

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