Australian Government

FNSILF415 Evaluate life insurance claims

Release: 1

FNSILF415 Evaluate life insurance claims

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 7.0. Supersedes and is not equivalent to FNSILF405 Evaluate life insurance claims. Major changes to elements. Significant rewording of performance criteria. Update to foundation skills to incorporate the use of technology. Performance evidence and knowledge evidence updated to clarify intent.

Application

This unit describes the skills and knowledge required to handle the receipt, initial assessment and processing of claims made under risk-based life insurance policies.

The unit applies to claims assessors who work in claims management in life insurance contexts.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Life insurance

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Process claim information	1.1 Receive and file claim information 1.2 Summarise information in assessment notes according to organisational policies and procedures 1.3 Check that documentation is correct and complete according to legislative and regulatory requirements
2. Evaluate claim	2.1 Determine the authority level required to evaluate the claim

ELEMENT	PERFORMANCE CRITERIA
information	2.2 Analyse information and evidence against policy terms and conditions according to organisational policies and procedures 2.3 Determine if policy terms and conditions are met 2.4 Identify whether policy exclusions apply 2.5 Analyse information on file, identify gaps and request additional information as required and according to code of professional practice and code of ethics 2.6 Refer assessment of application and file to appropriate authority for approval if required, according to organisational policies and procedures
3. Establish liability for payment	3.1 Determine authority level required to establish liability, and refer decision and rationale with claim file to appropriate authority if necessary, according to organisational policies and procedures 3.2 Determine whether claim can be admitted and whether payment is required according to organisational policies and procedures and within authority limits 3.3 Calculate and process payment according to organisational policies and procedures, as required 3.4 Communicate outcomes to required parties according to organisational policies and procedures 3.5 Update policy, claim records and file documentation according to organisational policies and procedures
4. Close claim	4.1 Confirm required documentation for the claim is stored in claim file according to organisational policies and procedures 4.2 Confirm required medical, financial and closure fields are completed in claims system according to organisational policies and procedures 4.3 Confirm all policy records are updated in policy administration system according to organisational policies and procedures 4.4 Update claim information in required systems according to organisational policies and procedures 4.5 Advise policy owner or authorised parties of status of claim according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	**Description**
Numeracy	• Interprets numerical information and performs calculations according to organisational policies and procedures
Oral communication	• Provides information using technically correct language that is specific to audience and purpose • Selects and uses communication conventions and protocols to liaise with others
Reading	• Gathers, analyses and interprets simple to complex information from a range of sources and identifies relevant information and actions
Writing	• Produces texts of varying complexity using appropriate language, grammar and logical sequencing to convey and record information
Planning and organising	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effectiveness
Problem solving	• Makes decisions regarding claim validity based on implementation of standard procedures and/or evaluation against set criteria
Self-management	• Follows legislative requirements; and protocols, policies and procedures
Technology	• Uses key features and functions of digital tools to complete work tasks

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSILF405 Evaluate life insurance claims.

Links

Companion Volume Implementation Guide is found on VETNet - - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe