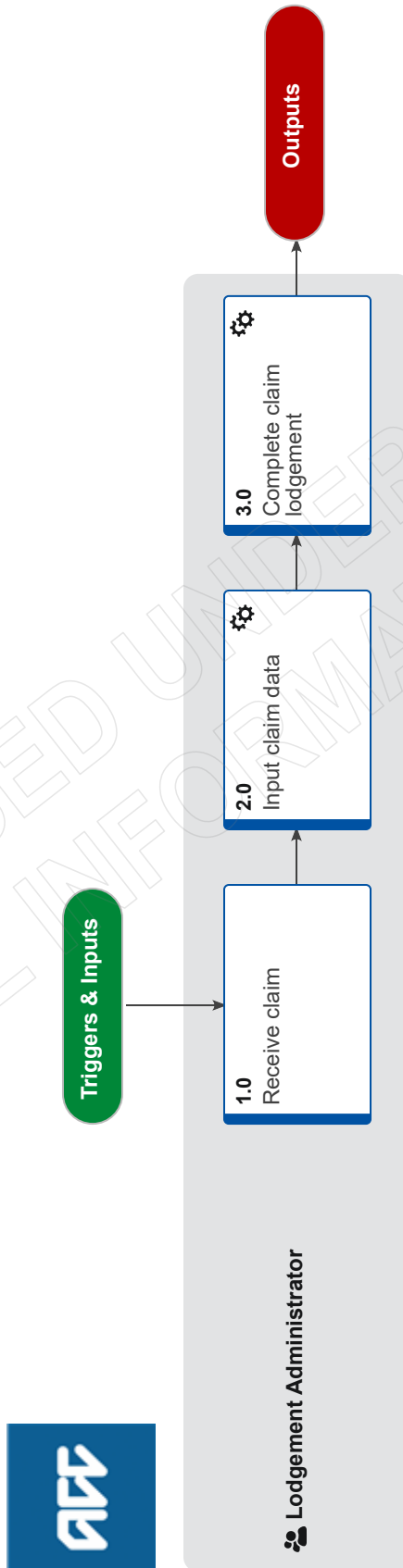


Receive and Input Manual Claim :: New claim lodgement with no claim form v14.0



Receive and Input Manual Claim :: New claim lodgement with no claim form v14.0



Summary

Objective

To capture new claims requested by internal staff into Eos and file the relevant information

Background

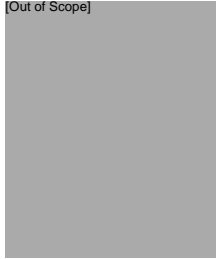
In certain circumstances it's necessary to create a new claim. In these cases, there will be no standard ACC claim form so the information must be provided another way

Global Process Owner

Global Process Expert

Variation Expert

[Out of Scope]



Procedure

1.0 Receive claim

Lodgement Administrator

- a Open the Registration Email Inbox and access the new claim request.
- b Read the email content and any attachment(s).

NOTE What if the email doesn't have all the information I need?

Reply to the email and request the information from the sender.

- c Confirm that the request meets the criteria for a new claim to be lodged

NOTE What's the criteria for a new claim to be lodged?

A new claim may be lodged only if all of the following are true:

- The client has consented to the new claim being lodged via any of the following methods:
 - o verbally
 - o in writing
- and at least one of the following is true:
 - o the date of accident of the new claim is different from the date of accident of the claim that the client is currently being treated for
 - o the accident description of the new claim is different from the accident description of the claim that the client is currently being treated for
 - o the claim contains at least one of the following types of claim:
 - complicated claim
 - non-complicated claim

Non-complicated claim definition

Complicated claim definition

NOTE What if the claim doesn't meet the criteria for a new claim?

Return the request to the requestor for them to gather more information or cancel the request

- d Confirm that you have all the information you need to register a new claim

NOTE What information do I need to register the claim?

A request for a new claim must contain all of the following information relating to the client:

- Person ID
- First name of client
- Surname of client
- Date of birth of client
- NHI number of client
- Fund code of new claim
- Accident description of new claim
- Date new injury identified
- Provider name
- ACC provider number
- Full name of the person submitting the request for a new claim
- Title of the person submitting the request for the new claim
- Date the request for a new claim was submitted
- The name of the ACC business unit submitting the request for a new claim
- The ACC45 number of the original claim, if there is one
- The name of the staff member if the new claim needs to be transferred to a specific person
- At least one of the following for the new claim:
 - o read code
 - o injury description
 - o injury diagnosis
- A copy of at least one of the following:
 - o Document where the injury is recorded
 - o Clinical notes with the relevant page number noted
 - o Instruction from the Technical Services team
 - o Medical Advisor comment

NOTE A request for a new claim may be on the Referral for new claim lodgement form

Referral for New Claim Lodgement

NOTE What if the email doesn't have all the information I need?

Reply to the email and request the information from the sender.

NOTE What if the email is from MFAT (Ministry of Foreign Affairs & Trade) or an Embassy?

If the email is from a staff member posted overseas, we still need to register their claim. We will also register claims on behalf of their family members – usually the email will still come from the MFAT staff member

- Lodge the claim using a dummy number
- If there is insufficient information on the email from the client regarding their personal details (eg. Date of birth, Middle name etc.), Please respond to the email and get clarifying details.




If the client has not attached enough information about the accident – please clarify this, this could be done by requesting a medical certificate or doctors notes to show they have sought treatment.

If the client has supplied an address, then please update their details otherwise leave all information as it is.


- Let the claim stream to Cover Triage for assessment and suppress the letters

2.0 Input claim data

Lodgement Administrator

- a** In Eos, open the client's party record. See the Client Searches guide below.
 -  Client searches
- b** Turn off notifications.
 -  Stop notifications
- c** Request a Dummy ACC45 number using the Request Dummy 45 tool.
 -  Request Dummy 45 spreadsheet
- d** In the reason for request box in the Request Dummy 45 tool, type: 'Referral for new claim lodgement'
- e** In Eos, enter the new claim information into the relevant fields.

NOTE What if it's been identified that it's a work related gradual process, disease or injury?
Add 'WRGP' to Additional Injury Comments to ensure that it streams to the Gradual Process team.
- f** In Part E, enter the default provider number (J99966) so that the claim receives a Held cover status.
- g** Click NEXT on the claim intake form to save the changes.
- h** Reopen the new claim and action any information requirements.
- i** Once the claim has a 'Registration Complete' status, remove the default provider and replace with the actual provider from the ACC45.

NOTE What if the claim has been streamed to a specialist department?
Transfer the claim to your queue (or contact the relevant department to ask for it to be transferred to your queue if you're not able to transfer it yourself).
- j** In Eos, upload any documents that came with the request to the claim.
 -  File an inbound email

NOTE What document type should I use in Eos?

- Miscellaneous claims: VCF011 Internal document
- Sensitive claims: SC VCF011

NOTE What information should I include when I'm uploading and where?

- Contact details: Referral for new claim lodgement
- Status: Received
- Direction: Internal
- Reason: Contact with Internal Party
- Description: Referral for new claim lodgement

- k** Confirm cover status
 - If meant to be Held, then transfer to relevant person or team.
 - If meant to be Accept, then amend cover status to Accept and suppress auto accept letter.
- l** Open the client's party record and turn notifications on.
- m** Confirm to the requestor that you've created the new claim and advise of any changes or default info you had to use.

3.0 Complete claim lodgement Lodgement Administrator

- a** Close out of the Eos screen and any related documents.
 - b** Move email into Completed [current year] sub-folder in the Registration Email Inbox.
-