence

#### Observations from the Office of the Ombuds

We are noticing some claims correspondence on self-insured claim files that:

- Aren't date stamped.
- The date stamp isn't legible or doesn't identify the location or entity.

This creates an administrative burden when determining timeliness for claim actions taken.

#### Tips from Self-Insurance

[WAC 296-15-350\(8\)](#), Handling of Claims, requires the self-insured employer or their Third Party Administrator (TPA) to: Legibly date stamp incoming correspondence, identifying both the date received and the location or entity that received it.

The date stamp is used to determine that payment of time loss benefits and other benefits to the worker are made timely and as required by the statute. When a worker or provider makes a request for action by the employer, the date stamp helps to identify when the request was received by the employer.

When claim related documents are not date stamped, other means of determining the date received and the location or entity receiving it are required, creating an administrative burden. Date stamping a document provides documentation that the employer took prompt and timely action on their requests.

Please date stamp your incoming correspondence so that correct and timely claims decisions can be made by you and the department. The department accepts electronic or manual date stamps as long as both of the following are legible:

- Date received.  
And
- Location or entity that received it.

If you have questions, please send them to  
**SITrainerquestions@lni.wa.gov**