

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Functional Area: Claims

Title	Evaluate performance of appointed experts/specialists
Code	105574L5
Range	This unit of competency is applicable to those who are responsible for evaluating the performance of experts/specialists such as investigators. It involves reviewing and analyzing the performance of experts/specialists appointed, and updating the approved lists of experts/specialists.
Level	5
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge in evaluating performance of experts/specialists <ul style="list-style-type: none"> • Comprehend company claims policy, procedure and guidelines • Comprehend company requirements on performance standards of experts/specialists • Comprehend company claims processing system • Know about performance evaluation • Comprehend relevant compliance and regulatory requirements in processing claims • Establish policies for vendor selection 2. Assess performance of experts/specialists <ul style="list-style-type: none"> • Gather information on performance of appointed experts/specialists on regular basis • Analyze performance of appointed experts/specialists • Determine if performance of experts/specialists is up to company standard • Determine if services provided by experts/specialists comply with relevant compliance and regulatory requirements • Propose termination of appointment of individual expert/specialist if necessary • Update approved expert/specialist lists on a regular basis • Provide updated lists to relevant units 3. Appoint competent experts/specialists to support claims processing <ul style="list-style-type: none"> • Produce performance evaluation results of individual specialists • Ensure the engagement of vendors are best value for money • Maintain lists of experts/specialists, who are able to achieve performance standard, to facilitate sourcing of domain experts/specialists • Request relevant units not to appoint those experts/specialists who are not up to performance standards • Explain to relevant units the performance requirements of domain experts/specialists.
Assessment Criteria	<p>The integral outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to identify performance indicators of domain experts/specialists • Able to carry out performance evaluations of individual domain experts/specialists against prescribed company standard and relevant regulatory requirements • Able to maintain lists of qualified experts/specialists • Able to explain to relevant units the performance requirements of domain experts/specialists.
Remark	This unit of competency is also applicable to general insurers and life insurers.