

SOP Template: Assignment of Claim Number and File Creation

This SOP details the **assignment of claim number and file creation** process, ensuring efficient tracking and management of claims. It covers the steps for generating unique claim numbers, establishing claimant files, organizing documentation systematically, and maintaining data accuracy. The purpose is to streamline claim handling, facilitate easy retrieval of information, and support effective communication throughout the claims lifecycle.

1. Purpose

To outline standardized procedures for the assignment of unique claim numbers and systematic file creation for effective claims management.

2. Scope

This SOP applies to all staff involved in the intake, handling, and processing of claims within the organization.

3. Responsibilities

- **Claims Intake Officer** – Assigns claim numbers, creates and maintains initial files.
- **Claims Manager** – Oversees compliance with this SOP.
- **Administrative Staff** – Supports file organization and documentation accuracy.

4. Procedure

1. **Claim Notification**
 - Receive incoming claim notification via email, phone, mail, or in-person submission.
2. **Assignment of Claim Number**
 - Access the claims management system or designated logbook.
 - Generate a unique claim number following the established numbering convention (e.g., YYYY-XXXX where YYYY is the year and XXXX is a sequential identifier).
 - Record the assigned claim number in the claim intake log.
3. **File Creation**
 - Create a physical and/or electronic file labeled with the unique claim number and claimant's name.
 - Enter all relevant claimant and claim details into the file and/or claims management system.
4. **Documentation Organization**
 - Organize all relevant documentation (e.g., claim forms, supporting evidence, correspondence) within the file, using standardized sections/dividers.
 - Maintain chronological order and ensure legibility of documents.
5. **Data Verification and Accuracy**
 - Review entries for completeness and accuracy.
 - Update the status of claim in the management system as “file created.”
6. **Notification**
 - Inform relevant stakeholders (e.g., claims examiner, supervisor) of the new claim number and file creation.

5. Records Management

- Store files securely according to company policy (e.g., access controls for electronic files, locked cabinets for paper files).
- Backup electronic files regularly as per data retention policies.
- Retain claim files for the period specified in regulatory and internal requirements.

6. Review and Revision

This SOP will be reviewed annually or as needed to reflect changes in process, technology, or regulatory requirements.