



Required billing information & Narrative guide

Detailed narratives of duties performed on the scene and about the scene itself are important when filing a claim. Here are a few examples to pass along to your crew to help them get into a routine of documenting a strong narrative and capturing necessary information.

Narrative key points:

The crew from the time of arriving on-scene to clearing scene should paint me a picture of all the duties they performed while on-scene and about the scene itself. Key points on a better chance of getting paid are to be very detailed on what duties are performed and the verbiage you use in the narrative such as, roadblocks, be detailed on specifying your roadblock, was it using apparatus, cones, or both? Did you block the shoulder? How many lanes? If there are fluids spilled and your crew can identify the fluid, please have them note what they used to clean it up with, and how much sorbents or supplies they used, for example, 5lbs or etc. Same for roadway debris cleanup. On extrications, the adjuster will find any reason to deny these especially, if the narrative does not say “extrication using heavy rescue tools” or airbags, cribbing, struts, shredders, etc.

Required on MVA calls- *Please do not capture just a license plate*

Remember to always get the car Insurance info such as: Name of insurance company, Policy # and ph# and list in Narrative or Snap a clear pic of it.

Remember to get the driver info such as: DL# or snap a clear pic of DL.

Remember to get the VIN# of all vehicles involved or clear pic of VIN# or snap a clear pic.

Required on Fire calls for any motorized vehicle/boat and or equipment-

Always get the name of the Insurance, policy #, phone# and owner information, such as first and last name and phone #. Capturing clear pictures of all this info is great!

Also, if able get a vin# and model info from the vehicle/boat and or equipment that was damaged or snap a clear pic.

Required on Fire calls for Buildings/Homes-

Always get the name of the Insurance, Policy #Phone# and owner information, as well as policy holder information if it is different from owner, so we can call and obtain proper info through the adjuster.

Capture pics of scene of possible.

All other calls/spills or leaks-

Name of company and Phone#

Driver/Employee’s first and last name, Phone# and DL/ID info

obtain vehicle or equipment year, make, model and VIN# that was involved in incident.

Capture pics of scene if possible.