

Compliance Analysis for: sections 501–505.docx

****Compliance Aspect: Functions, members, and procedures of the Social Security Board****

Based on the provided 'Operations Manual Chunk' and 'Relevant Guidelines', it appears that the manual chunk is ****NOT ADDRESSED**** regarding the aspect of "Functions, members, and procedures of the Social Security Board". The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect.

Explanation & Reasoning:

The 'Operations Manual Chunk' primarily focuses on the determination process for various Social Security matters, including entitlement to benefits, re-entitlement, and amounts of benefits. While it mentions that the Board and Administrator may make determinations regarding these matters, there is no explicit discussion or reference to the specific functions, members, and procedures of the Social Security Board as outlined in the relevant guidelines.

Verbatim Citations:

Manual: '...' (from Section X.Y), Guideline: '...' (from Page Z)

****Compliance Aspect: Actuarial Soundness and Sustainability****

The Operations Manual Chunk provided does not explicitly address the aspect of "Actuarial Soundness and Sustainability." Therefore, it is 'NOT ADDRESSED.'

Explanation & Reasoning:

The Operations Manual Chunk primarily focuses on the determination process for Social Security matters. While it mentions the involvement of an actuary in the valuation of the Social Security System, it does not provide specific details or requirements related to actuarial soundness and sustainability. The relevant guidelines also do not directly address this aspect in relation to the manual chunk.

****Compliance Aspect: Fund Reserves and Solvency Requirements****

The Operations Manual Chunk is ****NOT ADDRESSED**** with respect to the aspect of "Fund Reserves and Solvency Requirements." This is because the manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect. The manual only mentions that determinations made by the Board or Administrator shall be promptly made in writing, either personally delivered or mailed to the effected person at their last known address. There is no mention of fund reserves and solvency requirements in the manual chunk.

Therefore, the compliance status for this aspect is ****NOT ADDRESSED****.

****Compliance Aspect: Audit Requirements and External Oversight****

The Operations Manual Chunk is ****NOT ADDRESSED**** with regards to the aspect of "Audit Requirements and External Oversight". The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect. It does not mention any audit requirements or external oversight mechanisms, despite being a crucial aspect of Social Security administration.

Therefore, the compliance status for this aspect is ****NOT ADDRESSED****.

****Compliance Aspect: Duties, functions, appointment of the Social Security Administrator****

The Operations Manual Chunk is ****NOT ADDRESSED**** with respect to the aspect of "Duties, functions, appointment of the Social Security Administrator." The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect. It does not mention the appointment of the Social Security Administrator, their duties and responsibilities, or any other related matters. Therefore, it is not possible to determine whether the manual chunk complies with the relevant guidelines on this aspect.

Explanation & Reasoning: The Operations Manual Chunk focuses primarily on the determination process for various Social Security matters. While it does mention the appointment of the Social Security Administrator in Section 502, it does not provide any details regarding their duties and responsibilities or the process for appointing them. In contrast, the relevant guidelines excerpts clearly outline the powers, functions, duties, and responsibilities of the Social Security Administrator, as well as the procedures for their appointment. Given this discrepancy between the manual chunk and the relevant guidelines, it is not possible to determine whether the manual chunk complies with the guidelines on this aspect.

Verbatim Citations:

* Manual: None

* Guidelines:

- + Excerpt 1 (Source: 41 PNCA 2025.pdf, Page: 15): "The Social Security Administration is charged with responsibility for the proper operation of the Social Security System."
- + Excerpt 2 (Source: 41 PNCA 2025.pdf, Page: 15): "Administrator are to be determined by the Board. The compensation and other terms and conditions of employment of the Administrator are to be determined by the Board."
- + Excerpt 3 (Source: 41 PNCA 2025.pdf, Page: 15): "The Social Security Administration is responsible to the Board for the general administration of the Social Security System."

****Compliance Aspect: Secretaries, managers, and other staff****

****COMPLIANT:**** The Operations Manual Chunk fully and clearly meets the guideline related to "Secretaries, managers, and other staff."

****Explanation & Reasoning:****

The manual chunk outlines the roles and responsibilities of various staff members within the Social Security Administration. It specifies that the Administrator is responsible for general administration and operation of the two systems (Medical Savings Fund and Palau Health Insurance), and delegates powers, duties, and responsibilities to employees as deemed necessary. The manual chunk also mentions the requirement for maintaining records of all employees and contributors.

These requirements align with the relevant guidelines, which state that the Social Security Administrator is responsible for general day-to-day administration and operation of the Medical Savings Fund and Palau Health Insurance, and may delegate powers, duties, and responsibilities to any employee of the Administration. The guidelines also emphasize the importance of maintaining records of all employees and contributors.

Therefore, the Operations Manual Chunk is compliant with the relevant guideline aspect related to "Secretaries,

managers, and other staff."

****Verbatim Citations:****

- Manual: "The Administrator shall maintain records of all employees and of all contributors," from Section 504.
- Guideline: "The Social Security Administrator is responsible for general day-to-day administration and operation of the Medical Savings Fund and Palau Health Insurance, and may delegate powers, duties, and responsibilities to any employee of the Administration," from Guideline Excerpt 4.

****Compliance Aspect: Financial reporting and budget****

The Operations Manual Chunk provided does not fully comply with the relevant guidelines related to financial reporting and budget. Specifically, it lacks information on the preparation of annual budgets and the submission of audited accounts, which are required by Guideline Excerpt 2 (Source: 41 PNCA 2025.pdf, Page: 52) and Guideline Excerpt 3 (Source: 41 PNCA 2025.pdf, Page: 17).

Therefore, the compliance status for this aspect is ****PARTIALLY COMPLIANT****.

Explanation & Reasoning:

The Operations Manual Chunk provides some information on financial reporting and budget, including requirements for annual audits and the preparation of budgets. However, it does not specifically address the submission of audited accounts or the requirement for annual budgets, which are mentioned in Guideline Excerpt 2 and Guideline Excerpt 3.

Verbatim Citations:

- * Guideline Excerpt 2 (Source: 41 PNCA 2025.pdf, Page: 52): "The annual budget for administration shall provide for administrative expenses not exceeding ten percent (10%) of the estimated income for the fiscal year from contributions and income on investments."
- * Guideline Excerpt 3 (Source: 41 PNCA 2025.pdf, Page: 17): "At such time as the Board directs, the Social Security Administrator shall prepare and submit to the Board, in the manner prescribed by the Social Security By-Laws, detailed budget estimates for the proper conduct of the Social Security System for the next fiscal year."

****Compliance Aspect: Governance Structure and Oversight Mechanisms (including the National Healthcare Financing Governing Committee or the "Committee")****

Based on the provided Operations Manual Chunk and relevant guidelines, I would classify this aspect as ****NOT ADDRESSED****. The manual chunk does not contain sufficient information or discussion relevant to the governance structure and oversight mechanisms, including the National Healthcare Financing Governing Committee (Committee). Specifically, there is no mention of the Committee's role in overseeing the administration and operation of the Medical Savings Fund and Palau Health Insurance, as outlined in the guidelines.

Therefore, it is not possible to determine whether the manual chunk complies with the relevant guidelines regarding governance structure and oversight mechanisms.

****Compliance Aspect: Enrollment and eligibility criteria****

The Operations Manual Chunk is ****NOT ADDRESSED**** with respect to the aspect of "Enrollment and eligibility

criteria". The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect. It only mentions that a determination may be made regarding a person's entitlement or continuing entitlement to benefits, but it does not provide any details about the criteria used for determining eligibility.

Therefore, the compliance status is ****NOT ADDRESSED****.

****Compliance Aspect: Data management, security, and information sharing mechanisms and policies****

The Operations Manual Chunk provided does not explicitly address or discuss data management, security, and information sharing mechanisms and policies. Therefore, it is 'NOT ADDRESSED' for this aspect.

****Compliance Aspect: Appeals and Dispute Resolution Mechanisms****

****COMPLIANT:**** The Operations Manual Chunk fully and clearly meets the relevant guidelines related to appeals and dispute resolution mechanisms. It outlines the process for determining any question involving a right, benefit, or obligation under 41 PNC or these policies and procedures; provides details on determinations, notice requirements, reconsideration procedures, and appeal hearings; and specifies the timeframes for each step. The manual chunk also references relevant statutes and by-laws, ensuring compliance with applicable laws.

****Explanation & Reasoning:**** The Operations Manual Chunk provides a comprehensive framework for addressing appeals and dispute resolution mechanisms. It covers all aspects of the process, from determining any question involving a right, benefit, or obligation to holding appeal hearings. The manual chunk references relevant statutes and by-laws, ensuring compliance with applicable laws. Additionally, the manual chunk includes specific timeframes for each step in the process, which helps maintain efficiency and transparency. Overall, the Operations Manual Chunk is fully compliant with the relevant guidelines related to appeals and dispute resolution mechanisms.

****Verbatim Citations:****

* "The Board and the Administrator may make determinations for the purpose of determining any question involving, but not limited to, any of the following Social Security matters:" [Source 41 PNC § 716]

* "A determination is a decision by the Board or Administrator, regarding a person's entitlement or continuing entitlement to benefits or about any other matter concerning a right conferred under 41 PNC or these policies and procedures. All determinations shall be promptly made in writing and either personally delivered or mailed to the effected person at their last known address." [Source 41 PNC § 716]

* "Any determination made by the Board or Administrator shall be either personally delivered or mailed to effected persons. A hand delivered determination shall be deemed received upon delivery. A mailed determination mailed to an address in the Republic of Palau shall be deemed received by the addressee three (3) days from the postmark date. A determination mailed to an address outside the Republic of Palau shall be deemed received by the addressee ten (10) days from the postmark date." [Source 41 PNC § 711, § 712(d), & SSA By-Laws]

* "Any person aggrieved by a determination of the Administrator involving any right, benefit or obligation of that person under 41 PNC or these by-laws may ask for a reconsideration of that decision in the following manner: (1) Within thirty (30) days of receipt of the Administrator's decision, the aggrieved person or any person who makes a showing that his or her rights may be adversely affected by the determination, may file a written request for reconsideration of that decision with the Administration and, along with that request, may provide any reasons

or additional documentary evidence which would support a reversal of the original decision; (2) The reconsideration process shall consist of a case review by the Administrator, where all parties to the reconsideration shall be given the opportunity to submit additional evidence by such deadline as the Administrator shall set in each case. The Administrator shall issue a written decision upholding, amending, or reversing the initial determination." [Source 41 PNC § 716]

* "An appeal hereunder shall be made in writing and shall include any additional documentary evidence or arguments that the appealing party wishes the Board to consider. The Board shall review and consider the entire record of the matter and render its written decision on the appeal within forty-five (45) days of the date of the filing of the appeal. A party to an appeal is entitled to be represented by an attorney or any other person so designated by the party." [Source 41 PNC § 716]

* "Subject to the Social Security By-Laws, the Board may make decisions after holding hearings, or make decisions in the light of hearings held by persons authorized to do so, for the purpose of determining any question involving any right, benefit or obligation of any person under this chapter." [Source 41 PNC § 716]

* "Any person aggrieved by a decision of the Administration involving any right, benefit or obligation of that person under this chapter may appeal that decision in the following manner: (1) Within thirty (30) days of receipt of the Administration's decision, the aggrieved person may file a request for reconsideration of that decision with the Administration and, along with that request, may provide any reasons or additional documentary evidence which would support a reversal of the original decision;" [Source 41 PNCA 2025.pdf, Page: 30]

* "adduced upon the hearing in such manner and upon such conditions as the Court thinks proper." [Source 41 PNCA 2025.pdf, Page: 13]

* "Any person aggrieved by a final decision of the Board may obtain a review of the decision in the Supreme Court by filing with the Clerk of Courts, within sixty (60) days after receiving notice of the decision, a written petition praying that the decision be modified or set aside in whole or in part." [Source 41 PNCA 2025.pdf, Page: 13]

* "The finding of the Board as to facts, if supported by competent material and" [Source 41 PNCA 2025.pdf, Page: 13]

****Compliance Aspect: Beneficiary Rights and Responsibilities****

The Operations Manual Chunk is ****NOT ADDRESSED**** with respect to the aspect of "Beneficiary Rights and Responsibilities". The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect, nor is it entirely absent from its content.

****Compliance Aspect: Investment Policies, Portfolio Management, and Performance Reporting****

The Operations Manual Chunk is ****NOT ADDRESSED**** with regards to the aspect "Investment Policies, Portfolio Management, and Performance Reporting". The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect.

****Compliance Aspect: Incomes and contributions or payments****

The Operations Manual Chunk is ****NOT ADDRESSED**** with regard to the aspect of "Incomes and contributions or payments." The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect. It only mentions that the Board and Administrator may make determinations regarding a person's entitlement or continuing entitlement to benefits, but it does not discuss any specific aspects related to incomes, contributions, or payments.

Therefore, the compliance status for this aspect is ****NOT ADDRESSED****.

****Compliance Aspect: Claims****

The Operations Manual Chunk provided does not fully and clearly meet the relevant guidelines related to claims. Specifically, Section 503 of the manual outlines notice requirements for determinations made by the Board or Administrator, but it does not address the requirement for notice in cases involving claims under 41 PNC § 716(a).

Therefore, the compliance status for this aspect is ****PARTIALLY COMPLIANT****.

Explanation & Reasoning:

The relevant guidelines require that the Board or Administrator shall provide written notice to any person aggrieved by a determination involving any right, benefit, or obligation under 41 PNC or these policies and procedures. This notice must be provided within thirty (30) days of receipt of the decision. In addition, the guidelines require that the notice include a statement of the time, place, and nature of the hearing; a statement of the legal authority and jurisdiction under which the hearing is to be held; a reference to the particular sections of the statutes, by-laws, and rules involved; a short and plain statement of the matters asserted; and the names and addresses of all parties and other persons to whom notice is being given.

However, Section 503 of the Operations Manual Chunk only mentions that any determination made by the Board or Administrator shall be either personally delivered or mailed to effected persons. It does not specifically address the requirement for notice in cases involving claims under 41 PNC § 716(a). Therefore, while the manual chunk provides some information on notice requirements, it is not fully and clearly compliant with the relevant guidelines related to claims.

****Compliance Aspect: Aspects of health insurance, including benefits, exclusions, reimbursements, and subscriptions****

The Operations Manual Chunk is ****NOT ADDRESSED**** with regard to the aspect of "Aspects of health insurance, including benefits, exclusions, reimbursements, and subscriptions." The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect. Therefore, it cannot be determined whether the manual chunk is compliant or non-compliant with the relevant guidelines.

****Compliance Aspect: Privacy****

The Operations Manual Chunk is ****NOT ADDRESSED**** with regards to the aspect of privacy. The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect, and the topic is entirely absent from its content.

Therefore, the compliance status for this aspect is ****NOT ADDRESSED****.

****Compliance Aspect: Employee offenses and penalties including fraud, failure to report or pay, false claims****

The Operations Manual Chunk for evaluation (from sections 501-505.docx) is ****NOT ADDRESSED**** with regard to the relevant guidelines related to "Employee offenses and penalties including fraud, failure to report or pay, false claims." The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect.

Explanation & Reasoning:

The Operations Manual Chunk focuses on the hearing and appeal process for Social Security matters but does

not specifically address employee offenses and penalties including fraud, failure to report or pay, false claims. The manual chunk discusses various aspects of determining rights, benefits, obligations, and liabilities under 41 PNC and these policies and procedures. However, it does not provide any specific information or guidance regarding the penalties and consequences for violating these guidelines.

Verbatim Citations:

Manual: None

Guideline: None

****Compliance Aspect: Enforcement Powers and Sanctions for Non-Compliance (beyond just offenses)****

The Operations Manual Chunk is ****NOT ADDRESSED**** with respect to the aspect of "Enforcement Powers and Sanctions for Non-Compliance (beyond just offenses)". The manual chunk does not contain sufficient information or discussion relevant to this specific guideline aspect. It only outlines the procedures for determining various Social Security matters, including enforcement powers and sanctions for non-compliance related to offenses, but it does not specifically address enforcement powers and sanctions for non-compliance in other contexts.

****Compliance Aspect: Succession and transfer of medical savings account after death****

The Operations Manual Chunk provided does not explicitly address the aspect of "Succession and transfer of medical savings account after death." Therefore, it is 'NOT ADDRESSED.'

Explanation & Reasoning:

The manual chunk primarily focuses on the determination process for various Social Security matters. While it mentions the existence of a Medical Savings Account in Section 504, there are no specific provisions or guidelines related to succession and transfer after death. The relevant guidelines provided do discuss the rules regarding the use and distribution of funds in a Medical Savings Account after an individual's death; however, these guidelines are not directly addressed in the manual chunk.

Verbatim Citations (Crucial):

Manual: 'Operations Manual Chunk for Evaluation (from sections 501–505.docx)' (from Section 504)

Guideline: 'NATIONAL HEALTHCARE FINANCING ACT 41 PNCA § 963' (from Page 66)

****Compliance Aspect: The keeping of accounts and reports****

Based on the provided Operations Manual Chunk and Relevant Guidelines, the compliance status for the aspect "The keeping of accounts and reports" is ****NOT ADDRESSED****.

Explanation & Reasoning:

The Operations Manual Chunk does not contain sufficient information or discussion relevant to this specific guideline aspect. The manual only mentions that determinations made by the Board or Administrator shall be promptly made in writing and either personally delivered or mailed to the effected person at their last known address, without any mention of accounts and reports specifically. On the other hand, the Relevant Guidelines provide detailed information about the keeping of accounts and reports, including requirements for maintaining records, preparing budget estimates, and submitting annual reports. Since the manual chunk does not address these specific guidelines related to account-keeping and reporting, it is considered 'NOT ADDRESSED'.

Verbatim Citations (Crucial):

- Manual: None

- Guidelines:

- Excerpt 1 (Source: 41 PNCA 2025.pdf, Page: 63)
- Excerpt 2 (Source: 41 PNCA 2025.pdf, Page: 63)
- Excerpt 3 (Source: 41 PNCA 2025.pdf, Page: 16)
- Excerpt 4 (Source: 41 PNCA 2025.pdf, Page: 46)
- Excerpt 5 (Source: 41 PNCA 2025.pdf, Page: 12)
- Excerpt 6 (Source: 41 PNCA 2025.pdf, Page: 63)