



Australian Government

FNSILF515 Manage ongoing disability 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 FNSILF505 Manage ongoing disability claims. Significant rewording of elements and 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 manage the assessment of ongoing life insurance disability claims.

The unit applies to individuals in the life insurance industry involved in disability claims management that is prolonged and requires ongoing supervision.

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Manage disability claim review procedures	1.1 Identify required claim information and timeframes for update 1.2 Review continuing liability of insurer against ongoing disability claim 1.3 Identify required periodical claimant submissions and review ongoing disability claims 1.4 Maintain contact with claimant and required stakeholders 1.5 Review claim file, apply policy terms, conditions and

ELEMENT	PERFORMANCE CRITERIA
	definitions and establish ongoing assessment criteria
2. Review claim and source additional information	2.1 Evaluate whether information satisfies ongoing assessment criteria 2.2 Determine expected timeframe for client recovery from disability according to required disability guidelines 2.3 Discuss expected timeframe with medical expert, and confirm timeframes with client and treating doctor 2.4 Identify and document potential delays to client recovery with client and treating doctor 2.5 Review information and identify need for additional evidence 2.6 Collect additional information according to organisational policies and procedures, code of ethics, and legislative and regulatory requirements
3. Consult and monitor specialists regarding complex claims as required	3.1 Identify need to appoint specialists to assist in ongoing review of claim 3.2 Engage and instruct appointed specialists as required 3.3 Monitor specialist activities as required 3.4 Interpret and review specialist reports and information
4. Assess ongoing claim	4.1 Analyse and review claimant submissions, information and specialist reports against ongoing assessment criteria 4.2 Determine if claim has been fulfilled according to ongoing assessment criteria 4.3 Communicate results of assessments to required stakeholders
5. Adjust benefits as required	5.1 Calculate benefit entitlements according to policy terms and conditions, and organisational policies and procedures 5.2 Apply offsets and indexation to benefits according to policy terms and conditions, and organisational policies and procedures 5.3 Interpret and apply criteria for ceasing income-stream benefit payments according to policy terms and conditions, code of ethics, organisational policies and procedures, and legislative and regulatory requirements
6. Identify requirements for ongoing assessment	6.1 Identify periodical claimant submissions required to support the review of the ongoing disability claim 6.2 Determine date of last benefit according to organisational policies and procedures 6.3 Communicate result with required stakeholders
7. Finalise and close	7.1 File required documentation on claim according to

ELEMENT	PERFORMANCE CRITERIA
claim	- organisational policies and procedures 7.2 Complete medical, financial and closure fields according to organisational policies and procedures 7.3 Update policy records in required systems according to organisational policies and procedures 7.4 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 functions of varying complexity when performing calculations
Oral communication	- Uses required conventions and protocols and appropriate language and correct terminology to convey and share information to diverse audiences - Uses active listening, questioning and summarising techniques to gather, confirm and validate information
Reading	Gathers, collates, analyses and interprets simple to complex information from a range of sources to identify and consolidate information relevant to requirements
Writing	- Records and completes routine organisational texts using structure, grammar and vocabulary appropriate to task and context - Edits and proofreads documents to ensure clarity of meaning, accuracy and consistency of information
Planning and organising	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effectiveness - Makes decisions based on systematic analysis of all information, taking into account organisational requirements and regulatory environment
Self-management	Follows legislative requirements; code of ethics; 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 FNSILF505 Manage ongoing disability claims.

Links

Companion Volume Implementation Guide is found on VETNet - -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSILF515 Manage ongoing disability claims

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage at least two different ongoing disability claims, including at least one claim that includes changes in claimant's situation.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies and procedures, and legislative, regulatory and code of ethics requirements relating to managing ongoing disability claims
- disability guidelines relating to ongoing disability life insurance claims
- key features of life insurance policy terms, conditions, and payment criteria
- key medical and disability terminology to interpret specialist reports and information
- key method and criteria for determining continuity of income-stream benefits
- insurance claims investigation procedures and practices
- key features of:
 - risks associated with ongoing disability insurance claims
 - benefit structures based on the nature of disability claims
 - claimant submissions
- role of key medical specialists and other stakeholders consulted in relation to ongoing disability claims
- organisational systems used to manage, file and close ongoing disability claims.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- office equipment, technology, software and consumables
- organisational records, policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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