

**Instantaneous Death
Correspondence Workflow
Effective 7/1/07**

CSS Notified of
Instantaneous
Death

CSS Conducts
Initial Investigation
Documents Details
in V3 notes;

CSS emails completed
Instantaneous Death
Checklist to Team
Leader for approval.

Team Leader will:
A) review and approve Checklist
B) forward Checklist to the Instantaneous
Death Correspondence email box with
copy to SOM within
1 business day and
C) have the Checklist imaged in the claim

E-Mail Box to be
Reviewed Daily &
Information
Qualified by
Field Ops
Administration

Field Op Administration will
Perform a Letter Merge
Creating Letters for
Dependent and Employer

Letters to be
Hand Delivered
to Administrator's
Assistant for
Signature Within
24 to 48 Hours by
Field Ops
Administration

Letters to be
Picked Up,
Proofed, Mailed
and Imaged Into
Claim by Field Ops
Administration