

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Functional Area: Claims

Title	Develop claims operation manuals and best practices
Code	105575L5
Range	This unit of competency is applicable to those who are responsible for developing claims operation manuals. It involves designing flow of claims process, determining authority limits and reporting lines of different job posts, as well as providing guidance to relevant staff on using operation manual.
Level	5
Credit	5 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge in claims procedures <ul style="list-style-type: none"> • Comprehend company claim policy • Comprehend company claims service principles • Comprehend coverage of company's insurance products • Comprehend roles of different posts in claims process • Be aware of the market norm in claims service • Comprehend relevant compliance and regulatory requirements • Understand financial management aspects of an insurance business 2(a). Establish claims procedures <ul style="list-style-type: none"> • Create process flow for all lines of business • Benchmark claims procedures against market practice • Determine authority limits of different positions • Determine reporting lines of different positions • Explain claims operation manual to claims staff and other relevant units • Provide guidance to relevant staff on using claims operation manual • Set up channels to obtain feedback on claims operation manual 2(b). Create claims best practices by lines of business <ul style="list-style-type: none"> • Update the process flow as necessary to include revised claims best practices as determined by local and/or global claims management • Ensure that claims best practices should include all the value chains from claim registration to file closure 2(c). Maintain up-to-date operation manual <ul style="list-style-type: none"> • Review contents of operation manual in light of new business lines and products • Update operation manual based on review findings • Update claims best practices. 3. Develop operation manual to standardize claims operations and supports company claims reserving policies, guidelines and best practices <ul style="list-style-type: none"> • Develop operation manual that covers all claims operations • Lay out each step of operations precisely in the manual • Ensure that claims operations are in line with company claims policies, guidelines and best practices • Update operation manual to cater new business lines and products.
Assessment Criteria	<p>The integral outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to organize claims operations into step-by-step procedures • Able to describe claims procedures in writing • Able to develop claims operation manual that supports company's claims policies and guidelines and complies with relevant compliance and regulatory requirements • Able to train relevant staff members to use the manual • Able to develop and update claims best practices • Able to update operation manual to support development of new business lines and products.
Remark	This unit of competency is also applicable to general insurers and life insurers.