

Strategic Lean Project Report



Heating Oil Notice of Potential Claim (NPC) Processing

Agency: Pollution Liability Insurance Agency

Project Impact

PLIA improved NPC processing time, resulting in reducing the number of days insureds receive a claim determination from 32 days to 29 days.

Owners making claims under PLIA's Heating Oil Insurance program receive validation of coverage faster, resulting in beginning and completing the cleanup process sooner.

Project Summary

The agency's current practice of receiving and processing initial notices of potential claims to the point when the claim file is given to the claim manager for validation can take days. An insured must submit:

1. A signed Notice of Potential Claim form.
2. Documentation that insurance will not cover the cleanup of a release.
3. Confirmation that contamination exceeds the state's cleanup level.

These three required documents often come to the agency by piecemeal through the postal service, resulting in delayed processing time and redundant employee effort.

It currently takes 32 days to process a Notice of Potential Claim compared to our target of 24 days, which we want to meet by June 30, 2017.

PLIA revised the cover letter included in an insured's claim packet to encourage them to submit required documents electronically.

Project Results



Time

Decreased number of days **from 32 to 29**.



While PLIA did not reach its target of 24 days, we did see a slight decrease.



Customer Satisfaction

Increased time to begin customer site cleanup **from 32 days to 29 days**.



Decrease in processing time results in cleanups being completed sooner.

Project Details

Date improvement project was initiated: 3/9/2017

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