




**The Catholic University of Eastern Africa**

TITLE	AUTHOR
<b>PROCEDURE FOR STAFF INSURANCE APPLICATION (CUEA/DVC ADM/HRM/10)</b>	<b>HR MANAGER</b>
	NO. OF APPENDICES:
	<b>NONE</b>
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**0.2 RECORD OF CHANGES**

No.	Date	Details of Changes		Authorization
	<i>(dd-mm-yy)</i>	<i>Page</i>	<i>Clause/subclause</i>	<i>Title</i>
1	21 June 2011	3	6.0 Reviewing of the method to make it adequate.	HR Manager

**0.3 Distribution / Circulation**


This Standard Operating Procedure is available at relevant functions for authorized users.

**1. PURPOSE**

To ensure that CUEA employees have timely and efficient medical, personal accidents and life insurance covers.

**2. SCOPE**

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This procedure covers all permanent employees and those on long term contracts of at least three (3) years.

### 3. TERMS AND DEFINITIONS

#### 3.1 Definitions of Terms Used:

For the purpose of this procedure the following terms shall apply in addition to those already defined in the CUEA Quality Management Manual.

3.1.1 ‘Medical Insurance’ is an arrangement in which the University pays money to a Company and that Company in turn pays employees’ medical bills to designated medical service providers.

#### 3.2 Abbreviations and Acronyms

3.2.1 **HR** - Human Resources

### 4. REFERENCES

This procedure makes reference to the following documents which form part of the QMS documentation:

- 4.1 CUEA’s Quality Management Manual
- 4.2 HR Policies and Procedures Manual


### 5. PRINCIPAL RESPONSIBILITIES

5.1 The HR Manager shall ensure that the procedure is being followed and adhered to.

### 6. METHOD

- 6.1 The HR Manager shall ensure that a newly recruited staff member is provided on arrival with a list of requirements needed and benefits provided for by the University such as staff medical insurance, Group Personal Accident and Group Life Cover
- 6.2 The Medical Insurance Officer shall furnish the applicant with the Medical Cover Application, Group Personal Accident Cover Application and Group Life Cover Application forms within 2 working days
- 6.3 The applicant shall fill the forms and attach the necessary documents including the photos, children’s birth certificates/notification of birth, and marriage certificate/affidavit and return them to the Medical Insurance Officer within 5 working days
- 6.3 The Medical Insurance Officer shall verify the forms in accordance with the University’s

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medical cover insurance policy and the binding policy of the medical cover insurance provider(s)

- 6.4 The Medical Insurance Officer shall forward the forms to the respective Insurance providers for processing within five (5) working days
- 6.5 The Medical Insurance officer shall inform the applicants whose forms have been processed to collect their respective medical insurance cards from the Medical Insurance office within five (5) working days. Communication shall be done either by e-mail, telephone or internal memo.
- 6.6 The Medical Insurance officer shall ensure that applicants acknowledge receipt of medical cards by signing on the register (CUEA/DVC ADM/HRM/10/Reg 1)

## 7. APPENDICES

None

## 8. ASSOCIATED DOCUMENTS

- 8.1 Medical Cover Application forms
- 8.2 Group Personal Accident Cover Application forms
- 8.3 Group Life Cover Application form

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