



United Servicers Association

## “Jennifer’s Warranty Tips”



### Tip #4 – Assurant Solutions Contracts

Are you having difficulty getting your Assurant Solution contract claims approved correctly?

Assurant Solutions contract claims can be dispatched through several avenues. The most popular is ServicePower, but they can also come from ServiceBench (Whirlpool) and PlusOne. This can make getting approvals and payments confusing.

Here are the steps for each different partnership when your claim exceeds the “pre-approved” amount:

- **Assurant contract dispatched through Service Power:**

**To get authorization, log on to Service Power and click on “Request Call Authorization”.**

Click on “Create a New Request”, select “Assurant Solutions” from the drop down box and fill in your call number. A new screen with all of the service call information will populate.

Make sure to fill in or correct any Model and/or Serial numbers and then answer all questions and fill in the blanks on the form. Once you have all of the repair information filled out, click “Submit Request” at the bottom of the screen.

Typically an authorization takes 24 to 48 hours to be reviewed and approved.

To check the status of your authorization on ServicePower, click on “Request Call Authorization” and from the Request List, select Assurant Solutions from the drop down box and change the Status to “All” and hit Search. (You can also fill out the call number field if you would like to locate a specific call. I personally like to open the entire list and work from there.)

Your call will either still be “open”, “approved” or “rejected”.

**If you need additional authorization, you must call the Assurant Claims Dept. (1-800-446-6229) and speak with a representative. (You can only submit one authorization on ServicePower per call.)**

Once your claim is complete, you will file it for payment on ServicePower.

- **Assurant Solutions contract dispatched through ServiceBench (Whirlpool):**

**To get authorization you must call Assurant Solutions Claims Dept. (1-800-446-6229) and speak with a representative.**

These types of Assurant Solutions/Whirlpool contract claims pay a labor amount of your companies Single Call Warranty Rate + 15%, there is no part mark-up.

Once your claim is complete, you will file it for payment on ServiceBench. (Payment on these types of claims will come directly from Whirlpool.)



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- **Assurant Solutions contract dispatched through PlusOne Solutions:**  
These dispatches will either be faxed or emailed to you directly from PlusOne.

**To get an authorization you can either fill out the “Service Authorization Form” and fax it for approval (fax # 1-407-249-3011) or call PlusOne directly at (1-407-359-5929, Option 4).**

These types of Assurant Solutions/PlusOne contract claims pay a labor and parts (with markup) amount that has been agreed upon between your company and Plus One.

Once your claim is complete, you will file it by faxing it along with the proof of authorization, to the PlusOne claims department (fax # 1-407-359-6929). (Payment on these types of claims will come directly from PlusOne.)

“Check back next month for warranty tip #5”

Best wishes,

*Jennifer*