

RTA PI Reforms - Portal Update - Message (HTML)

Message Insert Options Format Text

Paste Cut Copy Format Painter Clipboard

Calibri 11 Basic Text

Address Book Check Names Names

Attach File Attach Item Business Card Include

Calendar Signature

Follow Up High Importance Low Importance Options

Spelling Proofing

To...
Cc...
Send

Subject: FW: RTA PI Reforms - Portal Update

Update on the Electronic Portal Designed to Support the RTA PI Claims Process Reforms

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 co-ordinate 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 appraised 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. There are more workshops planned, please contact Howard Missin for further information: howard.missin@polarisplus.co.uk

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 or email 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 / hayley.tea@peak-marketing.co.uk