

CLAIMS HANDLING FOR IOWA Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Disclose to first-party claimants all pertinent benefits, coverages, or other provisions of a policy or contract under which a claim is presented	Not specified	Iowa Admin. Code r. 191-15.41(1)
Advise first-party property claimant of the acceptance or denial of the claim. Denial must be in writing. Claim file must contain documentation of denial.	Within 30 days after receipt of properly executed proofs of loss	Iowa Admin. Code r. 191-15.41(2)
Where there is a reasonable basis supported by specific information available for review by the commissioner that the first-party claimant has fraudulently caused or contributed to the loss, advise the claimant of the acceptance or denial of the claim	Within a reasonable time for full investigation after receipt of a properly executed proof of loss	Iowa Admin. Code r. 191-15.41(2)
Notify first-party claimant that more time is needed to determine whether a first-party claim should be accepted or denied giving the reasons more time is needed	Within 30 days after receipt of the proof of loss	Iowa Admin. Code r. 191-15.41(3)
If the investigation remains incomplete, send claimant a letter setting forth the reasons additional time is needed for investigation. Not required if there is a reasonable basis supported by specific information available for review by the commissioner that the first-party claimant has fraudulently caused or contributed to the loss.	45 days from the initial notification and every 45 days thereafter	Iowa Admin. Code r. 191-15.41(3)
Affirm or deny liability on claims	Within a reasonable time	Iowa Admin. Code r. 191-15.41(6)
In claims where multiple coverages are involved, tender payments which are not in dispute under one of the coverages where the payee is known	Within 30 days if such payment would terminate the insurer's known liability under that coverage	Iowa Admin. Code r. 191-15.41(6)
Acknowledge receipt of notification of claim. If acknowledgment is not written, notate and date claim file.	Within 15 days of receipt of notice unless payment is made within that period of time	Iowa Admin. Code r. 191-15.42(1)
Furnish the Iowa Insurance Division with an adequate response, in duplicate, to any inquiry regarding a claim	Within 21 days of receipt of such inquiry	Iowa Admin. Code r. 191-15.42(2)

Reply to all pertinent communications from a claimant which reasonably suggest that a response is expected	Within 15 days	Iowa Admin. Code r. 191-15.42(3)
Provide necessary claim forms, instructions and reasonable assistance to first-party claimants	Upon receiving notification of claim. Compliance within 15 days of notification of a claim, acknowledgement requirement above is satisfied.	Iowa Admin. Code r. 191-15.42(4)

(Current as of May 2012) – **This chart is not to be used as a substitute for reviewing the actual statutes and regulations.**

*The link provided is to the entire Iowa Administrative Code. In order to find the specific regulation referenced, you will need to click on the plus symbol next to Iowa Administrative Code on the left, then click Insurance Division [191], then click the plus symbol next to More, then click the plus symbol next to Chapter 15 Unfair Trade Practices, and finally click the specific regulation referenced.