ISO ClaimSearch

613.1 PURPOSE

The St. Mary's County Sheriff's Office has partnered with the National Insurance Crime Bureau (NICB) and has been granted access to ISO ClaimSearch. ISO ClaimSearch is a comprehensive system for improving claims processing and fighting fraud. Participating organizations submit millions of reports on individual insurance claims. ISO stores those reports in a database to help insurers, self-insureds, third party claim administrators, law enforcement agencies, and state fraud bureaus detect and prevent fraud and process meritorious claims.

613.2 DEFINITIONS

ISO ClaimSearch Participating Organizations - NICB and those organizations credentialed by ISO ClaimSearch can include, but are not limited to, insurers; third-party administrators; self-insured organizations; automobile rental, auction, and finance organizations; state workers compensation funds; and claim service providers.

NICB Participating Organizations - Organizations credentialed by the National Insurance Crime Bureau (NCIB) have access to ISO ClaimSearch. These organizations can include, but are not limited to, law enforcement, criminal justice, and regulatory agencies.

Credentialing - The process for verifying that entities are legitimate and their purpose for the use of ISO ClaimSearch is authorized.

613.3 ISO CLAIMSEARCH ACCESS

(a) Access to ISO ClaimSearch will be managed by the Technology & Operational Support Commander or their designee, as the Agency Administrator.

(b) Access to the web portal is restricted to crime analysts and/or users deemed by the sheriff as needing access.

(c) Prior to obtaining access, users are required to meet the training requirements outlined within this policy.

(d) The use of ISO ClaimSearch is for law enforcement purposes. The sharing of any information obtained from ISO ClaimSearch for other than legitimate law enforcement purpose is strictly prohibited.

613.4 TRAINING

(a) Prior to obtaining access to ISO ClaimSearch, approved personnel will receive training from the crime analyst assigned to the Criminal Investigations Division. The training will consist of an overview of the system to include authorized uses and the process for logging onto the system.

(b) As part of the training, each authorized user is required to read the user agreement which is provided electronically by ISO ClaimSearch at initial login to the search engine. After reviewing the rules, each user will be required to agree to the access

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conditions by clicking the "Agree" button at the end of the user agreement to be granted access. Each user will be required to review this agreement annually and agree to the terms of use to maintain access. This annual review will be managed by the ISO ClaimSearch access portal.

ISO ClaimSearch Internet Address: https://claimsearch.iso.com/

613.5 ISO CLAIMSEARCH AUTHORIZED USES

(a) The use of ISO ClaimSearch by law enforcement is restricted to the investigation of insurance fraud, vehicle theft or Homeland Security.

(b) Each search is recorded by the search engine and may be used for periodic audits by ISO ClaimSearch and/or the NICB.

(c) Access to ISO ClaimSearch is only to occur from a county-owned computer connected to the county network at a secure location (i.e., designated workstation out of public view).

613.6 ISO CLAIMSEARCH USER VALIDATION

(a) All active users will need to be validated every six (6) months to ensure that their access status is up to date. This action will be completed by the Agency Administrator.

(b) Users who are deactivated automatically or manually will need to be reactivated by the Agency Administrator in order to regain access to ISO ClaimSearch.

613.7 ISO CLAIMSEARCH USER TERMINATION OF ACCESS

(a) The Agency Administrator shall immediately terminate users access upon any of the following conditions:

1. The user is no longer employed by the Agency.
2. The user no longer has a legitimate purpose to have access to ISO Claim Search.
3. The user is no longer in good standing.

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