

MOTOR ACCIDENTS AUTHORITY OF NSW

MOTOR ACCIDENTS ASSESSMENT SERVICE (MAAS) REFERENCE GROUP

MAAS PERFORMANCE UPDATE

1 JULY 2013 TO 21 FEBRUARY 2014

The Motor Accidents Assessment Service (MAAS) division of the Motor Accidents Authority delivers the independent assessment services of medical and claims disputes between claimants and insurers through the Medical Assessment Service (MAS) and Claims Assessment and Resolution Service (CARS).

Medical Assessors may determine medical disputes about the degree of permanent impairment, and whether specified treatments are reasonable and necessary and causally related, in cases where the claimant and the insurer disagree on these medical issues.

Claims Assessors may determine liability for claims and the quantum of claims at the request of the parties, and whether claims may need to be exempted from assessment at CARS on mandatory or discretionary grounds if a claim is unsuitable for assessment. In addition Claims Assessors may determine a number of procedural disputes that can arise in CTP claims, including the ability to make a late claim, and whether an interim payment should be made by an insurer.

The Motor Accident Authority (MAA) 2012/13 Annual Report was published in December 2013, which included performance metrics for MAS and CARS for the period up until 30 June 2013, compared to prior financial years.

This interim performance report provides current data update on those metrics for the 8 months of the 2013/14 financial year to date, up to 21 February 2014.

This data is provided to assist MRG members to come up to speed on the current state, and to show whether any major changes to prior year performance are currently being experienced and are expected by the end of the current financial year.

The key points to note from the charts and tables set out below include;

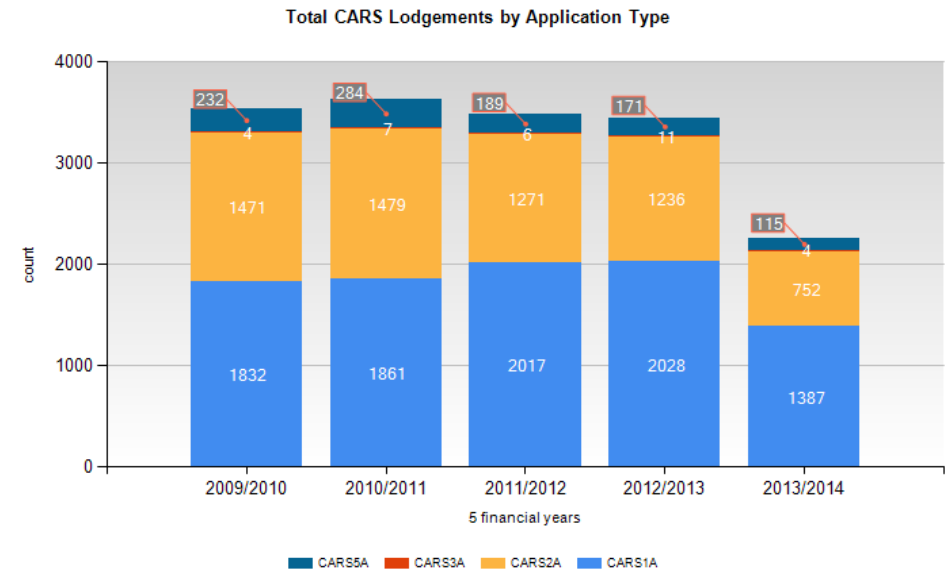
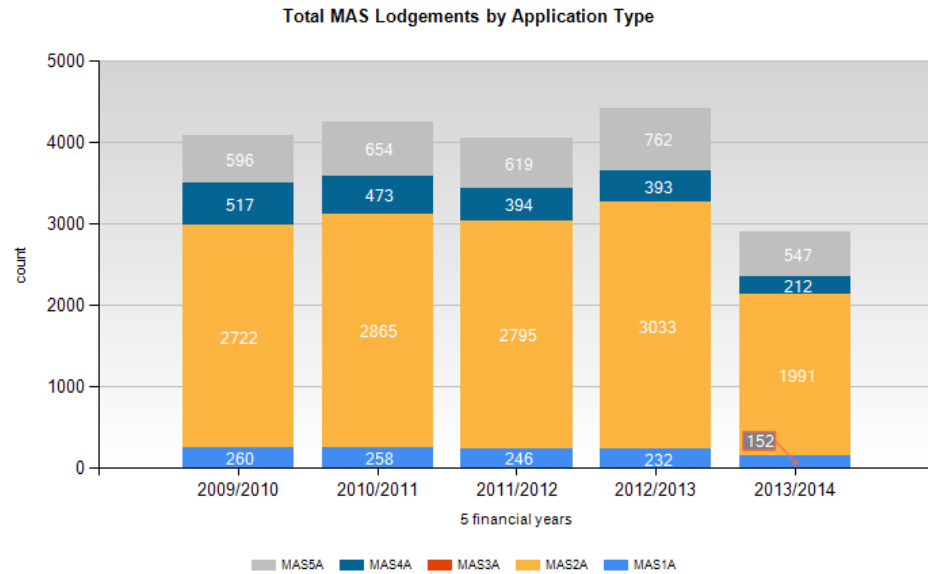
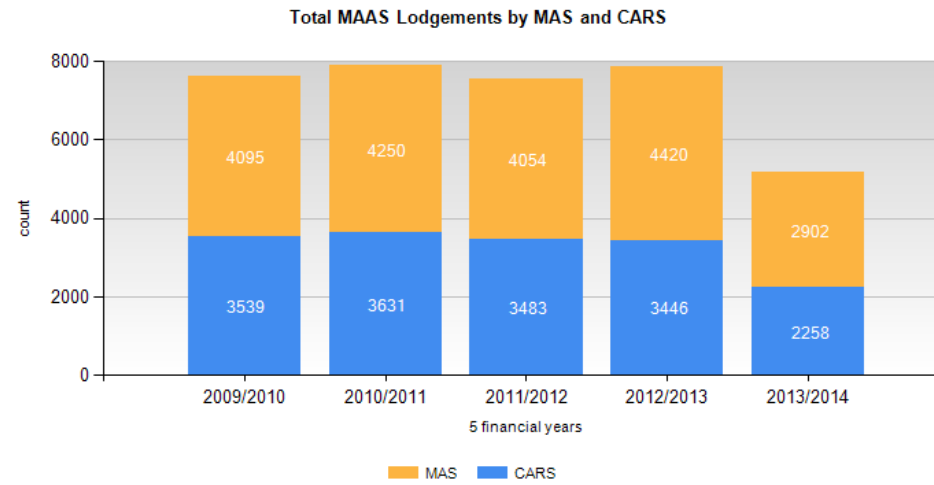
- Lodgement numbers are on track to be consistent with prior years; and
- Outcomes of dispute types are on track to be consistent with prior years.

This data will be supported at the upcoming meeting by a brief discussion lead by the Director Assessment Services, Cameron Player.

Michelle Taylor

Business Services Manager

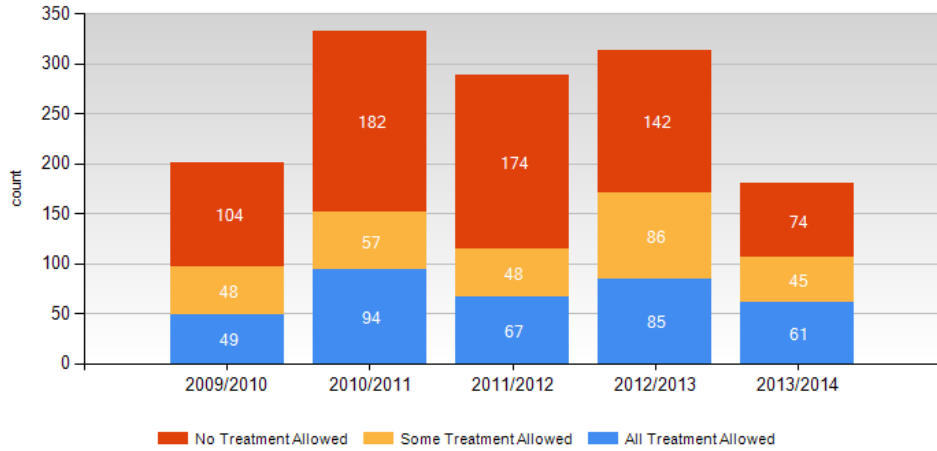
Lodgements [MAS & CARS]



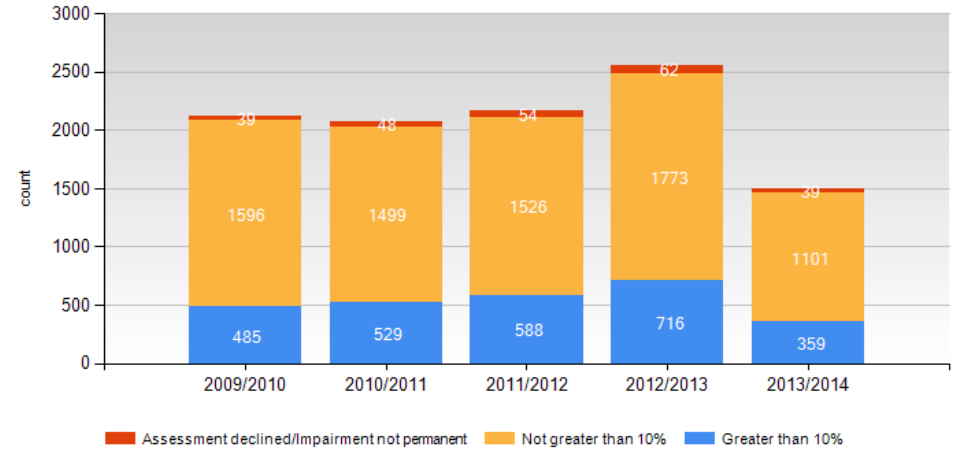
Source: MAA Datamart – DGM1A – Lodgements and Finalisations - 5 Financial Years to 2013/14

MAS 1A & 2A (Treatment & Permanent Impairment) Outcomes

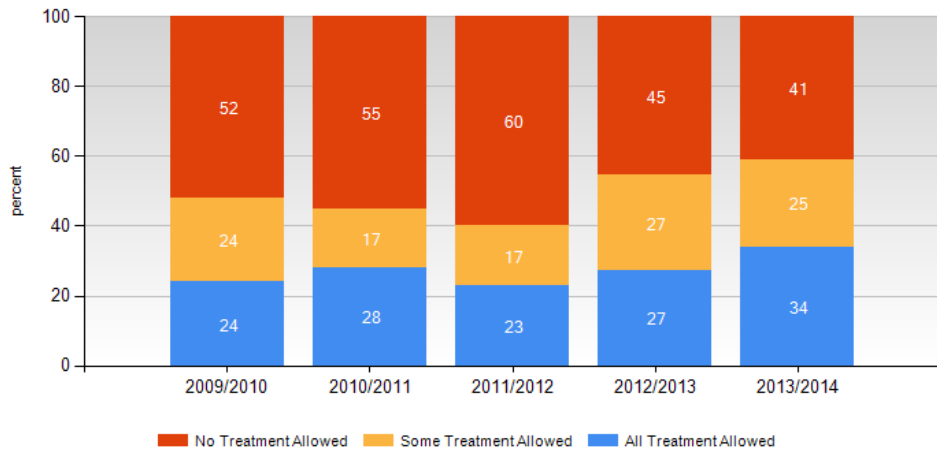
MAS 1A Assessed Outcomes by Type



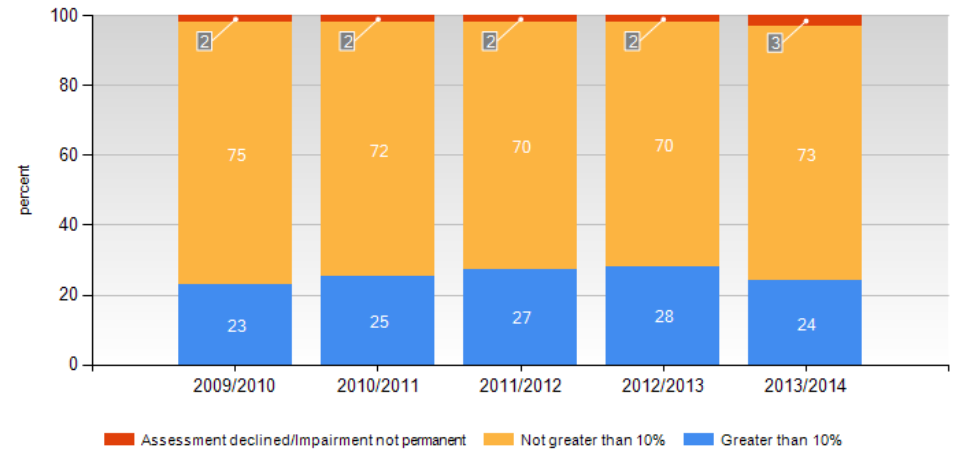
MAS 2A Assessed Outcome by Type (Permanent Impairment Disputes)



MAS 1A Assessed Outcomes by Type as %



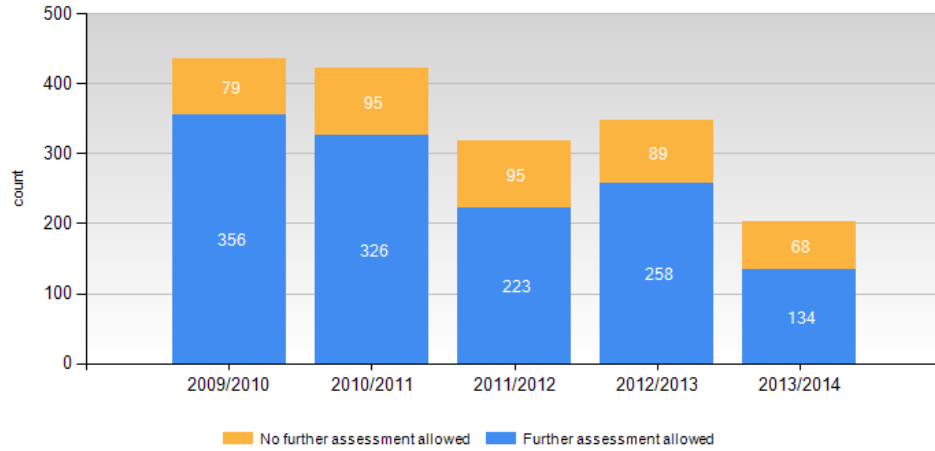
MAS 2A Assessed Outcome by Type (Permanent Impairment Disputes) as %



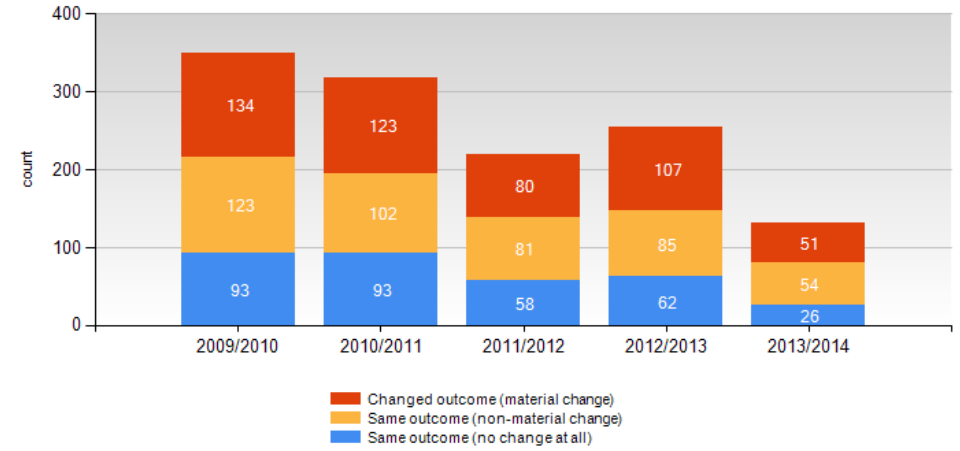
Source: MAA Datamart – DGM1D - MAS Assessment Outcomes – 5 Financial Years to 2013/14

MAS 4A (Further Medical Assessment) Outcomes

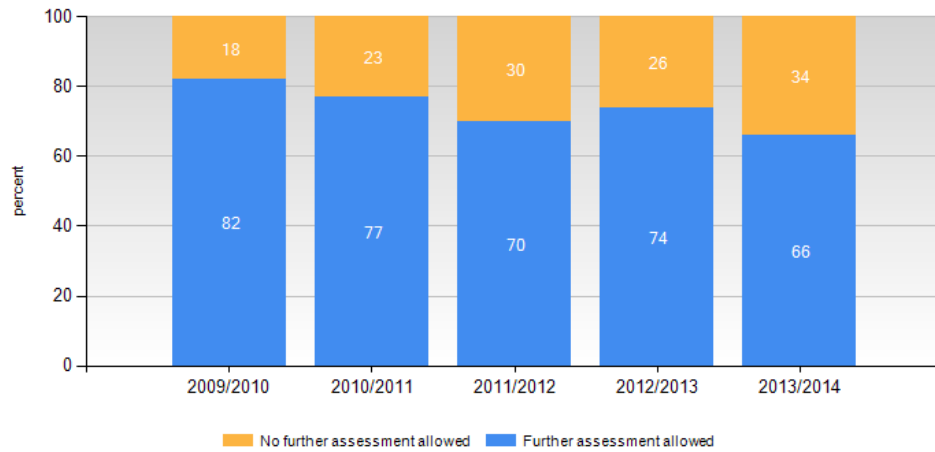
MAS 4A PO Decisions by Type



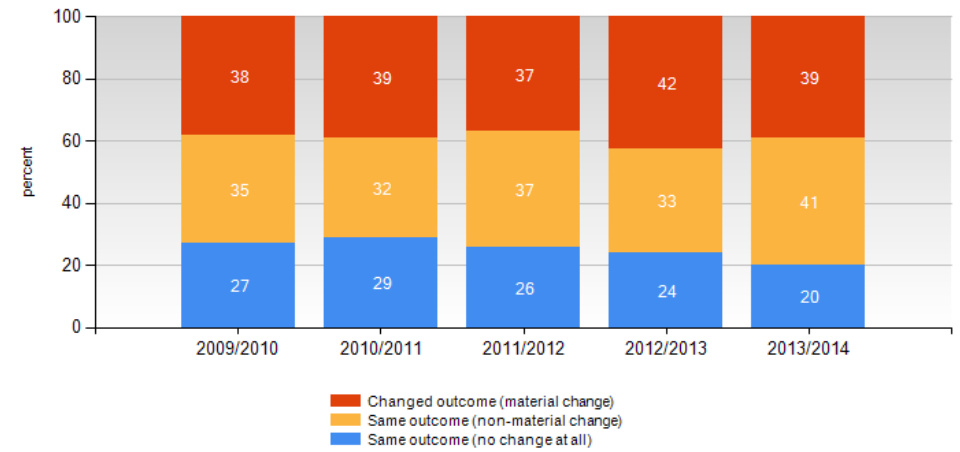
MAS 4A Assessed Outcomes by Type



MAS 4A PO Decisions by Type as %



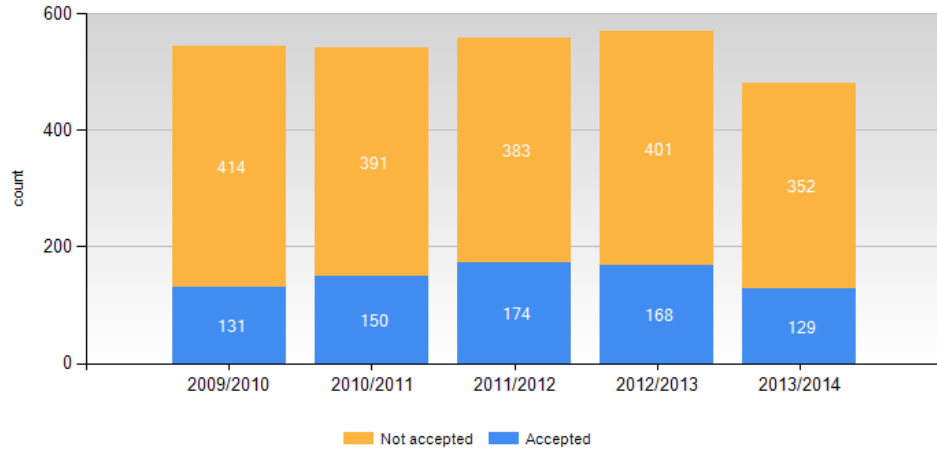
MAS 4A Assessed Outcomes by Type as %



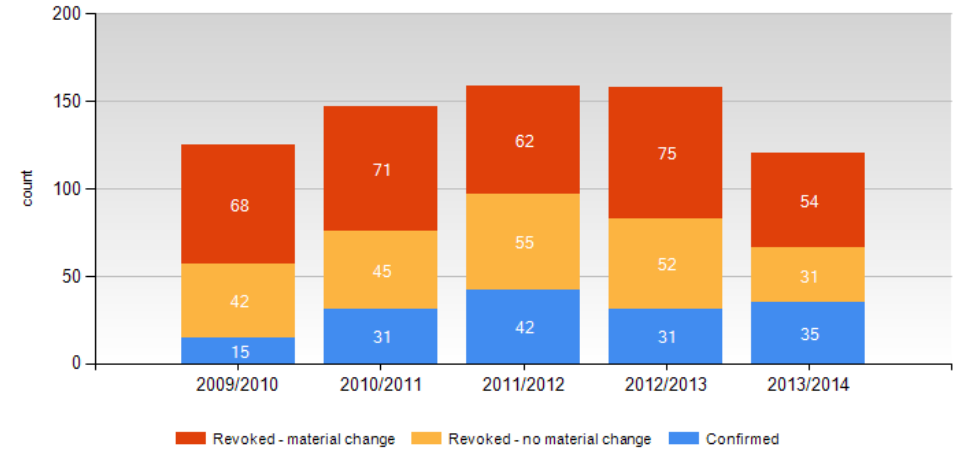
Source: MAA Datamart – DGM1D - MAS Assessment Outcomes – 5 Financial Years to 2013/14

MAS 5A (Review of Medical Assessment) Outcomes

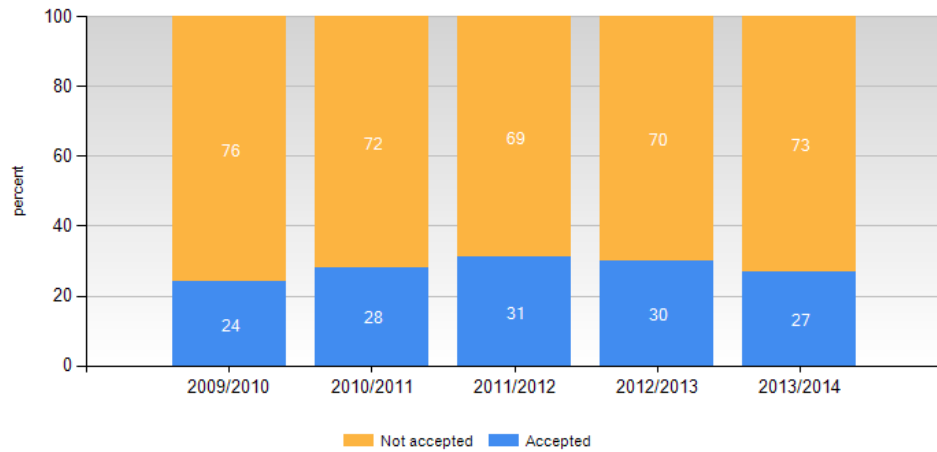
MAS 5A PO Decisions by Type



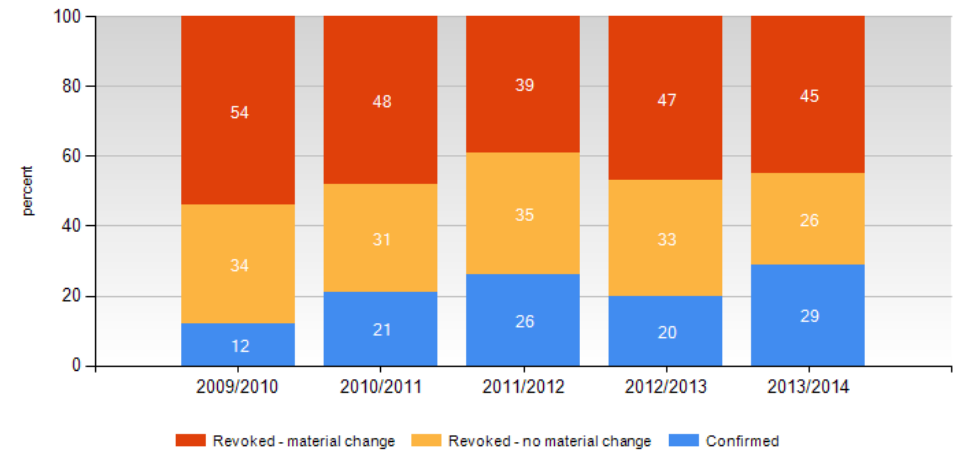
MAS 5A Assessed Outcomes by Type



MAS5A PO Decisions by Type as %



MAS 5A Assessed Outcomes by Type as %



Source: MAA Datamart – DGM1D - MAS Assessment Outcomes – 5 Financial Years to 2013/14

CARS 1A (Exemption) Outcomes

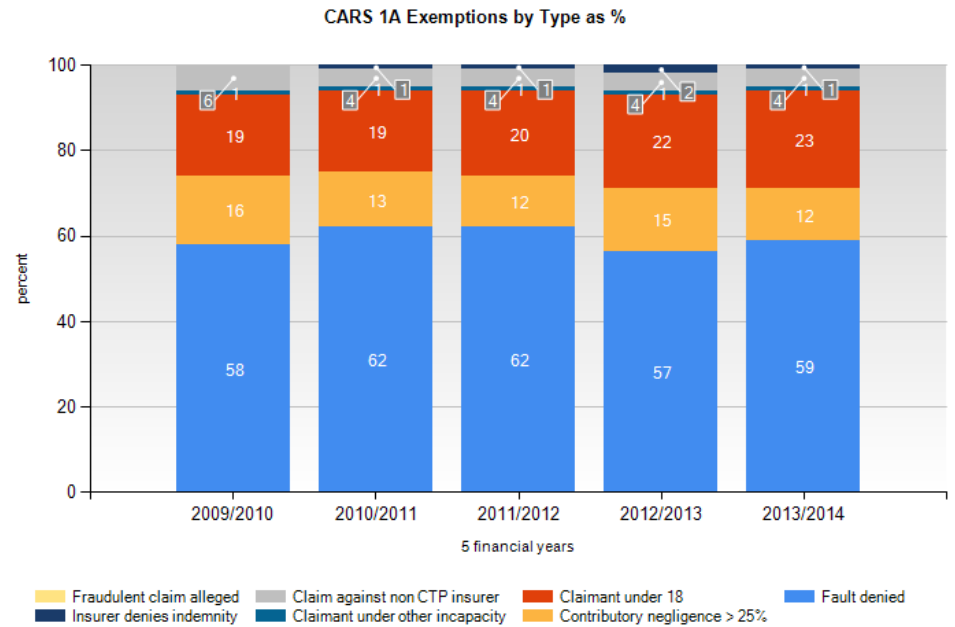
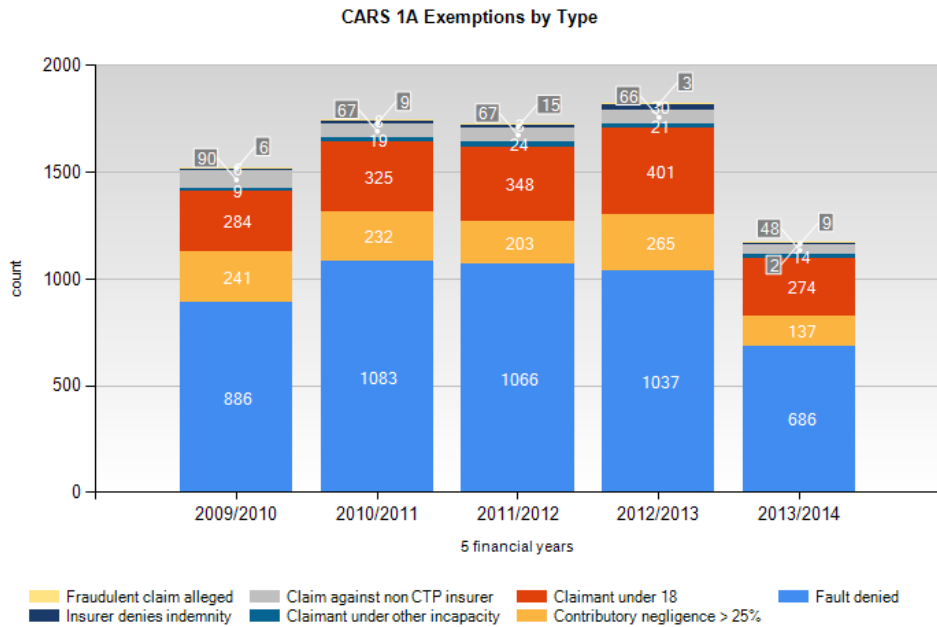


Table 1 - Reason for Mandatory S.92(1)(a) Exemption

	2009/10	%	2010/11	%	2011/12	%	2012/13	%	2013/14	%
Fraudulent claim alleged	6	0%	8	0%	3	0%	3	0%	2	0%
Insurer denies indemnity	6	0%	9	1%	15	1%	30	2%	9	1%
Claim against non CTP insurer	90	6%	67	4%	67	4%	66	4%	48	4%
claimant under other incapacity	9	1%	19	1%	24	1%	21	1%	14	1%
claimant under 18	284	19%	325	19%	348	20%	401	22%	274	23%
Contributory negligence > 25%	241	16%	232	13%	203	12%	265	15%	137	12%
Fault denied	886	58%	1,083	62%	1,066	62%	1,037	57%	686	59%
Total	1,522	100%	1,743	100%	1,726	100%	1,823	100%	1,170	100%

Source: MAA Datamart – DGM1E - CARS Assessment Outcomes – 5 Financial Years to 2013/14

CARS 2A (General Assessment) Outcomes

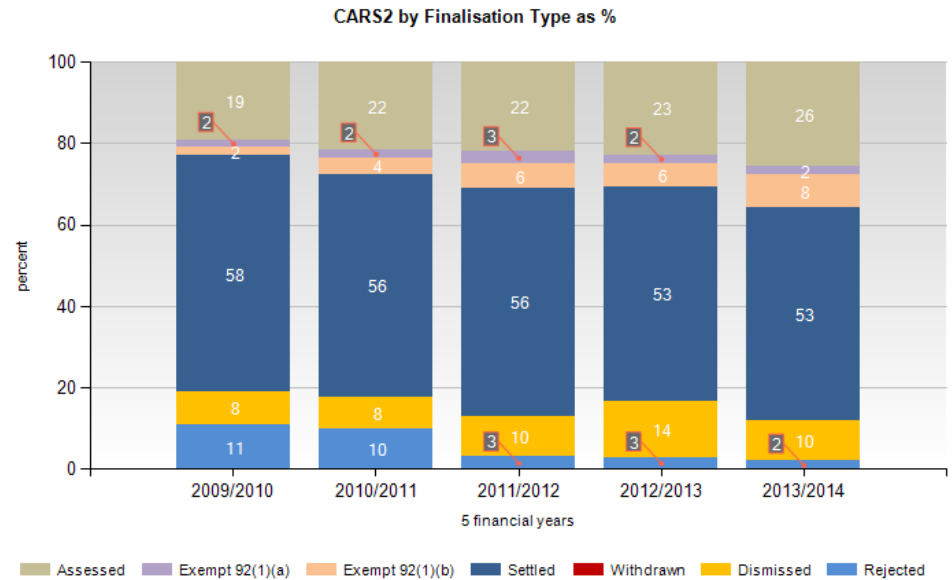
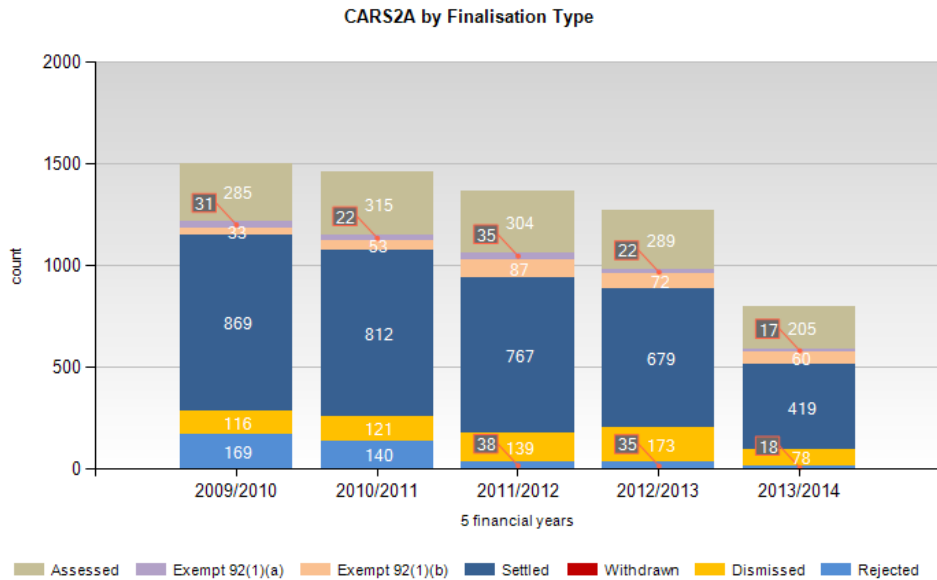
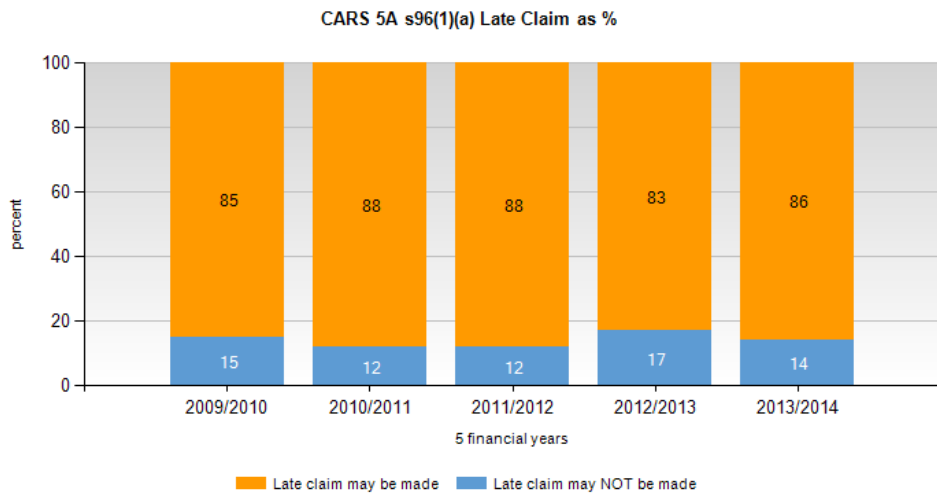
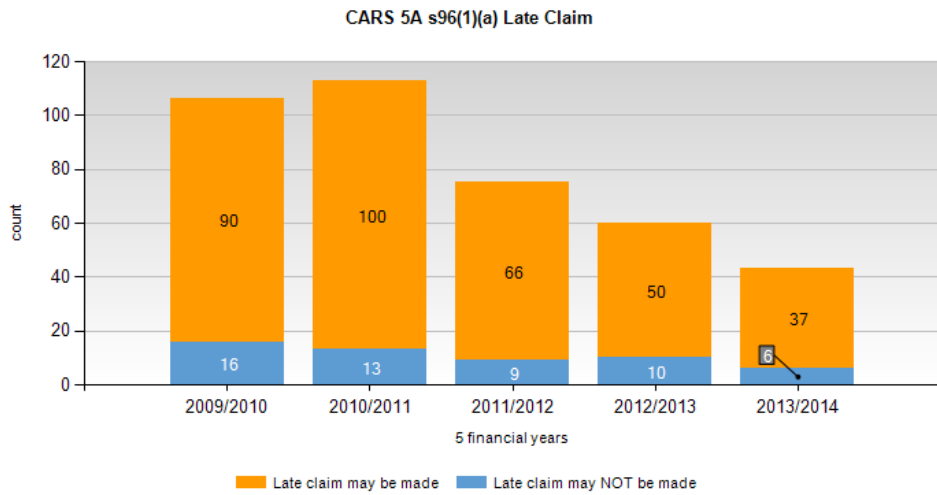


Table 2 - CARS 2A Finalisations by Type

Period	2009/2010	%	2010/2011	%	2011/2012	%	2012/2013	%	2013/2014	%
Assessed	285	19%	315	22%	304	22%	289	23%	205	26%
Exempt 92(1)(a)	31	2%	22	2%	35	3%	22	2%	17	2%
Exempt 92(1)(b)	33	2%	53	4%	87	6%	72	6%	60	8%
Settled	869	58%	812	56%	767	56%	679	53%	419	54%
Dismissed	116	8%	121	8%	139	10%	173	14%	78	10%
Rejected	169	11%	140	10%	38	3%	35	3%	1	0%
Total	1,503	100%	1,463	100%	1,370	100%	1,270	100%	780	100%

Source: MAA Datamart – DGM1A – Lodgements and Finalisations - 5 Financial Years to 2013/14 – Dispute Type CARS

CARS 5A (Special Assessment) Outcomes



Source: MAA Datamart – DGM1E – CARS Assessment Outcomes – 5 Financial Years to 2013/14