THE LIFE OF A MAILED-IN POLICY

SLTX RECEIVES POLICY IN THE MAIL

What do we do with your policies?

Policies are delivered to the SLTX office and must include a Policy List Form. Once sorted, the scanner will turn paper policies into digital files for processing. The Operations Manager will then distribute policies to SLTX Policy Analysts.
Please do not send policies with staples or paper clips because it interferes with the scanner.
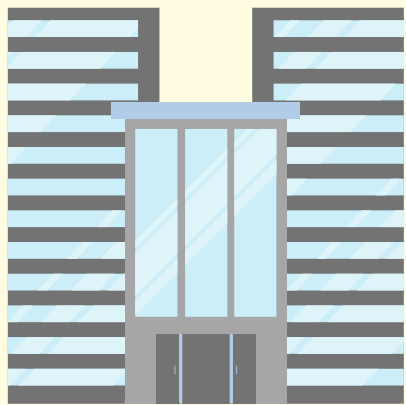
POLICIES ARE ASSIGNED TO POLICY ANALYSTS
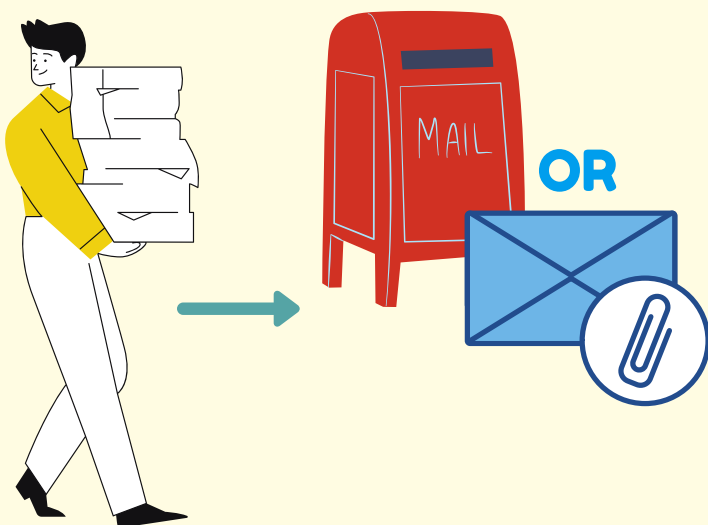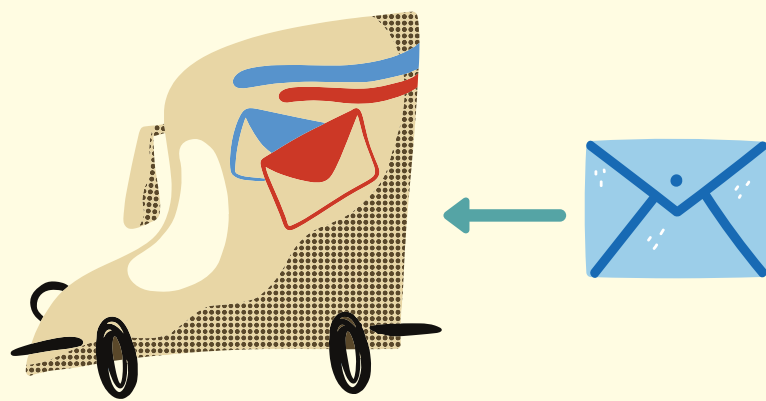
How are they assigned?

Policies are distributed into the work flow of SLTX Policy Analysts. The Operations Team also handles calls, emails, audits, monthly and annual reports, and other essential tasks. When a policy is mailed, please understand the amount of time it will take to get to our office. Policies submitted will be processed and completed as they are received.

CORRECTIONS/ TAGS WILL BE PROCESSED

How are they processed?

Policy analysts will extract policy data and then input it into our internal system. Processing time for a policy may differ depending on the type of coverage.

ERRORED/ INCOMPLETE POLICIES ARE RETURNED

How/ Where are they returned?

Policies which have tags and/ or errors **may** be pended and returned to the initial sender. The tag or error will include a description of the deficiency of the submission. Once it is resubmitted with a **NEW Policy List Form** (**NOT a Transmittal and Verification Slip**), the policy will be entered into the system.

OR

BATCH EDITS WILL BE EMAILED/ MAILED

The policy cycle is complete.

Once a policy/ batch is complete, it will then be mailed or emailed depending on preference. If there are any further questions or concerns after a batch has been complete, please contact SLTX's Tech Support Team at techsupport@sltx.org.