



## Allstate GHRN: Standard Process Common Exceptions Guide

The Allstate Performance Consultant Team provides an analysis of the most common exceptions and has developed a resource to assist ServiceMaster providers in driving improved quality results. This document will help us align with Allstate's estimating standards and improve performance in areas such as paint, drywall, contents and more. Download it from ServiceConnection > Intranet > Library > Restore-Disaster Restoration > Personal Lines Programs > Allstate > Guidelines-SLAs > Allstate - Standard Process Common Exceptions Guide.

### Performance Consultants

The PC is responsible for overseeing compliance with best practices, adhering to standard processes, and ensuring consistency of estimating practices for GHRN technicians and local ServiceMaster providers. All Allstate GHRN Program providers should have been in contact with the assigned PC. If you have not, please reach out to yours. Find the list of PCs and their contact information in ServiceConnection > Intranet > Library > Restore-Disaster Restoration > Personal Lines Programs > Allstate > Performance Consultant Contacts. Contact your BDC if you have questions.

### IT Approvals

Please follow the process below to receive IT approvals **before** work is performed:

- Contact your assigned IT via phone or email.
- If you are unable to contact the IT, call the hotline at 1-480-977-4880 and request that approval be documented in Xact.
- If no response is provided within 24 hours, escalate to the secondary approver (adjuster or IT) or GHRN CSL for assistance.
- If there is no response from the secondary approver, please reach out to one of the following to assist:
  - Your designated Performance Consultant
  - Strategic Account Manager: [Milena.Woodward@smbrestore.com](mailto:Milena.Woodward@smbrestore.com)
  - Interim National Account Manager [Jamie.Greco@smbrestore.com](mailto:Jamie.Greco@smbrestore.com)
- Please remember emails are best for communicating and XA is best for documenting.

NOTE: All approvals and attempts to gain approval must be documented in XactAnalysis notes and must include name of contact, date and time, and status of approval. The IT is also required to document approval in XactAnalysis. **Approval is needed before work is performed; do not proceed with services before seeing documented approval.**

The updated IT Contact List from Allstate is also available in ServiceConnection.

### Payments

April 20, 2021



- Allstate has 45 days for checks to issue payment once the claim is client billed.
- Please **do not** reach out to the Allstate claim office on the status of payment. If the 45 days has been reached, please inquire with [insurancepayments@servicemaster.com](mailto:insurancepayments@servicemaster.com) to see if the Franchise Services Center has received the payment from Allstate.

Please email [SMRAllstateinfo@smbrestore.com](mailto:SMRAllstateinfo@smbrestore.com) if you have questions.