



## **FOIL UPDATE**

**February 2010**

### **RTA Process Reform – information from IDSL**

*Managing and co-ordinating the IT system*

FOIL has received the following further information on the development of the IT for the new process from IDSL, which is supporting the Project Steering Group.

#### **Update on the Electronic Portal**

# **IDSL**

Claimant lawyers and insurer/compensators are working together to develop and implement an electronic communication portal to support the RTA PI Claims Process Reforms effective from April 6th 2010. The reforms will enable early settlement of claims and swifter compensation to claimants by streamlining the claims process.

Electronic communication between claimant lawyers and insurers is agreed as essential to support the process. IDSL, as the industry body responsible for implementing and managing shared general insurance claims data initiatives for the insurance industry, has been asked to project manage and coordinate the implementation of the system for the benefit of all parties. IDSL will be communicating with lawyers, insurers/compensators, brokers and other intermediaries to keep them apprised on the progress of the system development and to help them interface with their own in-house systems and processes.

The governance overseeing the project has been agreed. A Project Steering Group (PSG) has been in place since September 2009. This is made up of an independent Chairman and representatives from the MASS, APIL, TUC, MIB, insurers and support from IDSL Project Management and MoJ observers. The first task for the PSG was to select the technology partner to deliver the communications portal. Out of the 15 respondents to the ITT the PSG selected CRIF Decision Solutions Ltd (CRIF). The delivered system will provide maximum performance and security and meet the Information Commissioner's recommendations for secure transmission of electronic messages.

IDSL has been holding a number of workshops with "Hands on" users from claimant lawyers and defendants. Working within the parameters of the agreed process reforms, the requirements for the portal system have been refined.

Accessing the electronic portal will be simple and flexible with two interface methods-

- secure access to the portal web site to allow data entry via web browser screens
- the ability for in-house case management systems of claimants and defendants to submit and receive the appropriate data electronically via Application-to-Application (A2A) links.

To enable the challenging timescales to be met, the portal will be developed in two phases. The first phase will deliver the functionality to support Stage 1 of the process reforms, with the second phase covering Stages 2 and 3. Both phases will be fully tested and implemented by the live date.

The delivery is progressing to plan, key milestones are:-

10/12/2009 - Stage 1 development (Web browser) complete  
23/12/2009 – Stage1 User Acceptance Testing (Web browser) complete  
07/01/2010 – Stage1 Training/Demo system (Web browser) starts  
01/02/2010 - Stage 1 Training/Demo system (A2A) starts  
25/02/2010 - Stage 2/3 Training/Demo system starts  
01/03/2010 – Live rollout starts  
06/04/2010 – Full go-live

For more information please see [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk) or email [howard.missin@polarisplus.co.uk](mailto:howard.missin@polarisplus.co.uk)

For more information on communications regarding the system, please contact Nicky Godfrey/Hayley Tea at Peak Marketing on [nicky.godfrey@peak-marketing.co.uk](mailto:nicky.godfrey@peak-marketing.co.uk) / [hayley.tea@peak-marketing.co.uk](mailto:hayley.tea@peak-marketing.co.uk)

## **NEWS RELEASE FROM IDSL** **19 January 2009**

The logo for IDSL, consisting of the letters 'IDSL' in a bold, teal, sans-serif font.

### **Count Down to RTA PI Claims Process Reforms Begins**

Insurers and claimant lawyers have 76 days to adapt internal operations and processes in readiness for April 6 – the formal implementation date of the Ministry of Justice reforms to streamline the compensation system for low cost RTA personal injury claims.

As of today 19<sup>th</sup> January, insurers, claimant lawyers and compensators can register to use the electronic portal designed to support adherence to the reforms by enabling the swift electronic exchange of all relevant claim information and related documentation, including medical reports. The portal will facilitate the streamlined flow of information on liability and quantum between parties, enable key decisions to be communicated rapidly, avoid duplication, reduce operational costs and allow for swifter claims settlement in line with the timeframes set by the new reforms.

To register, organisations should contact IDSL project manager Howard Missin by email: [howard.missin@polarisplus.co.uk](mailto:howard.missin@polarisplus.co.uk) and further information is available at [www.rtapiclaimsprocess.org.uk](http://www.rtapiclaimsprocess.org.uk). Early registration and use of the portal will allow organisations to bed in operational processes, in advance of formal implementation of the reforms on April 6, in a training environment.

Those registering will be able to access the portal via a web browser option to a secure web server and complete electronic forms online. Organisations can arrange testing/training partnerships whereby completed electronic forms can be submitted and transmitted for bi-lateral testing and training purposes. Access to the internet using standard browser software such as Internet Explorer (Version 6 or above) Mozilla Firefox or Opera is the only IT requirement. The web browser interface option has completed stringent user acceptance testing in December 2009 supporting Phase 1 of the roll out of the electronic portal, which addresses the requirements of Stage 1 of the claims process reforms. Stage 1 of the reforms requires insurers, on receipt of a claim notification form from the claimant lawyer, to admit or deny liability within 15 working days. Insurers currently have a maximum of 3 months from acknowledging the claim to accept or deny liability.

Phase 2 of the portal roll out will commence in February. This will provide an additional method for accessing the portal, linking with the Web Server via Application-to-Application (A2A) interfaces to the internal applications/systems used by Claimant Representatives or Defendant Insurer/Compensators. This uses standard XML-based messages. These messages provide the necessary information for the processing of claims, and also support the interaction of the client applications with the process as controlled by the system. The data content of the messages will be validated as necessary, and will be rejected in the event of an error.

User acceptance testing of Stages 2 and 3 of the process reforms for both web browser and A2A options will be completed in February. Stage 2 requires that on acceptance of liability the claimant lawyer completes and sends a settlement pack to the insurer/compensator and a timeframe of 15 working days has been set for insurer/compensator acceptance or a further 20 working days to negotiate via counter offers. Stage 3 of the reforms specifies that where liability has been accepted but relevant parties cannot agree a settlement figure, the claim proceeds to a quantum hearing. Stage 3 is not subject to a defined timeframe.

For more information on communications regarding the system, please contact Nicky Godfrey/Hayley Tea at Peak Marketing on [nicky.godfrey@peak-marketing.co.uk](mailto:nicky.godfrey@peak-marketing.co.uk) / [hayley.tea@peak-marketing.co.uk](mailto:hayley.tea@peak-marketing.co.uk)

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