

**CAC (MPI) 1-29**

<b>Part and Chapter:</b>	<b>Part III, Basic Autopac Coverage</b>	<b>Page No.:</b>	<b>17</b>
<b>PUB Approved Issue No:</b>	<b>10. Claims Forecasting (including PIPP)</b>		
<b>Topic:</b>	<b>Product Suite Review</b>		
<b>Sub Topic:</b>	<b>PIPP entitlement and coverage. Appeal Process Review</b>		

**Preamble to IR:**

“PIPP entitlements and coverage (Review is on-going). The intent of the review is to modernize benefits, including some coverage enhancements and examination of the presumption by the plan of full-time income loss determined at 180 days for non-earners and part-time earners without demonstrated intent of employment, full-time or otherwise.”

“A joint PIPP Appeal Process Review was completed that involved MPI, AIM Office, CAO, and AICAC. Process improvements have been implemented that include standards”

**Question:**

- a) Please elaborate and comment in detail on the PIPP entitlement and coverage review including the claims incurred impact of “the presumption by the plan of full-time income loss determined at 180 days for non-earners and part-time earners without demonstrated intent of employment, full-time or otherwise.”
- b) Please file a copy of the PIPP Appeal Process Review. Please summarize the process improvements implemented as a result of the Appeal Process Review in terms of cost savings.

**Rationale For Question:**

To understand the financial impact of the presumption by the plan of full-time income loss determined at 180 days for non-earners and part-time earners without demonstrated intent of employment, full-time or otherwise. As well to better understand the cost impact of the PIPP Appeal Process Review.

**RESPONSE:**

- a) This proposal has not yet been adopted by government, and is not reflected in, or otherwise has any bearing on, the 2020 GRA rate request.

The total net Personal Injury Protection Plan (PIPP) incurred savings are calculated as being \$5.1 million annually:

- Two recommendations related to Income Replacement Indemnity (IRI) entitlement for non-earners, part-time earners, and temporary earners could produce an annual incurred savings of \$4.9 million.
  - Two recommendations related to residual capacity determinations could produce an annual incurred savings \$390,000.
  - Five recommendations to modernize and/or enhance coverage could produce an annual incurred cost of \$189,000.
- b) The Personal Injury Protection Plan (PIPP) Appeal Process Review was a cooperative effort that included MPI's Injury Claims Management Department, Legal Department and Internal Review Office (IRO), in conjunction with the Automobile Injury Mediation (AIM) office, the Automobile Injury Compensation Appeal Commission (AICAC), and the Claimant Adviser Office (CAO), and was initiated in early 2018. The purpose of this effort was to reduce the duration of the injury appeal process by 10%.

There are no direct cost savings calculated for or directly related to this initiative; it was designed purely as an initiative to reduce appeal times, and improve the appeal process for Manitobans.

The end result of the cooperative efforts related to process mapping, creative problem solving, and planning, which resulted in process improvements that realized a 19% reduction in appeal times. MPI continues to monitor the early progress of this initiative to ensure the anticipated efficiencies/reductions are maintained being realized.