

Summary

Objective

To ensure that the Cover Decision Service has made the correct decision based on the accident and injury information entered at point of registration.

Background

Eos has identified that the probability of accept score is just above the threshold at which a claim is automatically accepted by the Cover Decision Service. It has created a Quality Assurance task for someone to verify that the decision was correct.

Note: This is likely to be a temporary process. It will be removed when the business has confidence that the Cover Decision Service is only accepting claims that meet criteria for cover, and that the threshold for sending claims for a manual cover decision has been set at an appropriate level.

Owner [Name withheld]

Expert [Name withheld]

Procedure

1.0 Confirm cover decision

Lodgement Administrator

- a Open the Quality Assurance task.

NOTE **What if the ACC45 Claim Form is not yet viewable on the claim?**

You do not need to have this document visible to complete the QA process. You are not required to complete a full quality audit of the claim registration process or the data input onto the claim. You are only confirming whether the Cover Decision Service has made the correct decision based on the data entered at point of registration.

- b Review all available claim information and determine whether the claim meets criteria for cover. Use the policies below to help determine this. The claim should meet the green traffic light rules in the Registration Reference Book.

-  Cover for visitors to New Zealand Policy
-  Cover criteria for personal injury Policy
-  Criteria for injury occurring outside New Zealand Policy
-  Registration Reference Book Spreadsheet

If the claim meets criteria for cover and has a green traffic light then go to step 2.0.

NOTE **What if the claim doesn't appear to meet criteria for cover, or has an amber or red traffic light?**

The claim will need to be investigated further by a Cover Assessor.

- Update the claim status to Held.
- Add a contact that explains why you think the cover decision needs to be investigated further. Use the CFEE QA tab in the Contact Generator to do this.
- Go to step 2.0.

-  Contact Generator Spreadsheet

2.0 Close task

Lodgement Administrator

- a Close the Quality Assurance task.

3.0 Send claim notification

Eos

- a Once the Quality Assurance task is closed, Eos sends an automatic notification to the client advising them of the cover decision (Accept or Held).

3.1 Generate and send CVR40 cover letter (if cover status is Accept)

Eos

- a If the cover status remains as Accept and the Send Auto Accept Letters radio button is set to Yes, then the CVR40 cover letter will be automatically generated. Eos transfers the letter data to an external mail house who print and send the letter to the client.

3.2 Create Confirm Cover Decision Task (if cover status is Held)

Eos

- a If the cover status has been manually changed to Held, Eos creates a Confirm Cover Decision task (and auto-reminder tasks) so that the claim can be investigated further.

3.3 Match Claim to Appropriate Team

Eos

- a If the cover status is Accept, go to the Match to Team process below to determine the appropriate team to manage the claim. If the cover status is Held, Eos will match the claim to the Cover Triage queue (along with the Confirm Cover Decision task) so that it can be assessed further.

PROCESS

Match Claim to Recovery Team Lodgement Administrator