

# QUALITY ASSURANCE REDESIGN UPDATE

CLAIMS COMMITTEE MEETING MARCH 9, 2015  
BOARD OF GOVERNORS MEETING MARCH 16, 2015

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## EXECUTIVE SUMMARY

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### Quality Assurance Redesign

Citizens' Governance Group and our Quality Assurance team has redesigned our audit 'process' for 2016, and beyond. We have consolidated our '*Best Claims Practice*' and '*Estimating Guidelines*'; (previously, two separate documents) into a single, comprehensive document that encompasses eight 'Phases' of what our core expectations demand for quality customer claim service and file management.

The QA team; comprised of desk auditors and field re-inspection specialists, perform audits that provide credible, statistical data to Citizens' business unit leaders, which identifies claim service '*behavior*'; both good and where areas of opportunity exist. Delivering the credible data to the business units provides the information needed to '*drive performance*', support accountability, target training needs and enhance frontline management mentoring. Our 2016 focus is with customer service, investigation, scope / technical estimate proficiency and file management.

Governance and QA team; in conjunction with individual business unit participation, are developing specific 'best practices' for *sinkhole*, *litigation* and *appraisal / mediation*.

Citizens' file review process is automated via our contracted vendor platform; *InPoint ClaimsMonitor*, an industry leading software solution for claim file '*end-to-end*' claim service evaluation.

- Data-driven by system transfer from Citizens' *ClaimCenter*
- Technical review for compliance with Citizens' BCP / EG & Florida Statutes
- 300 point CPI (claim performance index) scoring mechanism
- Ability to customize adhoc / dashboard 'targeted' entities

**Citizens' Quality Assurance** ... *redesigned for success, to measure, monitor & mentor for continual improvement* of the claim service we provide the citizens of Florida, our customers.

## RECOMMENDATION

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There is no recommendation at this time.