Australian Government

FNSILF516 Manage group life insurance claims

Release: 1

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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 FNSILF506 Manage group life insurance claims. Minor change to elements. Significant rewording of performance criteria. Minor changes to foundation skills descriptions. Performance evidence and knowledge evidence updated to clarify intent.

Application

This unit describes the skills and knowledge required to effectively manage claims made against group life insurance policies.

The unit applies to individuals who manage cases and claims associated with group life insurance policies.

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. Receive and evaluate claim against group life insurance policy	1.1 Confirm channels of lodgement have been followed according to organisational policies and procedures 1.2 Identify relevant policy and type of cover 1.3 Evaluate evidence of identity for member 1.4 Communicate details of claim with claimant and group policy owner according to organisational policies and procedures, and legislative and regulatory requirements, as

ELEMENT	PERFORMANCE CRITERIA
	required
2. Review group history and eligibility for cover of claimant	2.1 Identify nature of fund membership and retained cover for claimant 2.2 Determine whether cover is limited to automatic acceptance and if additional cover was made available 2.3 Establish whether claimant was at work on commencement date of present insurance and determine impact on nature and extent of coverage 2.4 Verify currency and accuracy of premium contributions
3. Manage claim and information collection	3.1 Identify communication channels required for each claim and suited to stakeholder 3.2 Identify required contact points and intermediaries, and engage in line with their role and responsibilities, as required and according to organisational policies and procedures 3.3 Manage information collection and communication strategy in line with agreements and obligations and according to organisational policies and procedures, and legislative and regulatory requirements 3.4 Refer claim to authorised team member where problems or disputes arise, as required, according to organisational policies and procedures
4. Assess claim	4.1 Review claim submission and establish circumstances of claimed condition of member 4.2 Identify and interpret policy wordings and request additional information required to progress claims assessment information according to the code of ethics, as required 4.3 Communicate reasoning to the claimant and Group Policy owner where required 4.4 Evaluate evidence to determine whether assessment criteria are satisfied 4.5 Assess claimant compliance to additional disclosure requirements where cover was provided by means other than automatic acceptance 4.6 Determine benefit payable, and communicate decision to required stakeholders and personnel 4.7 Inform member and Group Policy owner of end date of benefit payments, and any changes to the terms of the cover
5. Pay group life insurance benefits	5.1 Determine entitlements according to required policy conditions and within authority levels, and obtain sign-off as

ELEMENT	PERFORMANCE CRITERIA
	required 5.2 Identify parties authorised to receive benefits paid by insurer 5.3 Communicate decisions to required parties, according to organisational policies and procedures, and legislative and regulatory requirements 5.4 Evaluate dependent relationships and beneficiary nominations for death benefits, as required 5.5 Set in place ongoing assessment processes for salary continuance claims and confirm benefit is taxed prior to payment 5.6 Request additional evidence for salary continuance claims as required
6. Finalise and close claim	6.1 File required documentation on claim according to organisational policies and procedures 6.2 Complete medical, financial and closure fields according to organisational policies and procedures 6.3 Update policy records in required systems according to organisational policies and procedures 6.4 Close claim in required systems and communicate closure to policy owner or authorised parties

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	• Uses mathematical equations to perform calculations
Oral communication	• Uses required conventions and protocols, language and tone, and correct terminology to convey information • Uses active listening, questioning and summarising techniques to gather, confirm and validate information
Reading	• Gathers, analyses and interprets simple to complex information from a range of sources to identify and consolidate information relating to requirements
Writing	• Records and completes routine organisational texts using structure, grammar and vocabulary appropriate to task and context

Skill	Description
Planning and organising	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effectiveness • Makes decisions regarding claims based on systematic analysis of all information, taking into account organisational requirements and regulatory environment
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 FNSILF506 Manage group 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