

Undertaking # 40

MPI to provide an indication of the representative sample size of the audit for the eGlass Program.

RESPONSE:

The Corporation has an internal control system in place to ensure it is not over or under billed.

All eGlass claims are subject to an audit by the system:

- A claim cannot be generated by the system unless coverage is in place and so coverage at the date of loss is verified at the initiation of the claim.
- Unique identifiers are required to identify validity of both the customer and the vehicle.
- The Corporation's business rules and pre and post audit requirements have been integrated into the eGlass application for the cost of parts, labour time and any materials associated with the glass claim. All invoices created in eGlass are audited against the National Auto Glass Specifications (NAGS) data base to validate parts pricing and labour costs. If any element of the invoice exceeds pre-determined thresholds the invoice will not be approved and an automatic notification will go to the Glass Audit Unit where the claim will be reviewed.

A manual audit/review is performed on approximately 15 to 20% of claims. This manual audit/review includes situations where:

- The claim has an exception to the acceptable system rules/processing;
- An audit is deemed appropriate after receiving a customer complaint;
- A shop has been selected for audit; or

- A customer has been called by the Glass Audit Unit to confirm the details of their repair.

In addition, the Corporation runs data queries to ensure we are not double billed and letters are sent to customers detailing and verifying the claim processed by Manitoba Public Insurance on their behalf.