
Fwd: [EXTERNAL] PA 887109

Chris Balderrama <chris@dealer-advisors.com>

Tue, Sep 16, 2025 at 1:19 PM

To: Alix Mongiat <alix@dealer-advisors.com>, Heidi Huntley <heidi@dealer-advisors.com>, Tricia Hallbeck <tricia@dealer-advisors.com>

Chris Balderrama
President
iClaims Services
www.iclaimsservices.com
734-368-7272

Begin forwarded message:

From: Matt Ferkey <mdferkey@greenewayrv.com>
Date: September 16, 2025 at 11:37:13 AM EDT
To: Chris Balderrama <chris@dealer-advisors.com>
Subject: FW: [EXTERNAL] PA 887109

**Matt Ferkey**

Owner \ RVTI Certified
Technician
Greenway RV Sales & Service
8220 State Hwy 13 South
Wisconsin Rapids , WI 54494
T. (715) 325-5170
mdferkey@greenewayrv.com



Greenway RV accepts no liability for the content of this email, or for the consequences of any actions taken on the basis of the information provided, unless that information is subsequently confirmed in writing. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

From: Daniel Kussow <dkussow@granddesignrv.com>
Sent: Tuesday, September 16, 2025 10:36 AM
To: Matt Ferkey <mdferkey@greenewayrv.com>
Subject: RE: [EXTERNAL] PA 887109

Good morning Matt,

I will agree to the 31 hrs. for operation 540002 for the membrane replacement—4 hrs. for the 2 sheets of decking operation 540004. Operation 590046 will stay denied. Sealants are included in the membrane operation 540002. The total for the pre-auth, as it's currently written, would be 35 hours—labor plus parts.

I will have the changes made in the pre-auth Today.

I'm assuming you will inform the customer. Thanks, and have a great day.

Daniel Kussow



Central USA/Canada

Fixed Operations Field Manager

RVDA Certified Service/Warranty/Parts Management

Compliance, Assistance, Relationships, Education

dkussow@granddesignrv.com

mobile# 920-680-6123

From: Matt Ferkey <mdferkey@greenewayrv.com>
Sent: Monday, September 15, 2025 4:40 PM
To: Daniel Kussow <dkussow@granddesignrv.com>
Subject: [EXTERNAL] PA 887109

Dan,

I checked into Stegehuis's Imagine. Right now, prior to removing the old roof we are unable to confirm how many sheets of decking will need to be replaced. If only two are needed, the 37 hour request would be correct. If any additional sheets would be required, we would ask for an additional two hours per sheet.

I don't have much to work with here, but want to maintain a positive relationship. If you are able to get to 35hrs with two sheets of decking, I will move forward with repairs here.

The other roof I had mentioned that we are running into similar issues is PA 893415. It also needs a complete roof along with some decking and ceiling panels.

Matt Ferkey

Owner \ RVTI Certified Technician

Greeneway RV Sales & Service

8220 State Hwy 13 South

Wisconsin Rapids , WI 54494

T. (715) 325-5170

mdferkey@greenewayrv.com

<image001.gif>

<image002.png> <image004.png> <image005.png> <image006.png>



Greeneway RV accepts no liability for the content of this email, or for the consequences of any actions taken on the basis of the information provided, unless that information is subsequently confirmed in writing. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

CAUTION: This email originated from outside of the organization!

DO NOT follow guidance, click links, or open attachments unless the email is expected and/or you trust the sender.

This electronic transmission and any documents accompanying this electronic transmission contain confidential information belonging to the sender. This information may be legally privileged. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action in reliance on or regarding the contents of this electronically transmitted information is strictly prohibited.