

# Claim reviews

## Claim management

- ✓ Claim reviews

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- ✓ Medical treatment and other support

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- ✓ Rehabilitation and return to work

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- ✓ Incapacity calculation and payment

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- ✓ Reimbursement and other payments

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- ✓ Overpayments and recoveries

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- ✓ Work related death

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- ✓ New or changed conditions

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- ✓ Permanent impairment

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- ✓ Miscellaneous

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**What are claim reviews?**

Claim Reviews occur in the claims management phase of the claim lifecycle. They are a systematic approach to ensuring regular monitoring and progression towards desired outcomes.

Claim Reviews are a multidisciplinary team discussion to review and revise the effectiveness of claim and injury management strategies to ensure the claim is progressing towards optimal recovery and return to work goals. By the end of the Claim Review everyone is aware of what needs to be done by whom and by when.

The [Claim plan](#) should be updated whenever there is a change to an action(s), timeframe(s).

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