

CLAIMS HANDLING FOR MISSOURI Property & Casualty Insurance

ACT TO BE PERFORMED	COMPLIANCE TIMEFRAME	REFERENCE
Acknowledge receipt of notification of claim from first-party claimant . If acknowledgement is not made in writing, notate and date claim file.	Within 10 working days of receiving notification	Mo. Code Regs. Ann. tit. 20, § 100-1.030(1)
Provide forms necessary to present claims with reasonable explanations regarding their use	Within 15 calendar days of a request. Compliance within 10 working days of notification of claim constitutes compliance with the acknowledgment requirement (1) above.	Mo. Code Regs. Ann. tit. 20, § 100-1.030(3) Mo. Rev. Stat. § 375.1007(13)
Reply to communication from any claimant which reasonably suggests that a response is expected	Within 10 working days	Mo. Code Regs. Ann. tit. 20, § 100-1.030(2)
Advise the first-party claimant of the acceptance or denial of the claim. Denial must be in writing and a copy maintained in the claim file.	Within 15 working days after the submission of all forms necessary to establish the nature and extent of any claim	Mo. Code Regs. Ann. tit. 20, § 100-1.050(1)(A)
Notify the first-party claimant that more time is needed for determination of whether claim should be accepted or denied and give the reasons why more time is needed	Within 15 working days after the submission of all forms necessary to establish the nature and extent of any claim	Mo. Code Regs. Ann. tit. 20, § 100-1.050(1)(C)
If investigation remains incomplete, send the claimant a letter setting forth the reasons additional time is needed for investigation	Within 45 days from the date of the initial notification and every 45 days after	Mo. Code Regs. Ann. tit. 20, § 100-1.050(1)(C)
Give first-party claimant who is neither an attorney nor represented by an attorney written notice that the statute of limitations or a policy time limit may be expiring and may affect the claimant's rights	30 days before the date on which the time limit may expire	Mo. Code Regs. Ann. tit. 20, § 100-1.050(1)(E)
Give third-party claimant who is neither an attorney nor represented by an attorney written notice that the statute of limitations or a policy time limit may be expiring and may affect the claimant's rights	60 days before the date on which the time limit may expire	Mo. Code Regs. Ann. tit. 20, § 100-1.050(1)(E)

Give insured copy of present value calculation of future benefits when offering cash settlements of first-party long-term disability income claims and have insured sign it	At the time the settlement is entered into and at the time the insured is first approached regarding settlement	Mo. Code Regs. Ann. tit. 20, § 100-1.050(1)(G)
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(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 Missouri Code of Rules for the Department of Insurance, Financial Institutions and Professional Registration. In order to find the specific section referenced you will need to scroll down.