

Claim administration

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Claim administration is a broad term used to describe the range of tools, tasks and practices used for the effective and efficient management of a claim. These items apply across the lifecycle of a claim and are not specific to any stage.

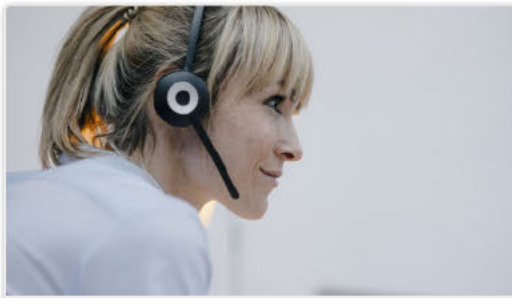


Communication with stakeholders

Effective communication with stakeholders is a key element to achieving claim objectives.



Communicating with an employee



Communicating with an Employer



Complaints and feedback

Authority and consent on claims

Given the sensitive information in claim management, we are required to use legal authorities to request and provide information. Legal authorities may also be withdrawn.



Authority, or withdrawal of authority, to act on employee's...



Authority to release medical information

Quality assurance

Quality assurance drives high quality service delivery and helps strengthen capability.



Quality assurance

File and diary maintenance

Proper claim file management and maintenance is key to meeting various legislative responsibilities and to ensure effective and efficient management of a claim.



Privacy



Record keeping



Managing diaries

Receiving and actioning requests for a claim file

Claims Managers may be asked to provide part, or all, of a claim file either under the SRC Act or the FOI Act.

Suspensions, ceases and refusal to deal

Claims managers, or an employer, may need to take action on a claim such as refusing to deal with a claim, determining no present liability, denying benefits or suspending due to nonattendance or obstruction of a medical examination or rehabilitation assessment or program.

Compliance and fraud referrals

Claims managers identify an issue on a compliance issue on a claim, or a fraud matter.