



**DISTRICT OF COLUMBIA GOVERNMENT
OFFICE OF RISK MANAGEMENT**

Phillip A. Lattimore, III
Chief Risk Officer

D.C. OFFICE OF RISK MANAGEMENT
ADMINISTRATIVE ISSUANCE SYSTEM

Administrative Order No. AO-12-04

Date: May 16, 2012

SUBJECT: Mail Handling Procedures – D.C. Office of Risk Management

ORIGINATOR: Phillip A. Lattimore, III, Chief Risk Officer/ Director

*Phillip Lattimore
5/16/12*

DISTRIBUTION: All ORM Employees and Contract Employees at ORM

EXPIRATION DATE: Until Superseded or Rescinded

1. Purpose

The purpose of this D.C. Office of Risk Management (ORM) Administrative Order (Order) is to set forth this agency's policy, practice and protocol concerning the handling of correspondence received by ORM front desk personnel via, but not limited to, US mail, courier, FedEx, UPS, interoffice mail or hand delivered correspondence.

2. Applicability

Until further modified or rescinded, this Order applies to all ORM employees and contractors.

3. Policies

Correspondence Handling Procedures

- (1) **Receipt of Correspondence:** Correspondence is delivered daily by various sources identified in section 1 above. Correspondence should be immediately stamped with the correct date of receipt.
- (2) **Chief Risk Officer (CRO) Addressed Correspondence:** Each piece of correspondence addressed to the Chief Risk Officer shall be handled promptly by:
 - a. Immediately sorting and creating a record of the correspondence in the incoming mail tracking system.

- b. Reviewing the correspondence to determine whether the document requires immediate handling (i.e, letters from Executive Office of the Mayor, Office of the City Administrator, Council of the District of Columbia, Office of the Inspector General, Office of the District of Columbia Auditor, and Congress of the United States of America). These and any other items deemed as urgent should be immediately delivered to the assistant to the Chief Risk Officer.
 - c. Scanning correspondence addressed to the Chief Risk Officer, excluding those listed in subsection b, and emailing the correspondence addressed to the Chief Risk Officer to the assistant to the Chief Risk Officer. Before scanning documents, staff should:
 - i. Sort the correspondence by “Tort Liability Division Correspondence”, “Public Sector Workers’ Compensation Program Correspondence”, and/or “Other Risk Management Correspondence”.
 - ii. Identify a Tort Liability Division or Public Sector Workers’ Compensation Program adjuster, when applicable, by including a notation of the adjuster on the reverse side of the last page of the correspondence.
 - iii. Identify any new Section 12-309, DC Official Code (2001) claim letters. The original letter shall be delivered to the Tort Liability Division Staff Assistant for claim adjudication setup after scanning the letter for the CRO.
 - d. Upon receipt of correspondence by the assistant to the Chief Risk Officer, the correspondence shall be made available for the Chief Risk Officer’s review.
- (3) **ORM and Third Party Administrator (TPA) Addressed Correspondence:** Each piece of correspondence addressed to ORM and/or TPA staff shall be handled by:
- a. Sorting and creating a record of the correspondence in the incoming mail tracking system.
 - b. The CRO shall receive a copy of all correspondence that is addressed to the CRO but sent to the TPA. The documents shall be sent to his assistant on the day that the documents are received by the TPA. Thereafter, the assistant shall follow the procedures set forth in section 3(2)(a)-(d), when applicable, for tracking and handling all referred mail from the TPA.
 - c. Hand delivering the original and photocopies, when applicable, to the appropriate ORM and/or TPA personnel.

4. Effective Date

This Order shall be effective on May 16, 2012.

Acknowledgment Form

I acknowledge that I have received a copy and reviewed ORM's Administrative Order No. 12-04, dated May 16, 2012.

I understand that I should direct any questions regarding this ORM Administrative Order to my immediate supervisor or to the assistant to the CRO.

Employee's Printed Name

Employee's Signature

Date

Distribution:

Copy to Employee; Copy to Agency Human Resources Advisor