

SOP Template: Verification of Policyholder Information and Coverage Validation

This SOP details the process for **verification of policyholder information and coverage validation**, including the collection of accurate personal and policy details, cross-referencing data with internal databases, confirming coverage status and policy limits, detecting discrepancies or fraudulent information, and ensuring compliance with regulatory standards. The objective is to maintain data integrity, provide reliable coverage confirmation, and support efficient claims processing.

1. Purpose

To outline standard procedures for verifying policyholder information and validating coverage to ensure accuracy, regulatory compliance, and effective claims management.

2. Scope

This SOP applies to all personnel involved in policy administration, customer service, and claims processing within the organization.

3. Responsibilities

- **Customer Service Representatives:** Collect and input accurate data, notify management of discrepancies.
- **Underwriting Team:** Assist in complex cases and validate coverage terms.
- **Compliance Officer:** Ensure all processes adhere to regulatory guidelines.
- **Claims Team:** Use verified information for claims adjudication.

4. Procedure

1. **Collection of Policyholder Information**
 - Request and gather personal identification (name, DOB, contact, address).
 - Obtain policy number and relevant policy documents.
2. **Data Entry and Initial Recording**
 - Enter collected details into the organization's policy management system.
 - Ensure all mandatory fields are complete.
3. **Cross-reference with Internal Databases**
 - Validate information against existing records.
 - Check for duplicate entries or inconsistencies.
4. **Coverage Validation**
 - Confirm policy status (active/inactive/lapsed).
 - Verify policy limits, coverage start/end dates, and benefit details.
5. **Discrepancy and Fraud Detection**
 - Investigate any inconsistencies or suspect information.
 - Escalate suspected fraud to the appropriate team.
6. **Regulatory Compliance**
 - Ensure data handling complies with privacy and insurance regulations.
 - Document all actions in case of audit.
7. **Confirmation & Documentation**
 - Send confirmation of verified information and coverage status to the policyholder, if required.
 - Update all relevant records with the verification outcome.

5. Documentation & Recordkeeping

- Maintain digital and/or physical copies of verification records for the required retention period.
- Securely store all documents in accordance with data protection policies.

6. Key Points of Contact

Role	Contact Information
Compliance Officer	compliance@yourcompany.com

Customer Service Manager	custservmgr@yourcompany.com
IT Support	itsupport@yourcompany.com

7. Revision History

Version	Date	Description	Author
1.0	2024-06-14	Initial SOP creation and implementation	Policy Admin Team