

Insurer claims management

<insurer name> audit report

<audit dates>



Executive summary

Introduction

The State Insurance Regulatory Authority (SIRA)/Insurer/External Auditor conducted a claims management audit of <insurer> from <start date> to <end date> using the Insurer claims management audit manual and all audit criteria components.

Audit Procedure

This audit was conducted in accordance with the requirements outlined within SIRA Insurer claims management audit manual.

Audit Overview

Audit team	Lead auditor - Audit team members -
Audit site location	
Dates for the audit	
Audit Type	<input type="checkbox"/> SIRA-initiated <input type="checkbox"/> self-audit
Audit Period	
Number of significant injury claims in the audit period	
Number of claims audited	
List of claims audited	See Attachment A
Opening meeting attendees	
Closing meeting attendees	
Overall audit level achieved	<Insert Level A, Level B or Level C>

Results Overview:

Table 1 - Overall results summary

<insert graph from audit tool – “Overall results summary” tab here>

Results: Compliance

Total score for component: %

1. Injury management and recovery at work assessment	
Compliance Audit score:	%
Case Management Audit Score	
Data Quality Audit Score	
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
2. Injury management and recovery at work planning	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
3. Injury management and recovery at work implementation	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
4. Injury management and recovery at work finalisation	
Audit score:	Not applicable
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	There is no compliance component applicable to this element
5. Liability determination	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
6. Work capacity	
Audit score:	%

Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
7. Claims estimates	
Audit score:	Not applicable
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	There is no compliance component applicable to this element
8. Service provider management	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
9. Managing payments	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
10. Permanent impairment	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
11. Commutations	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
12. Work injury damages	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
13. Case handover	
Audit score:	Not applicable
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	There is no compliance component applicable to this element
14. Information and records management	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	

Table 2 – Compliance component summary

<insert graph from audit tool – “Compliance summary” tab here>

Results: Case management practice

Total score for component: %	
1. Injury management and recovery at work assessment	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
2. Injury management and recovery at work planning	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
3. Injury management and recovery at work implementation	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
4. Injury management and recovery at work finalisation	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
5. Liability determination	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
6. Work capacity	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
7. Claims estimates	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	

8. Service provider management	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
9. Managing payments	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
10. Permanent impairment	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
11. Commutations	
Audit score:	Not applicable
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	There is no case management practice component applicable to this element
12. Work injury damages	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
13. Case handover	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
14. Information and records management	
Audit score:	Not applicable
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	There is no case management practice component applicable to this element

Table 3 – Case Management component summary

<insert graphs from audit tool – ‘Best practice summary’ tab here>

Results: Data quality

Total score for component: %

1. Injury management and recovery at work assessment		
Audit score:	Not applicable	
Total criteria conformance:		Maximum achievable criteria conformance:
Key findings:	There is no data quality component applicable to this element	
2. Injury management and recovery at work planning		
Audit score:	Not applicable	
Total criteria conformance:		Maximum achievable criteria conformance:
Key findings:	There is no data quality component applicable to this element	
3. Injury management and recovery at work implementation		
Audit score:	Not applicable	
Total criteria conformance:		Maximum achievable criteria conformance:
Key findings:	There is no data quality component applicable to this element	
4. Injury management and recovery at work finalisation		
Audit score:	Not applicable	
Total criteria conformance:		Maximum achievable criteria conformance:
Key findings:	There is no data quality component applicable to this element	
5. Liability determination		
Audit score:	%	
Total criteria conformance:		Maximum achievable criteria conformance:
Key findings:		
6. Work capacity		
Audit score:	%	
Total criteria conformance:		Maximum achievable criteria conformance:
Key findings:		
7. Claims estimates		
Audit score:	%	
Total criteria conformance:		Maximum achievable criteria conformance:
Key findings:		
8. Service provider management		
Audit score:	Not applicable	
Total criteria conformance:		Maximum achievable criteria conformance:
Key findings:	There is no data quality component applicable to this element	
9. Managing payments		
Audit score:	%	

Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
10. Permanent impairment	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
11. Commutations	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	
12. Work injury damages	
Audit score:	Not applicable
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	There is no data quality component applicable to this element
13. Case handover	
Audit score:	Not applicable
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	There is no data quality component applicable to this element
14. Information and records management	
Audit score:	%
Total criteria conformance:	Maximum achievable criteria conformance:
Key findings:	

Table 4 - Data quality component summary

<insert graphs from audit tool - "Data quality summary" tab here>

Overall Audit Score	
Compliance Audit score:	%
Case Management Audit Score	
Data Quality Audit Score	
Total	

Observations

Strengths:

The following practices/processes were identified as areas of strength in <insurer name> management of claims:

- <insert areas of strength>

Areas for improvement:

- <insert areas for improvement>

Audit Conclusion

On this basis of this audit, <insurer name> achieved an audit level <A / B / C>.

Further Actions

Based on the audit score, the Insurer claims management audit manual <requires / does not require> an improvement plan to be completed.

Yours sincerely,

Lead Auditor details

Appendix A – List of claims audited

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INSERT YOUR BUSINESS BRANCH AND CONTACT DETAILS, FOR EXAMPLE:

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General phone enquiries 1300 137 131 or Claims Advisory Service 1300 656 919

Website www.sira.nsw.gov.au

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