

- A. Residual market claims must be processed with the same degree of diligence as voluntary claims.
- B. Voluntary and residual market claims shall be reviewed for compliance with policy provisions and applicable statutes, rules, and regulations for the Best Practices of Coverage, Investigation, Special Investigation, Medical Management, Litigation Management, and Evaluation & Settlement. Statistical testing shall be conducted on each Best Practice Voluntary and MAIP score to determine if there is any statistical difference in handling.