

CMR

Claims Management Resources

A low-risk, high-reward solution for managing damage claims

It's not a secret: Damage claims are hard to recover.

Even the most skilled Department of Transportation (DOT) employees struggle to recover every claim.

Claims Management Resources (CMR) has over 30 years of experience recovering money on damaged property for DOTs.

Read our case studies to find out how we've helped DOTs similar to yours.



PAYMENT PLETHORA

Managing 34,000 miles of road with a state population over 6 million is no easy task, and this DOT knew its employees needed to focus on projects other than property damage claims.

Enter CMR, which has:

- Invoiced over 22,000 claims totaling \$60.6 million.
- Recovered on ~21,000 claims for \$44 million.
- Maintained improved recovery levels since 2016.

The most significant aspect of working with CMR, according to an accountant in the DOT?

“We are overwhelmed with the number and amount of payments.”



REVIEW REALIGNMENT

With over 10.8 million people traveling 125,000 miles of road through the state, this DOT was dragged down by historical claims. They knew they were leaving money on the table but had no idea how much!

CMR reviewed four years of historical data, evaluating 250,000 police reports to identify more than 2,600 missed claims. These claims were billed for \$3.1 million, with CMR recovering \$2.6 million. Initially a sunk cost, these recoveries improved the bottom line for this DOT.

Since taking over the property damage recovery program, CMR:

- Facilitated a 418% increase in claims in the first year.
- Recovered 580% more in the first year.
- Maintained high recovery levels in nearly 10 years of working with the DOT.
- Collected nearly \$59 million for the DOT.

BILL BONANZA

This DOT manages 80,000 miles of roadway with a state population of 10.5 million. Employees were bogged down in the claims process, struggling to keep up with an ever-increasing workload.

CMR stepped in to help in 2019 and made immediate improvements. Here are a few:

- CMR invoiced \$57 million in the first year, compared to the \$10 million the DOT historically billed.
- CMR has recovered nearly \$62 million since taking over the property damage claims process, shattering the DOT's previous average of \$9 million per year.

CMR is a low-risk, high-reward solution for managing damage claims.

We are paid contingent upon recovery — we don't receive a penny unless we produce results. We're that confident in our team!

Contact us to learn more.

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