

Anthem Claim Management Services

A simple phone call is all it takes! ACM operators provide your customers with complete information about the claim process. We send the Claim Information Sheet (Claim Form) to the customer. The form outlines the claims process. Your customers can call our offices or simply follow the directions on the form for filing a claim. Our claims representatives are available from 7:30 am to 4:30 pm MST Monday through Friday.

- **Process Customer loss and damage claims**
 - We are your customers first and only line of contact
 - Single Point of Contact for Customer Service
- **Certified Claims Adjusters**
 - We comply with all Federal guidelines for claims adjusting. (DOT certified)
- **Expert advice on all aspects of the moving industry**
 - Tariffs- expert advice available on tariffs
 - Federal Regulations
 - Arbitration
 - Bill of Lading content
 - Legal compliance and documentation support
- **DOT Audit Support**
 - Expert advice and compliance forms available during the audit
 - Provide reports on all claims processed or received
- **Respond to complaints to governmental and consumer organizations**
 - BBB, DOT, AMSA, Public Utilities Commissions, Attorney Generals offices
- **Provide access to an arbitration process**
 - ACM can provide information about joining the US Movers Association
- **Respond to credit card disputes**
 - We've reversed over 98% of our client's chargebacks!
- **Insurance Claims and Subrogation**
 - We settle with the insurance companies explaining the Federally mandated 60¢/lb. valuation
- **Respond to lawyers demands for damage claims**
 - Explain the Carmack Amendment and Federal regulations