

Notice to all Light Vehicle Accredited Repair Shops

RPS Claim Reporting Periods

Date published: March 9, 2021

To assist repair shops in tracking their Realized Parts Savings (RPS) performance, we would like to clarify how some items are reflected in RPS scoring.

There are situations in which claims included in RPS scoring will move to a different month. In these situations, the entire RPS value will move from the original scoring period to the period in which the claim change is processed. This is done to capture all repair shop's decisions when a claim is updated. The following may affect a claim's RPS scoring period:

- Post payment supplements
- Audits

Repair facilities can limit potential moves in their RPS scoring period by ensuring that correct processes are aligned with our Estimating Standards, and by capturing all damages prior to payment.

Occasionally, paid claims are not reflected in RPS scoring, such as:

- marginal claims where an MPI adjuster has not fully completed assigned claim items.

The MPI system flags these claims for the adjuster to complete, and they will be included in a repair shop's RPS scoring, once all claim actions have been completed by the adjuster. These claims will be reflected in RPS scoring for the month the repair was original completed.

SRAs are aware of these situations, and they attempt to review any impact of these items when completing performance reviews. If you have any questions, please contact your SRA.