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| **Checklist 10—Claims** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| ***Overview*** |  |  |  |  |
| Inform insurer personnel of new procedures for handling claims: if claims continue to be paid, if a moratorium was issued regarding the payment of claims (if claims will continue to be paid, note specific dollar limits), or if the insurer is in liquidation and claims need to be coordinated with guaranty associations. |  |  |  |  |
| Meet with claims manager (or appropriate personnel) to discuss the insurer’s policies and procedures, managers/supervisors and their responsibilities, staffing and duties required as result of order.Document same. |  |  |  |  |
| Conduct interviews of claims department personnel to determine policies and claims processing procedures and to evaluate staff. Document same. |  |  |  |  |
| Determine whether any special technical knowledge is required for claims arising from the insurer’s line of business. |  |  |  |  |
| Document the claim department’s check/draft signature procedures. Coordinating with accounting, determine if new check/draft request procedures need to be established. Assist in the implementation of controls as necessary. |  |  |  |  |
| Coordinating with Accounting, secure any non-negotiated check/draft stock located in the insurer’s claims department. |  |  |  |  |
| Coordinating with Accounting, obtain a listing of outstanding checks/drafts. If the check/draft will not be honored, the claim file listing must be updated to reflect the open status. |  |  |  |  |
| Obtain management reports, analyses, or other supporting memos regarding claims/underwriting matters. |  |  |  |  |
| ***Claims Records*** |  |  |  |  |
| Determine location of all claims records. |  |  |  |  |
| Secure all claim manuals. |  |  |  |  |

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| **Checklist 10—Claims** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| Obtain claim register. |  |  |  |  |
| Obtain list of current litigation related to claims, including:* Bad-faith actions
* Excess exposures of the insurer
* Errors and omission claims against insurer personnel
 |  |  |  |  |
| Obtain list of:* Defense counsel name and address
* All subrogation attorneys used by insurer
* Outside adjusters used by insurer
* Any independent appraisal firms used by insurer
 |  |  |  |  |
| Obtain list of:* Claims handled by outside adjusters
* Open claims reserve report by claim number
* Open claims reserve report by insured
* Open claims report by residential state of the insured, so that information can be made available to appropriate guaranty associations. Update on daily basis to reflect new loss reports
 |  |  |  |  |
| Obtain an address listing and database of all premium finance companies, licensed agents, brokers and reinsurance intermediaries and copies of servicing agreements with agents/brokers. |  |  |  |  |
| Obtain copies of all active indemnity agreements. |  |  |  |  |
| Document the layout of claim files, noting the following:* Claim numbering sequences/series
* Filing procedures
* Forms and form letters used by the insurer’s claims department
* Other related reference material
 |  |  |  |  |
| Document claims department filing procedures. |  |  |  |  |

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| **Checklist 10—Claims** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| Identify, review and sort claim files into categories:* OK for payment but the check/draft has not been issued
* Open
* Hardship
* Lawsuit
* Arbitration
* Subrogation
* Salvage
* Closed
 |  |  |  |  |
| Obtain copies of all forms used by the claims department. |  |  |  |  |
| Note any surety bonds and claims that arise from surety bonds. |  |  |  |  |
| Determine claims backlogs and establish priorities, including:* The set-up of new loss reports
* Note the adjustor’s average file counts on pending claims
* Monthly opening and closing file counts
* Review the adequacy of mail pulls, check/draft procedures, diary pulls, etc.
 |  |  |  |  |
| Monitor the setup of new claims. |  |  |  |  |
| Designate team member(s) to review mail received to determine quantity of correspondence, attempt to spot problems, note patterns on established procedures, etc. |  |  |  |  |
| Oversee filing of communications in claims files. |  |  |  |  |
| Consult with the Department of Insurance regarding complaints filed with the Department. |  |  |  |  |
| Obtain subrogation and salvage logs and/or diaries. |  |  |  |  |
| Salvage & subrogation – determine whether a review of closed files is required to identify maximum recoveries. |  |  |  |  |
| Initiate new procedures as to the receipt of a lawsuit, either:* Arising from the policy defense of an insured, or
* Direct actions against the insurer
 |  |  |  |  |

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| **Checklist 10—Claims** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| ***Branches and Outside Facilities*** |  |  |  |  |
| Identify all branch offices and outside facilities at which claim files are housed. |  |  |  |  |
| Determine approximate number of files housed at each facility and arrange for inventory to be taken. |  |  |  |  |
| Determine if files need to be returned or sent to other locations. |  |  |  |  |
| ***HMO/Health Insurers*** |  |  |  |  |
| Obtain original or copies of all provider contracts. |  |  |  |  |
| Obtain a listing and database of all medical providers that lists tax ID numbers and contract rates. |  |  |  |  |
| Obtain a listing of disputed claims. |  |  |  |  |
| Obtain a certificate of coverage table. |  |  |  |  |
| Obtain a pay history table by subscriber/patient. |  |  |  |  |
| ***Proof of Claim*** |  |  |  |  |
| Determine what parties are to receive Proof of Claim forms and obtain listings of last known address, including:* Guaranty associations
* Ancillaries
* Policyholders
* Loss claimants
* TPAs, MGAs, MGUs, Premium Finance Companies
* Brokers/Agents
* Intermediaries
* General creditors
* Employees
* Vendors
* Government entities
* Shareholders
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| **Checklist 10—Claims** | **Project Assigned To** | **Date Completed** | **Completed By** | **Notes** |
| ***Coordinate with P&C Guaranty Associations*** |  |  |  |  |
| Prepare UDS worksheet or submission on all open and recently opened claims. |  |  |  |  |
| Coordinate with NCIGF to transmit UDS information to guaranty associations. |  |  |  |  |
| Inventory and forward loss files to the appropriate guaranty associations. |  |  |  |  |