



Australian Government

FNSPIM417 Analyse and manage medical indemnity claims

Release: 1

FNSPIM417 Analyse and manage medical indemnity claims

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to analyse and evaluate claims within a medical indemnity context. It encompasses collecting, analysing and using appropriate evidence and criteria to determine cause and apportion liability.

It applies to individuals who use specialised legal and medical knowledge to make judgements within their level of responsibility. They work independently and in teams and take responsibility for assessing claims within a structured organisational framework.

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

Unit Sector

Personal injury management

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. Receive and organise information relating to medical indemnity claim	1.1 Organise and collate information relating to the claim into a coherent file 1.2 Enter relevant claim details in organisational systems 1.3 Identify any information deficiencies and seek specific additional information from appropriate sources including medical experts 1.4 Maintain confidentiality of information according to legislative requirements, industry principles and organisational requirements
2. Research claim and validate medical	2.1 Determine type of medical indemnity claim and the key parties

ELEMENT	PERFORMANCE CRITERIA
indemnity claim information	involved 2.2 Assess sufficiency and thoroughness of information supplied including expert medical evidence 2.3 Determine if case needs to be referred to other personnel according to organisational delegation rules for cases with unresolved complexity, abnormalities, classification uncertainties or insufficient information 2.4 Review claim information to determine legitimacy of claim including validity and coverage of insurance policy 2.5 Review, segment and prioritise claims for assessment of liability
3. Assess medical indemnity claim to determine cause, liability and quantum	3.1 Undertake thorough and systematic review and assessment of facts, expert medical evidence and information relevant to circumstances of the claim 3.2 Consult with technical and/or claims advisers to clarify information and seek advice as required 3.3 Follow organisational procedures and use analysis tools to assess evidence in determining cause and liability 3.4 Apportion liability and determine quantum fairly and impartially within limits of delegated authority according to regulatory and organisational guidelines
4. Document decisions and determine quantum of claim settlement	4.1 Record outcome of analysis documenting all relevant information used to support the decision-making process 4.2 Use organisational tools and systems to determine quantum including claim settlement amount and note any additional considerations or exceptions 4.3 Update organisational systems accurately with required information in a timely manner

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
	1.1, 2.1-2.5, 3.1	Gathers, analyses and interprets simple to complex information from a range of

Reading		sources and identifies relevant information and actions
Writing	1.2, 4.1	Produces texts of varying complexity using appropriate language, grammar and logical sequence to convey and record information accurately and effectively
Oral Communication	1.3, 3.2	Uses clear, specific language and correct medical and legal terminology to convey and clarify information and achieve required outcomes
Numeracy	3.4, 4.2	Uses mathematical operations to perform calculations
Navigate the world of work	1.4, 3.3	Recognises and follows legislative requirements, explicit and implicit protocols, policies and procedures and meets expectations associated with own role
Interact with others	1.3, 3.2	Selects and uses appropriate communication conventions and protocols to liaise with others
Get the work done	1.1-1.4, 2.1-2.5, 3.1-3.4, 4.1-4.3	- Organises, sequences and prioritises tasks and own workload for efficiency and effective outcomes - Investigates and uses intuition taking into consideration a range of variables and previous cases - Addresses less predictable problems and initiates standard procedures in response, applying problem-solving processes in determining a solution - Uses a range of digitally based technologies to access, extract and manage relevant information to achieve required outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM417 Analyse and manage medical indemnity claims	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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