



# Claims manual release number 15 - 04 September 2023

## Claims Manual Update - September 2023

Hi Claims Management Group,

The ninth claims manual release of 2023 has been released today.

This release includes several minor changes.

The changes relate to the following topics:

- [Forms, letters and templates](#)
- [Undertaking a labour market assessment](#)
- [Calculating and making permanent impairment payments](#)

Please take the time to review the [Claims Manual release notes - 4 September 2023](#) and familiarise yourself with the new content.

Claims Manual updates are published on a **four-weekly** cycle. The following release dates for 2023 are:

- Monday 2 October 2023
- Monday 6 November 2023
- Monday 4 December 2023

The deadline for change requests that require approval by the business process owner is **one week prior to the scheduled release date**.

If you have any feedback or comments about these changes, or any other content in the Claims Manual, please provide your feedback directly from the Claims Manual by hitting the feedback button located on the bottom right-hand corner of every page in the manual.

As always, if you have any questions about the recent changes or the process for making changes to the Claims Manual, please contact the Claims Governance team.



## Claims manual release 16 - October 2023

### Claims Manual Update - October 2023

Hi All,

The tenth claims manual release for 2023 has been released today.

This release includes several material and immaterial changes.

The changes relate to the following topics:

- Communicating with an employee (released on 20 September 2023)
- Independent medical examinations (released on 20 September 2023)
- Claim reviews
- Claim Review Process Guide (released on 22 September 2023)
- Lodgement
- Lodging a claim with Comcare
- Claims Manual updates
- Recovering overpayments from a deceased estate
- Considerations relevant to disease claims
- Employees under the SRC Act
- Authority, or withdrawal of authority to act on employee's behalf

Please take the time to review the [Claims Manual release notes 16 – 2 October 2023](#) and familiarise yourself with the new content.

Don't forget to check out the [Recommended Pages](#) and [Announcement sections](#) on the [Homepage](#) of the Claims Manual.

This month's Recommended Pages are [Lodgement](#), [Communicating](#) with an employee, [Claim Review Process Guide](#) and [Implementing an AAT decision](#).

Claims Manual updates are published on a **four-weekly cycle**. The remaining release dates for 2023 are:

- Monday, 6th November 2023
- Monday, 4th December 2023

The deadline for change requests that require approval by the business process owner is **one week prior to the scheduled release date**.

If you have any feedback or comments about these changes, or any other content in the Claims Manual, please provide your feedback directly from the Claims Manual by hitting the feedback button located on the bottom right-hand corner of every page in the manual.

As always, if you have any questions about the recent changes or the process for making changes to the Claims Manual, please contact the Claims Governance team.



## Claims manual release 17 - November 2023

### Claims Manual Update - November 2023

Hi all,

The eleventh claims manual release for 2023 has been released today.

This release includes several material and immaterial changes.

#### The changes relate to the following topics:

- Employees under the SRC Act
- Reimbursement and other payments
- Tyro Health (formerly Medipass)
- Specific conditions and circumstances
- Claims Manual updates
- Communicating with an employee
- Alterations and Modifications under section 39
- Employees residing or Moving Overseas
- Incapacity for work
- Normal weekly earnings
- Assessment of ability to earn
- Redemptions
- Separation from employment

- Notification of employee death
- 'Just ask' process
- Reconsiderations
- Physiotherapy
- Obtaining a medical report or clinical notes

Please take the time to review the [Claims Manual Release Notes - Release 17 - 6 November 2023](#) and familiarise yourself with the new content.

Claims Manual updates are published on a **four-weekly cycle**. The following release dates for 2023 are:

- Monday, 4th December 2023

The deadline for change requests that require approval by the business process owner is **one week prior to the scheduled release date**.

If you have any feedback or comments about these changes, or any other content in the Claims Manual, please provide your feedback directly from the Claims Manual by hitting the feedback button located on the bottom right-hand corner of every page in the manual.

As always, if you have any questions about the recent changes or the process for making changes to the Claims Manual, please contact the Claims Governance team.



# Claims manual release 18 - December 2023

## Claims Manual Update - December 2023

Hi Claims Management Group,

The twelfth and final claims manual release for 2023 has been released today.

This release includes several material and immaterial changes.

### **The changes relate to the following topics:**

- Reconsiderations on own motion
- Claims Review Process Guide
- Obtaining a medical report or clinical notes
- Work Related death
- Assessing a work-related death claim
- Payments for dependents
- Paying for funeral and memorial services
- Registration
- Registering a new claim

- Travel for medical treatment or examination (Removed)
- Receiving and actioning travel requests
- Clinical Panel
- Undertaking a clinical panel review
- Implementing an AAT decision
- Claims manual updates
- Communicating with an employee

Please take the time to review the [Claims Manual Release Notes – Release 18](#) and familiarise yourself with the latest content.

SURVEY: Please complete the survey on the [homepage](#) of the Claims Manual. We would love 😊 to hear from you about how we can improve the Claims manual.

Also, don't forget to check out the [Recommended Pages](#) and [Announcement sections](#) on the [homepage](#).

This month's Recommended Pages are the '[Communicating with an Employee](#)', '[Implementing an AAT decision](#)' and '[Undertaking a Clinical Panel review](#)' pages.

Claims Manual updates are published on a **four weekly cycle**. The following release dates for 2024 are:

- Monday, 8th January 2024
- Monday, 5<sup>th</sup> February 2024
- Monday, 4<sup>th</sup> March 2024

The deadline for change requests that require approval by the business process owner is **one week prior to the scheduled release date**.

A full list of the Claims manual release dates can be found [here](#).

If you have any feedback or comments about these changes, or any other content in the Claims Manual, please provide your feedback directly from the Claims Manual by hitting the feedback button located on the bottom right-hand corner of every page in the manual.



As always, if you have any questions about the recent changes or the process for making changes to the Claims Manual, please contact the Claims Governance team.

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