



CLAIM REPORTING PROCEDURES

All claims for the **Catlin Personal Care Homes Program**, regardless of severity or location should be reported to the YORK Claims Intake Center. The YORK Claims Intake Center is ready to accept new losses and provides three ways for you to submit new loss reports:

1. **Email:** 3969catlinhomecare@york-claims.com
2. **FAX:** (973) 404-9041
3. **Telephone:** 1-866-391-9675 (YORK)
4. **Mail:** York Claims Service, Inc.
99 Cherry Hill Road, Suite 102
Parsippany, NJ 07054
Attn: Jenai Russell, Manager

To expedite the handling of your new claim, the following information must be provided when reporting a claim:

1. **York Client Code:** 3969.
2. **Named Insured** _____.
3. **Policy Number** _____.

The York Claims Intake Center will review all claims notices upon receipt and assign to the York handling branch office. A claim acknowledgement will then be transmitted to the designated individuals advising of the York claim number and the adjuster assigned to the claim.

Key Contacts:

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