

MISSISSIPPI  
WINDSTORM UNDERWRITING ASSOCIATION

P.O. Box 5389  
Jackson, Mississippi 39296-5389  
Phone (601) 981-2915  
FAX (601) 981-2924  
6455 Wirtz Road  
Flowood, Mississippi 39232-7801

BULLETIN 19-01

DATE: 3-7-2019

TO ALL LICENSED MS RESIDENT AGENTS –  
MISSISSIPPI WINDSTORM UNDERWRITING  
ASSOCIATION (MWUA) and MISSISSIPPI  
RESIDENTIAL PROPERTY INSURANCE  
UNDERWRITING ASSOCIATION (MRPIUA)

MS PLANS (MWUA & MRPIUA) CLAIM  
HANDLING CHANGES EFF. 3-1-2019

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This Bulletin provides notice that a change in claim administration for MS Plans (MWUA & MRPIUA) occurred effective 3-1-2019. The claim reporting and claim handling process is now supported through U.S. Adjusting Services (Irving, TX). Boulder Claim Services LLC will continue to service claims reported prior to 3-1-2019 but newly reported claims will be assigned and administered through U.S. Adjusting Services (USAS).

Previous toll- free reporting numbers have not changed but are redirected to the USAS call center. **The most efficient, and preferred, first notice of loss claim reporting method is entry by the servicing agent into the Insurance Now (policy/claim) system (formerly known as the Surepower system).**

Other claim reporting methods are recapped below. The MS Plans claim Manager Mike McGehee has oversight responsibility for the new Claim Administrator USAS. Mike's contact information is: phone 601-981-2915 ext. 1101 and email [mmcgehee@msplans.com](mailto:mmcgehee@msplans.com)

All initial claim reporting or claim questions should be directed to USAS as the claim administrator. Claim Manager Mike McGehee is available for claim review as needed after first working through the claim administrator USAS.

### Other Claim Reporting Options and Contacts

The new Claim provider moving forward will be U.S. Adjusting Services. All new claim first notice of loss can be reported using the same toll-free number **866-634-4465**. The Call Center will now be manned by U.S. Adjusting Services.

Call center for claim reporting: **1-866-634-4465**

General information number: **1-877-200-7461**

Fax number for reporting claims: **1-877-786-7275**

There are two email addresses that are monitored daily. Any attachment, questions, messages, loss notices can be sent to either email addresses below for immediate handling:

[newclaims@msplans.com](mailto:newclaims@msplans.com) (for new claim reporting)

[msclaimsdocs@msplans.com](mailto:msclaimsdocs@msplans.com) (for existing claim communication, please provide the assigned claim #)

U.S. Adjusting Services (USAS) – MS Plans contacts:

Nilsa Arroyo, *Claims Manager for MS Plans TPA*

469-351-8919

[narroyo@usadj.net](mailto:narroyo@usadj.net)

Pam Crockett, *Field CAT Manager for MS Plans*

[pcrockett@usadj.net](mailto:pcrockett@usadj.net)

469-351-8801

Colby Hollingsworth, *FNOL Team Lead*

[chollingsworth@usadj.net](mailto:chollingsworth@usadj.net)

Pam Thompson, *FNOL*

[pthompson@usadj.net](mailto:pthompson@usadj.net)

Jordon Allgood, *FNOL*

[jallgood@usadj.net](mailto:jallgood@usadj.net)