

**UNIVERSITY OF HOUSTON – SAFETY AND RISK MANAGEMENT**  
**INSURANCE COVERAGES AND CLAIM PROCESSING PROCEDURES**

**ADMINISTRATION**

The Safety and Risk Management Department has been delegated all duties relating to the procurement and administration of the University's insurance needs and will respond to all questions generated within the University on coverages provided or available. The Executive Director, Safety & Risk Management coordinates policy administration and acquisitions of all University insurance. All acquisitions of University insurance and claims to recover damages must be filed through the Safety and Risk Management Department.

Any occurrence which may result in a loss or claim under any category of insurance / self-insurance shall be reported by the involved person(s) immediately to the Safety and Risk Management Department. This office will complete and submit all claims, which shall include police reports, investigation reports and/or audit reports, as applicable. All checks reimbursing the University for losses for which a claim has been filed must be channeled through this office to insure a proper audit trail and that all funds due the University are collected and deposited appropriately. Should an insurance recovery check be received in a university department, it should be immediately hand carried to the Safety and Risk Management Department.

**TYPES OF INSURANCE AND CLAIM PROCESSING**

This procedure addresses only University property and liability insurance. All University property and liability insurance must be arranged through the Safety and Risk Management Department. Premiums on any insurance coverage secured other than through this office will not be paid.

**AUTOMOBILE INSURANCE**

The State of Texas is authorized to provide financial protection for bodily injury and property damage liability for University-owned or leased automobiles. The coverage under this plan is limited \$500,000 per accident combined for:

1. Bodily Injury Liability: Such coverage provides financial protection against any claim for bodily injury to others arising from accidents involving University automobiles. Bodily injury protection for University employees is provided by Workers' Compensation
2. Property Damage Liability: Such coverage provides financial protection against any claim for damage to property of others arising from accidents involving University automobiles

Personal Injury Protection and Uninsured /Underinsured Motorist coverage is not purchased.

Physical damage coverage i.e. collision and comprehensive coverage (fire, theft and vandalism) may be provided on leased or loaned automobiles if requested by the responsible department. Cost will be paid by the department.

## DRIVERS OF UNIVERSITY VEHICLES

All drivers of University vehicles must have a valid driver's license. Individuals responsible for University vehicles must visually inspect the driver's license of a prospective driver before allowing him/her to operate the vehicle. While it is not required by law that drivers of vans have chauffeur's licenses, unless the van is transporting passengers who pay for the transportation, this requirement is highly recommended for drivers of University vans. Department heads may make the determination as to whether to impose this restriction on vans assigned to their department. Please refer to SAM 03.E.06 for details regarding Business Use of Vehicles.

## TO OBTAIN COVERAGE

When a department obtains a vehicle, the Safety and Risk Management Department, Property Management, and the Fleet Coordinator should be notified immediately, in writing, giving the following information:

1. Department Name
2. Department Account Number
3. Year, Make and Model of Motor Vehicle
4. Serial Number of Motor Vehicle
5. Cost of Vehicle (if known)
6. Tag # assigned to Motor Vehicle (by Property Management)

Coverage begins upon the notification being received by the insurance broker. A vehicle insurance card will be supplied to the department and is to be retained in the glove compartment of the vehicle. If the card should be lost, the Safety and Risk Management Department (SRMD) will provide a duplicate.

Departments requesting collision and comprehensive coverage must also complete a Request for Insurance Coverage and Authorization for Premium Payment form. This form can be downloaded from the SRMD website: [www.uh.edu/admin/srmd/](http://www.uh.edu/admin/srmd/) under the Risk Management section.

## PREMIUM PAYMENT

A premium assessment is charged to each department having a motor vehicle. This premium will be charged to departments by the SRMD. Questions concerning premiums may be directed to the Risk Management Administrator at 713-743-5858.

## USE OF PRIVATE AUTOMOBILES ON UNIVERSITY BUSINESS

While it would be desirable to provide that all University business requiring use of vehicular transportation be conducted in University equipment, it is clearly not possible to make such a provision viable in normal University operation. Therefore, it is necessary to establish limitations on the use of personal or rental vehicles compatible with the University's objectives.

It should be made clear that in consideration of the payment to an employee or student by the University of a mileage chart (or other reimbursement as set from time to time) for the use of a personal vehicle that:

1. The vehicle is to be used on University business only with permission by university employees and with the knowledge of the University
2. At all times when on University business, minimum statutory insurance requirements must be carried.
3. The SRMD will be advised of any accident occurring while on University business.
4. The financial loss for damage to the vehicle shall not be reimbursed by the University in the event of an accident while on University business.

## CLAIMS PROCESSING

In the event of an accident in a University vehicle, the SRMD must be notified. The authorized driver must complete a written report containing information regarding the accident. The written report can be in the form of an incident report, police report or the automobile accident report. The SRMD will assist in completing the necessary paperwork to be submitted to the insurance carrier. In the event that the accident results in injury or death of an employee or other persons, the SRMD should be contacted immediately.

## **BOILER AND MACHINERY INSURANCE**

Boiler and machinery insurance provides financial protection for loss resulting from damage to state-owned property, including extraordinary expenses resulting from accidents to or explosions of boiler, pipes, pressure containers, machinery or apparatus.

## TO OBTAIN COVERAGE

Any boiler, any fired or unfired vessel subject to a vacuum or internal pressure other than static pressure of contents; any refrigeration system, any piping with its accessory equipment; any mechanical or electrical machine or electrical apparatus generating, controlling, transmitting, transforming or utilizing mechanical or electrical power should be scheduled with the SRMD in order to obtain coverage.

## PREMIUM PAYMENT

Premium is allocated to each campus based on value of equipment scheduled.

## CLAIMS PROCESSING

The SRMD should immediately be notified in the event of an accident. The carrier will be notified accordingly and an appraisal of the damages obtained. The department sustaining the loss will assist the SRMD in supplying information concerning the value of property damaged and other pertinent information to the carrier for processing the claim.

## **BROADCASTERS & PUBLISHERS LIABILITY**

Broadcasters liability affords coverage for claims based on defamation, libel, slander, trade disparagement, invasion of privacy, misstatement, plagiarism, piracy infringement and unfair competition.

## TO OBTAIN COVERAGE

Contact the SRMD. An application will be forwarded to your office for completion. Return the application to the SRMD. A quote for the coverage will be obtained and sent to your office. If acceptable the department requesting the coverage will complete an insurance authorization form and forward it to the SRMD. The coverage will be obtained accordingly.

Departments requesting the coverage must also complete a Request for Insurance Coverage and Authorization for Premium Payment form. This form can be downloaded from the SRMD website: [www.uh.edu/admin/srmd/](http://www.uh.edu/admin/srmd/) under the Risk Management section.

## PREMIUM PAYMENT

The premium for Broadcasters liability is allocated to each campus or department requesting the coverage. The amount of premium is based on the exposure insured.

## CLAIMS PROCESSING

The SRMD should immediately be notified in the event of an accident. The carrier will be notified accordingly. The department sustaining the loss will assist the SRMD in supplying pertinent information to the carrier for processing the claim.

## **BUSINESS TRAVEL**

Business Travel Insurance affords accidental Death and Dismemberment benefits. For more information visit the SRMD website: [www.uh.edu/admin/srmd/](http://www.uh.edu/admin/srmd/) under the Risk Management section.

### **TO OBTAIN COVERAGE**

The SRMD should be notified of all overseas travel via a Travel Request form. Notice should be given prior to travel.

### **PREMIUM PAYMENT**

The premium for Business Travel is allocated to each campus. The amount of premium is based on the exposure insured.

### **CLAIMS PROCESSING**

The SRMD should immediately be notified in the event of an accident. The carrier will be notified accordingly. The department sustaining the loss will assist the SRMD in supplying pertinent information to the carrier for processing the claim.

## **GENERAL LIABILITY**

This insurance offers broad coverage to insure that no officer, employee or agent of the University shall be held personally liable in tort for any injuries or damages suffered as a result of any act, event or omission of such action in the scope of his employment or function.

This coverage does not extend to instances where the person(s) acted in bad faith or with malicious intent or in a manner exhibiting wanton and willful disregard of human rights, safety or property.

The most common types of action under this coverage are listed below:

### **BODILY INJURY:**

Injury to person(s) arising out of negligence, or poor maintenance of University property. This could include failure to provide proper lighting, proper warning or security measures designed to prevent accidents.

### **PROPERTY DAMAGE:**

Responsibility for property damage incurred in such incidents may be associated with liability actions. Where responsibility for loss is established, legal liability follows, and a claim for recovery of the loss may be expected.

## COVERAGE

The University is self-insured for this type of exposure meaning it has no insurance. The liability of state government under regarding tort liability exposures is limited to monetary damages in a maximum amount of \$250,000 for each person and \$500,000 for each single occurrence of bodily injury and or death and \$100,000 for each single occurrence for destruction of property.

## CLAIMS PROCESSING

When a University representative is contacted by a person alleging to have been injured or their property damaged while on University property or if a University employee observes an incident which may result in a claim, the person should immediately notify the UH Police Department and complete an incident report.

The following information should be noted for future reference:

1. Name of person injured or damaged, Address(es) and Age(s)
2. Nature of potential claim (bodily injury or damage to property)
3. Date of accident and exact location
4. Description of the circumstance of the accident
5. Names of witnesses to the accident or event

Notes should be made of any other information that may be of value to the SRMD.

A copy of the report should also be given to the SRMD, who will investigate the loss, and if needed, consult with the Office of General Counsel regarding liability of the University.

## **DIRECTORS AND OFFICERS INSURANCE**

Directors and Officers (D&O) affords coverage for all employees and others such as volunteers. Coverage is afforded for wrongful acts, discrimination, sexual harassment, libel, slander and employment practice liability

## TO OBTAIN COVERAGE

Coverage is purchased for all campuses via the SRMD.

## PREMIUM PAYMENT

The premium for D&O is allocated to each campus. The amount of premium is based on the number of employees and enrollment.

## CLAIMS PROCESSING

Notice of such claims should be brought to the attention of the SRMD and the Office of General Counsel. The Office of General Counsel will report the claim, if necessary. The SRMD will assist the Office of General Counsel with the insurance claim as needed.

## **EMPLOYEE CRIME INSURANCE**

The Crime Policy affords coverage for losses sustained by the University via dishonest acts of the employee. The University maintains coverage for financial protection from the felonious removal of money and securities by robbery or burglary, which results from armed holdup, forcible entry, or mysterious disappearance, computer and fund transfer fraud.

All University employees are covered by this blanket bond insurance.

## PREMIUM PAYMENT

The premium for coverage is allocated to each campus. The amount of premium is based on the number of employees at each campus. There is no direct cost to individual departments.

## CLAIMS PROCESSING

When employee dishonesty is discovered, it should be reported immediately to the University Police Department. The Police Department will also notify the proper officials and departments such as the Internal Auditing Department and the SRMD. These offices will arrange an investigation and report the loss as per University policy and procedures. The Director, Internal Auditing Department, will be requested to conduct a complete audit in order to determine the extent of the loss.

When it is determined that a loss has resulted from the dishonest acts of an employee, the SRMD should be provided with a copy of all pertinent reports of the investigation and will immediately proceed to file a claim directly with the current commercial bonding company. All information on a bond claim, including any recovery checks, must be handled through the SRMD in order to establish a proper audit trail.

## THEFT OF PERSONAL PROPERTY

Employees and visitors should be advised that there are no provisions for insuring their personal property while used or located within the University's facilities. The use of personal property to accomplish University work responsibilities should be discouraged. In those instances where an employee is required to use personal property in performance

of duty, responsibility for reimbursement for financial loss in the event of loss or damage should be clearly established in advance.

### **FINE ARTS INSURANCE**

Fine Arts Insurance affords coverage for such risk as fire, theft, water damage and negligence, which can damage the art.

### **TO OBTAIN COVERAGE**

Coverage can be obtained by contacting the SRMD and providing information as to the item(s) to be insured and their values.

### **PREMIUM PAYMENT**

The premium for Fine Arts coverage is allocated to each campus or department requesting the coverage. The amount of the premium is based on the exposure insured.

### **CLAIMS PROCESSING**

In the event of loss or damage to items covered, immediately notify in writing, the SRMD. Provide all pertinent information such as: the date loss or damage occurred or when it was first noticed; the value of the item; any police or security reports pertaining to the loss or damage; the name and address of the owner. The SRMD will file the claim directly with the insurance company. The check for payment of the claim will come to the SRMD and will be forwarded to the department.

### **EXCESS MEDICAL ACCIDENT & LIABILITY INSURANCE FOR SUMMER CAMPS**

Accident insurance can be provided for workshops, camps, or seminars held on or off campus or University sponsored activities, which involve other students or non-students. Such insurance may be twenty-four hour insurance protection. The cost will depend on the length of the activity and the number of participants. The coverage affords \$25,000 in limits of liability. This coverage is excess over the participant's private insurance, their parents' insurance or any other insurance that would apply.

Optional liability can be obtained for certain types of camps like sport camps. This coverage affords liability coverage for losses due to negligence.

## TO OBTAIN COVERAGE

As soon as it is known that coverage will be required, at least 30 days prior to the beginning date of the activity, the department should provide, by memorandum, the following information to the SRMD:

1. Name of workshop, seminar or camp
2. Number of participants
3. Inclusive dates of activity
4. Whether you want liability coverage in addition to accidental medical bill coverage.

Departments requesting the coverage must also complete a Request for Insurance Coverage and Authorization for Premium Payment form. This form can be downloaded from the SRMD website: [www.uh.edu/admin/srmd/](http://www.uh.edu/admin/srmd/) under the Risk Management section.

## PREMIUM PAYMENT

Upon receipt of the premium invoice the SRMD will process payment and allocate the cost to the appropriate department.

## CLAIMS PROCESSING

When a loss occurs it should be reported immediately to the SRMD. The carrier will be notified of the loss. A claim form will be sent to the department. The participant must complete the form and return it to the carrier. Copies must be sent to the SRMD.

## **INSURANCE FOR EQUIPMENT AND MISCELLANEOUS PROPERTY**

Insurance coverage may be provided for protection from financial loss in the event of loss or damage to property that is the responsibility of the University by ownership, loan, lease, or if the use agreement specifically requires that insurance be provided.

Employees and visitors should be advised that there are no provisions for insuring their personal property while used or located within the University's facilities. The use of personal property to accomplish University work responsibilities should be discouraged. In those instances where an employee is required to use personal property in performance of duty, responsibility for reimbursement for financial loss in the event of loss or damage should be clearly established in advance. The University may provide insurance coverage for such property if insurance coverage is a specific requirement of a written agreement between the property owner and the University.

Insurable exposures are generally of the following types:

1. Miscellaneous Equipment – Includes various scheduled equipment such as computers, cameras, robots, communication equipment or equipment on lease or loan to the University.
2. Theatrical Property – Includes scheduled property for use in theatrical productions.

## TO OBTAIN COVERAGE

To obtain coverage, certain information must be provided to the SRMD.

For items owned by the University you must submit the following information:

1. Description of equipment
2. UH tag #
3. Value of item
4. Serial number

For items being leased or loaned to the University, the following information is also needed:

1. Copy of signed agreement requiring coverage
2. Period of coverage (actual inclusive dates)
3. Number of items to be covered
4. Itemized and valued schedule of objects covered
5. Location of exposure

Departments requesting the coverage must also complete a Request for Insurance Coverage and Authorization for Premium Payment form. This form can be downloaded from the SRMD website: [www.uh.edu/admin/srmd](http://www.uh.edu/admin/srmd) under the Risk Management section.

## PREMIUM

The SRMD will allocate premiums to the appropriate department.

## CLAIMS PROCESSING

In the event of loss or damage to items covered, immediately notify in writing, the SRMD. Provide all pertinent information such as: the date loss or damage occurred or when it was first noticed; the value of the item; any police or security reports pertaining to the loss or damage; the name and address of the owner. The SRMD will file the claim directly with the insurance company.

## **OWNERS, LANDLORDS AND TENANTS INSURANCE**

This insurance affords coverage for the owners, landlords and tenants of buildings leased by the University.

## TO OBTAIN COVERAGE

Contact the SRMD. The following information is required:

1. Owner's name
2. Address
3. Phone number
4. Fax number
5. Location to be insured
6. Square footage
7. Construction type
8. Additional insureds to be named on the policy
9. A contact person for the additional insured, address and phone number

Departments requesting the coverage must also complete a Request for Insurance Coverage and Authorization for Premium Payment form. This form can be downloaded from the SRMD website: [www.uh.edu/admin/srmd/](http://www.uh.edu/admin/srmd/) under the Risk Management section.

## PREMIUM PAYMENT

The premium for OL&T is allocated to each campus or department requesting the coverage. The amount of premium is based on the exposure insured.

## CLAIMS PROCESSING

The SRMD should immediately be notified in the event of an accident. The carrier will be notified accordingly. The department sustaining the loss will assist the SRMD in supplying pertinent information to the carrier for processing the claim.

## **MAIN PROPERTY COVERAGE**

Losses to the buildings and contents owned by the University are covered for the perils of fire, lightning, windstorm, hail, explosion, riot, aircraft and vehicle damage, smoke, flood, water damage, business interruption and many other types of risk. There is a very large deductible, so departments should insure their expensive property on the Equipment/Miscellaneous Property policy if the loss would be significant for the department's budget if replacement is needed.

## TO OBTAIN COVERAGE FOR NEW BUILDINGS OR LEASED BUILDINGS

The SRMD adds new University buildings to this insurance upon notification of acceptance by the Director of Facilities Planning and Construction or a component representative.

If a department leases property and the lease states that it is the University's responsibility to purchase insurance for the building and / or contents then it is the

department's responsibility to notify the SRMD to add the building and or contents housed in the leased space to the insurance coverage. To add a building and/or contents, it is necessary to provide the SRMD with the following information:

1. Complete address of leased property including street address, city, and zip code
2. Building name and building number assigned by Facilities, Planning and Construction or Property Management
3. Gross number of square feet
4. Whether or not the building is equipped with a sprinkler system
5. The responding fire department
6. Material used in constructing exterior walls, roof supports, and roof material
7. The number of stories; whether or not there is a basement
8. The value of the contents housed within
9. A contact person in the department who will be able to answer additional questions about the property

Property Records inventory records determine contents coverage. If a department has a number of items not included on the Property Records Inventory (items valued at less than \$1000), it is the department's responsibility to notify the SRMD so those items may be insured against loss by named perils.

#### PREMIUM

Premium is allocated to each campus based on value of dwellings and contents, less value of items insured via other coverage (i.e. fine arts and miscellaneous equipment).

#### CLAIMS PROCESSING

In the event of damage to the building and / or contents the department should immediately notify the SRMD by telephone and written report detailing the cause of the damage and what was damaged. The SRMD will notify the carrier if the loss exceeds the deductible. If a person caused the damage, the SRMD will assist the department in the recovery of their loss from that person or their insurance.

The department should compile an inventory of all destroyed and damaged property, giving actual cash value and age of property. The SRMD will work closely with the department suffering the loss to coordinate all claims.

#### **PROFESSIONAL LIABILITY**

This insurance affords liability coverage for persons in professional fields such as: athletic trainers, doctors, nurses, psychology students, law students, etc.

## TO OBTAIN COVERAGE

Contact the SRMD. For departments requesting renewal of existing coverage, an updated list of professionals and students may be all that is required. In most cases the department or the specific employee requiring coverage will have to complete an application for coverage.

## PREMIUM PAYMENT

The premium for coverage is allocated to each campus or department requesting the coverage. The amount of premium is based on the exposure insured.

## CLAIMS PROCESSING

When a loss occurs it should be reported immediately to the SRMD. The carrier will be notified of the loss.

## **SPECIAL EVENT INSURANCE**

This insurance affords coverage for special events “off” campus such as: graduations, recruitment programs, award programs at the Convention Center, theatrical productions, etc.

## TO OBTAIN COVERAGE

Contact the SRMD. The department requesting the coverage must complete an Insurance Authorization form and a form describing the special event.

## PREMIUM PAYMENT

The premium for coverage is allocated to each campus or department requesting the coverage. The amount of premium is based on the exposure insured.

## CLAIMS PROCESSING

When a loss occurs it should be reported immediately to the SRMD. The carrier will be notified of the loss.

## **WORKERS' COMPENSATION**

The State of Texas' Workers' Compensation program will pay all medical expenses for injuries arising from or in the course of employment. An employee is covered by Workers' Compensation while traveling on official business. Compensation covers physician, hospital and pharmaceutical charges and any other medical treatment necessary to the recovery of the employee. Forms for reporting on-the-job injuries can be

obtained via the SRMD website: [www.uh/admin/srmd/](http://www.uh/admin/srmd/) under the Risk Management section.

#### TO OBTAIN COVERAGE

The State of Texas is self-insured for this exposure.

#### PREMIUM PAYMENT

The State Office of Risk Management administers this insurance program. They allocate the premium expense to the University as well as the other state agencies covered by the program.

#### CLAIMS PROCESSING

The SRMD should be immediately notified in the event of an accident. The employee's supervisor and the employee must complete the appropriate forms and send this information to the SRMD for processing. The accident will be reported to the State Office of Risk Management for claims handling.