


# The Catholic University of Eastern Africa

TITLE	AUTHOR
<b>GROUP PERSONAL ACCEDIENT (STUDENTS)</b>  <b>CUEA/DVC-ADM/I&amp;I/004</b>	<b>ASSISTANT ADMINISTRATOR</b>
	NO. OF APPENDICES:
	<b>1 (ONE)</b>
<b>AUTHORIZATION</b> This Standard Operating Procedure is issued under the authority of:	
TITLE	<b>DEPUTY VICE- CHANCELLOR/ADMINISTRATION</b>
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DATE	<b>23 February 2011</b>
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<b>NOTE:</b> <ol style="list-style-type: none"> <li>Write amendments on the page provided (Clause 0.2)</li> <li>Controlled copies of this document will be in the Assistant Administrators and the Deputy Vice-Chancellors office</li> </ol>	

## 0. CONTENTS AND RECORD OF CHANGES

Revision		Date
00		18 – Jan 2011

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## 0.2 RECORD OF CHANGES

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	Page	Clause/subclause	Title

## 0.3 Distribution / Circulation

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

**1. Purpose:** This process outlines the application for group accident cover compensation to ensure timely, effective and efficient compensation for student injuries to reduce on inconveniences experienced by students and payment of hospital bills.

**2. Scope:** This procedure shall be used by the CUEA insurance office to facilitate the claim for injuries sustained by students only.


### 3. Reference:

3.1. Policy document on Group Personal Accident cover - students

3.2. A form called “medical certificate” from Pacis Insurance Company

3.3. A form called “ Personal Accident claim Form” from Pacis Insurance Company

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3.4. Medical bills from the attended Hospital

**4. Terms and Definitions:**

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


- 4.1. DVC – Deputy Vice-Chancellor
- 4.2. CUEA- Catholic University of Eastern Africa
- 4.3. Insured – the person/entity whose students are being covered by the Insurance Company
- 4.4. Indemnity-to go the state where one was before the accident
- 4.5. GPA-Group Personal Accident
- 4.6. Claim Package – *(Hospital bills, medical certificate filled, personal accident claim form filled, school admission letter, national and school identification cards, if the injury results in death, then the parents of the deceased have to produce a police report, post-mortem report, copies of student’s ID, National and school ID, the parents National ID’s if both parents, copy of marriage certificate or an affidavit sworn confirming that they are husband and wife)*
- 4.7. Discharge voucher – A consent document from the insurance company stating the amount the insurance is going to compensate
- 4.9. AA – Assistant Administrator
- 4.10. I&I – immigration and Insurance Department
- 4.11. OP – Operational Procedure

**5. Responsibility:** It is the responsibility of the Assistant Administrator (immigration and Insurance department) to ensure the procedure is followed.

**6. Method:**

- 6.1. The student shall submit claim application package to the assistant administrator. The forms (**appendix 7.1**) must be duly filled by the respective persons.
- 6.2. The assistant administrator shall verify and check the completeness of the documents.
  - 6.2.1. If the documents are complete, the assistant administrator shall forward the documents to the insurance company attaching all the supporting documents.

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6.2.2. If the documents are not complete, the AA shall revert to the student and make sure that the student has submitted all the required documents.

6.3. The AA shall liaise with insurance company to collect the payment order known as the discharge voucher.

6.4. The AA shall check the discharge voucher to verify if the amount on it reflects the amount claimed.

6.4.1. If the amount on it reflects the amount claimed, the AA shall sign the discharge voucher as a witness of acceptance of the compensation and forward the discharge voucher to the insurance company for further processing.

6.4.2. If the amount on the discharge voucher does not reflect the amount claimed, the AA shall liaise with the insurance company or clarification and she/he will not sign the discharge voucher.

6.5. The AA shall liaise with the insurance company to collect the cheque written in CUEA's name.

6.6. The AA shall forward the cheque to finance office for receipting.

6.7. The AA shall check and verify if he bills were paid by the student at individual level or if the bill was paid by CUEA.

6.7.1. If the bill was paid by the student, the AA shall communicate to the finance office to pay the student as compensation.

6.7.2. If the bill was paid by CUEA, the process ends.

## **7. Appendices**

7.1. Appendix A: Process Map

## **8. Associate Documents**

7.1. Policy document on Group Personal Accident cover – students

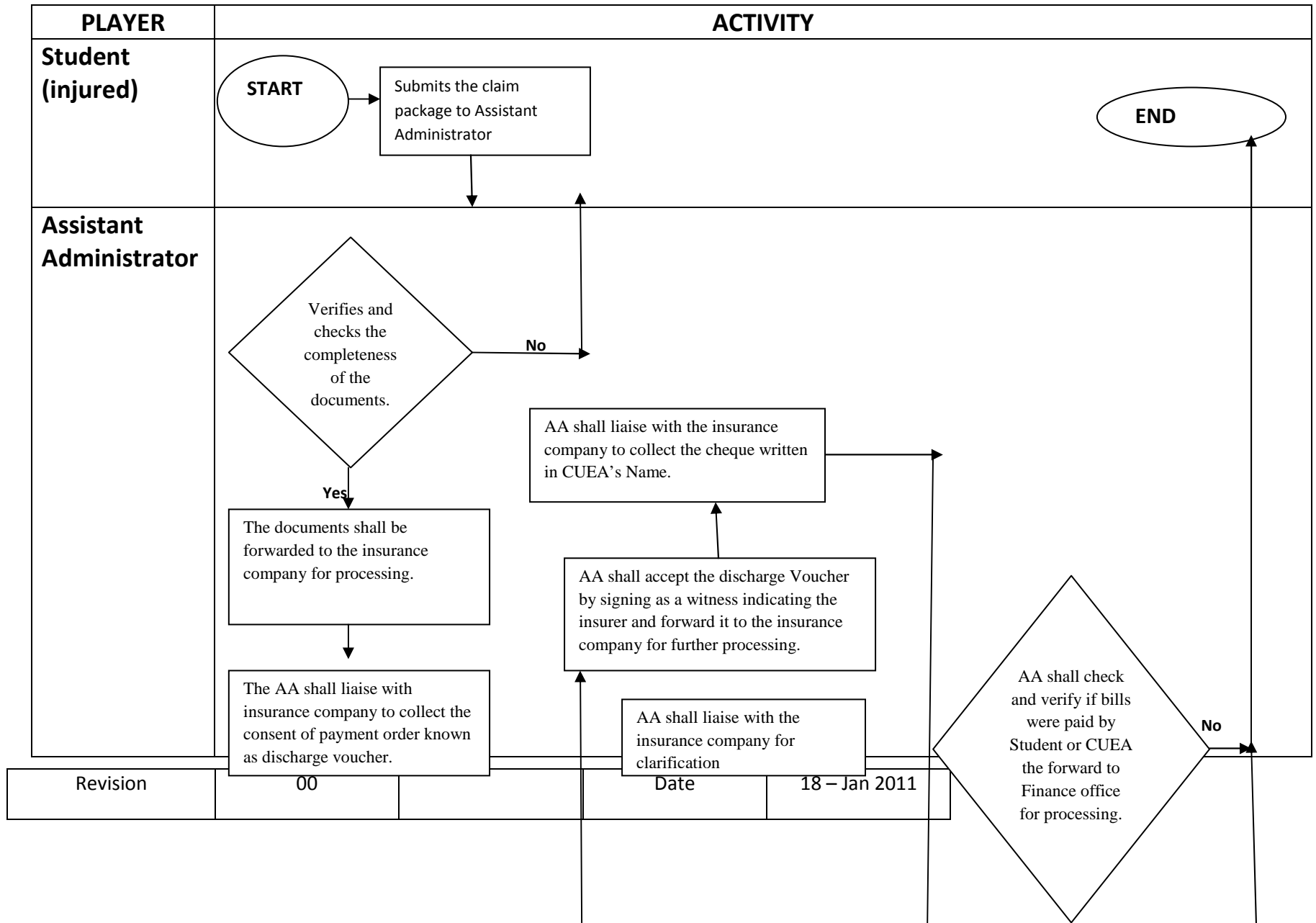
7.2. A form called “Medical certificate” from Pacis Insurance Company


7.3. A form called “ Personal Accident claim Form” from Pacis Insurance Company

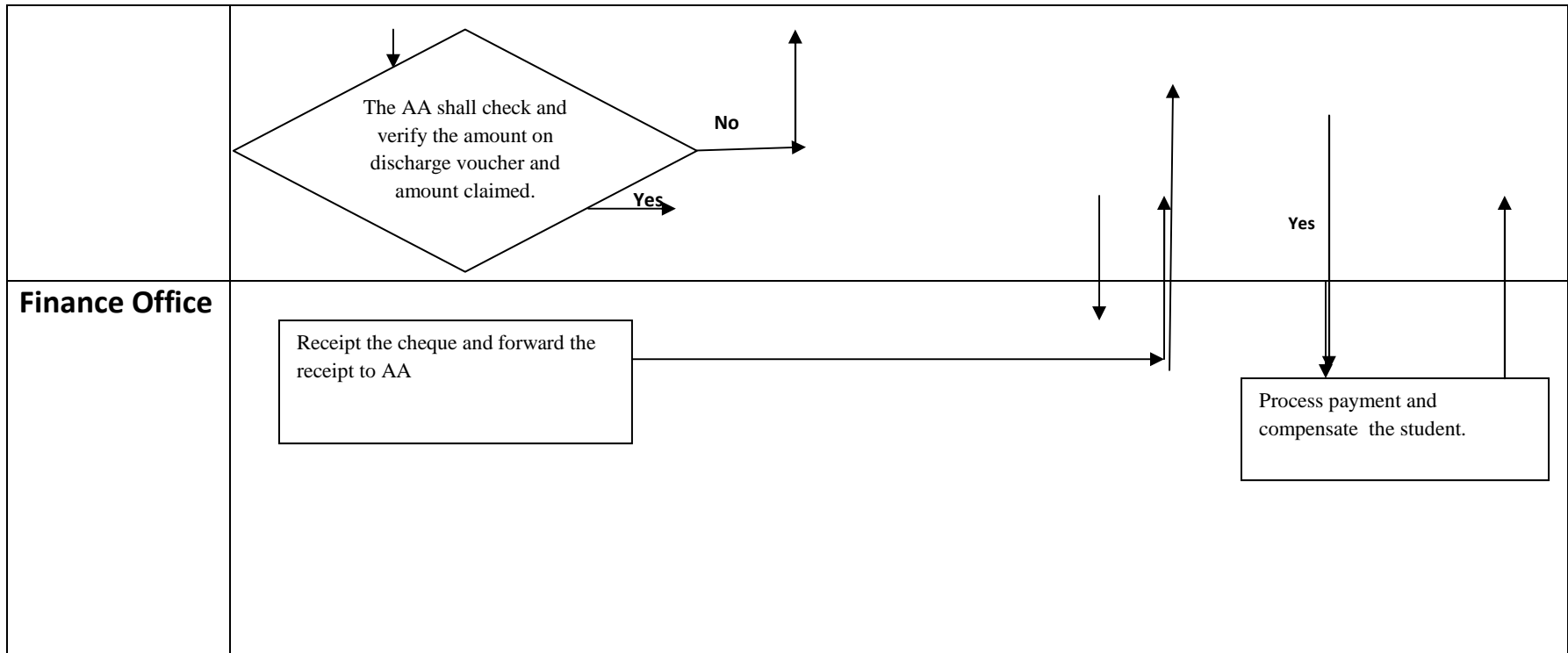
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**Appendix A: Process Map**

**Group Personal Accident Claim Procedure– Students Cover**



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