

Claim management

Claim management

Claim management is the stage of the claim lifecycle where, following the acceptance of liability for a claim, we provide compensation, medical and other treatment to support the employee's return to health, and where possible, work.



The claim management process and objectives

Claim management is the largest stage in the claim management lifecycle. Once liability for a claim has been accepted it means that an employee can access compensation benefits available under the SRC Act. These compensation benefits are designed to support an employee to return to health and, where possible, work.

Like in the triage and liability stages, a Claim Plan is used to set an agreed strategy for managing the claim and supporting the employee to return to health and work. We review this plan and the claim regularly to ensure the employee's return to

health and work is on track.

The objective of this stage of the claims lifecycle is to ensure appropriate management and support of accepted claims continues to be provided post determination of liability for the purpose of driving positive return to work and health outcomes.

Claim reviews

A key part of successfully managing a claim is to set a plan for the claim and to continually monitor and review the claim against that plan.



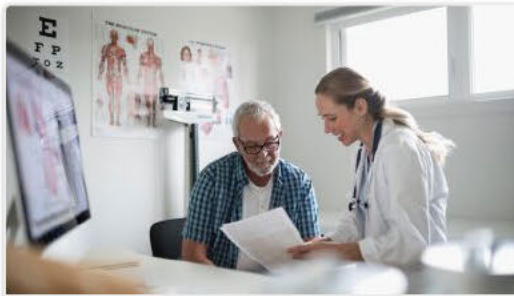
Claim reviews

Medical treatment and other support

A claimant may require medical treatment and other support such as home help, aids and appliances to return to health and, where possible, to work. Common topics can be found below.



What is medical treatment?



What is reasonable medical treatment?



What are appropriate costs?

Rehabilitation and return to work

A key focus for us in our work is to support the rehabilitation of an employee back to their pre-injury health and, where possible, work. Common rehabilitation and return to work topics can be found below.



Rehabilitation process



Rehabilitation assessments



Rehabilitation programs

Incapacity payment and calculation

Where, following an acceptance of liability for an injury, an employee may be entitled to income support if they have had time off work as a result of that injury. Common topics can be found below.

Reimbursements and other payments

Where Comcare is liable for an injury, we may also be liable for the costs incurred by the employee or other stakeholders involved in the compensation process. Common topics can be found below.

Overpayments and recoveries

During the compensation process an overpayment or debt may arise. Common processes and procedures can be found below.

Work related death

Where an employee dies from a condition arising out of or in the course of their employment, Comcare may be liable to pay compensation to dependants, including funeral expenses.

New or changed conditions

During the course of the compensation process the condition that the employee has may change or the employee may develop a new condition. Common topics can be found below.

Permanent impairment

A condition claimed by an employee may be permanent or may become permanent and the employee may be entitled to a permanent impairment lump sum.

Miscellaneous

The following content pages relates to miscellaneous topics.