



# Claims Manual Release 19 - January 2024

## Claims Manual Update - January 2024

Hi all,

Happy New Year!

The first claims manual release for 2024 has been released today.

This release includes one material and several immaterial changes.

### The changes relate to the following topics:

- Considerations relevant to disease claims
- Legislative tests and initial liability
- Calculating Incapacity Payments
- Superannuation
- Requesting information from employees

Please take the time to review the [Claims Manual Release Notes – Release 19](#) and familiarise yourself with the latest content.

REMINDER: Don't forget to 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.

Thank you to those of you who have already completed the survey. Your views are much appreciated.

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

This month's Recommended Page relates to **the presumptive liability for Post Traumatic Stress Disorder claims submitted by first responders.**

**Please note:** The Pracsys letter template '**Section 14 Claim Acceptance Notice Disease**' has been updated to include presumptive liability information for PTSD claims.

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

- Monday, 5<sup>th</sup> February 2024
- Monday, 4<sup>th</sup> March 2024
- Tuesday, 2<sup>nd</sup> April 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.



# Claims Manual Release 20 - February 2024

## Claims Manual Update - February 2024

Hi all,

The second claims manual release for 2024 has been released today.

This release includes several material and immaterial changes.

**The immaterial changes relate to the following pages:**

- Welcome to the Claims Manual
- Tyro Health
- Case Conferences
- Medicare notice and recoveries
- Surgery
- What is reasonable medical treatment?
- Medication, pharmaceuticals and medicinal cannabis
- Implementing an AAT Decision
- Notification of employee death

- Glossary
- Considerations relevant to disease claims

The material changes relate to the following pages:

- Invoice and receipt processing
- Independent Medical Examinations overview
- Independent medical examinations

Please take the time to review the [Claims Manual Release Notes – Release 20](#) and familiarise yourself with the latest content.

**REMINDER:** Don't forget to 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.

Thank you to those of you who have already completed the survey. Your views are much appreciated.

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

This month's Recommended Page relates to [Independent Medical Examinations](#)

**IMPORTANT:** Just a reminder that the presumptive liability for first responders came into effect on 15 December 2023. For further information, please see the [Considerations relevant to disease claims](#) page.

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

- Monday, 4<sup>th</sup> March 2024
- Tuesday, 2<sup>nd</sup> April 2024
- Monday, 6<sup>th</sup> May 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.



## Claims Manual Release 21 - 4 March 2024

### Claims Manual Update - March 2024

Hi All,

The third claims manual release for 2024 has been released today.

This release includes several material and immaterial changes.

**The immaterial changes relate to the following pages:**

- Nursing Homes
- Assessing and determining a permanent impairment claim
- Communicating with an employee
- Reconsiderations
- Welcome to the Claims Manual
- Communicating with an employer
- Agency information

As part of the continuous improvement process, Claims Governance continues to review and update immaterial changes i.e. spelling or formatting errors, typos, broken links etc throughout the Claims Manual release cycle.

If you find any spelling or formatting errors, typos, broken links etc, please let us know through the Feedback button in the Claims Manual.

**The material changes relate to the following pages:**

- Registering a new claim
- Tyro Health
- Obtaining a medical report or clinical notes
- Claims Manual Updates

Please take the time to review the [Claims Manual Release Notes – Release 21](#) and familiarise yourself with the latest content.

**NEWS FLASH:** The links to the Claims Manual Release Notes for the last 12 months (starting March 2023) have been added to the Claims Manual. So, if you are wanting or needing information on the previous changes to the Claims Manual, please check out the [Claims Manual Updates page](#).

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

This month's Recommended Page relates to [Tyro Health](#)

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

- Tuesday, 2<sup>nd</sup> April 2024
- Monday, 6<sup>th</sup> May 2024
- Monday, 3<sup>rd</sup> June 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 CSG team.





## Claims Manual Release 22 - 2 April 2024

### Claims Manual Update April 2024

Hi All,

The monthly claims manual release for April 2024 has been released today.

This release includes several material and immaterial changes.

**The immaterial changes relate to the following pages:**

- Newly reported conditions
- 'Just Ask' Process
- Overview of the AAT and Instructing Officer Role
- Home help and attendant care
- Implementing an AAT decision
- Welcome to the Claims Manual homepage

**The material changes relate to the following pages:**

- Permanent impairment
- Claiming permanent impairment
- Registering a claim for permanent impairment
- Assessing and determining a permanent impairment claim
- Calculating permanent impairment payment amounts
- Electing to sue the Commonwealth
- Assessing hearing loss claims for permanent impairment

Please take the time to review the [Claims Manual Release Notes – Release 22](#) and familiarise yourself with the latest content.

**NEWS FLASH! NEWS FLASH!** There is a new tab in the top navigation menu of the Claims Manual (next to the Claims Manual Updates) called Frequently Asked Questions (FAQs). This tab opens onto the new [Frequently Asked Questions \(FAQs\)](#) page. This new page was created for Claims manual users so that they could find quick answers to commonly asked questions. Claims manual users will also be directed to the right sections of the Claims manual for further information.

**REMINDER:** Due to the new prescribed timeframes for decision making under the SRC Act, an out of cycle Claims Manual Release occurred on Wednesday, 27 March 2024. Further information about the release can be found [here](#).

This month's Recommended Pages relate to:

- [Decision making under the SRC Act](#)
- [Considerations relevant to disease claims](#)
- [Requesting information from employees](#)

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

- Monday, 6<sup>th</sup> May 2024
- Monday, 3<sup>rd</sup> June 2024
- Monday, 1<sup>st</sup> July 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.



















## Out of cycle Claims Manual Release - 29 April 2024

Hi All,

An out of cycle Claims Manual release occurred today due to changes to the Claims Review Process (CRP) in relation to the frequency/intervals on when claims are required to be reviewed. The change to the frequency/intervals for claim reviews becomes effective as of today – 29 April 2024.

Please see the [Claims Review Process Guide](#) page for the changes to the frequency/intervals for claim reviews.

The reason for this change is due to feedback from Claims Managers, Injury Managers and Assistant Directors that the reviews are too frequent and that team members often find that they are discussing claims where there have been no further developments on the claim or repeating content from the last review.

It is envisaged that the change to the frequency/interval of claims requiring a review, allows more time for new information to be received or developments to occur in relation to the claim, and ensures that claim reviews are an efficient and effective tool for meeting our strategic priorities for Rehabilitation and Return to Work.

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 23 - 6 May 2024

### Claims Manual Update May 2024

Hi All

The monthly claims manual release for May 2024 has been released today.

This release includes several material and immaterial changes.

**The immaterial changes relate to the following pages:**

- Forms, letters, and templates
- Specific conditions and circumstances
- Communicating with an employee
- Get Help
- Welcome to the Claims Manual

**The material changes relate to the following pages:**

- Legislation and Scheme Guidance (new page)

- Pracsys video resources (**new page**)
- Dental Treatment (**new page** and includes information on Bruxism)
- Overpayments (new section and link to the CCAT procedure for raising overpayments due to compliance activities).

Please take the time to review the [Claims Manual Release Notes – Release 23](#) and familiarise yourself with the latest content.

**Claims HQ redevelopment:** Please be aware that as part of the Claims HQ redevelopment, some of the content will be moved from Claims HQ into the Claims Manual. This includes various forms, letters or templates which were transferred to the Claims Manual as part of this release. A list of the forms, letters and templates in the Claims Manual can be found [here](#).

**Pracsys Letters:** Due to the recent legislated prescribed timeframes for decision making, the following letter templates have been updated in Pracsys to include information on the prescribed timeframes:

Letter template numbers:

250 – Section 62: Acknowledge Reconsideration Request ER

259 – Section 62: Time Extension for Reconsideration EE

261 – Section 62: Time Extension for Reconsideration SP

608 – Section 14: Acknowledge Claim

615 – Section 58: Refusal to deal with Claim

681 – Section 62: Acknowledge Reconsideration Request EE

712 – Section 57: Medical Assessment - Empl

**WE NEED YOU!** We are aiming to improve the search functionality in the Claims manual, and **we need you** to help us identify what words or terms that need to be added to the search function so that you can search for the information that you are looking for more easily. If you have any suggestions, then check out the new survey on the [home page](#).

**REMINDER:** There was an out of cycle Claims Manual release on 29 April 2024, due to changes to the frequency/intervals on when claims are required to be reviewed as part of the Claims Review Process. These changes became effective on 29 April 2024.

For further information, please see the [Claims Review Process Guide](#) page for the changes to the frequency/intervals for claim reviews.

This month's Recommended Pages relate to:

- [Legislation and Scheme Guidance](#)
- [Dental Treatment](#)
- [Overpayments](#)

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

- Monday, 3<sup>rd</sup> June 2024
- Monday, 1<sup>st</sup> July 2024
- Monday, 5<sup>th</sup> August 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.



## Claims Manual Release 24 - 3 June 2024

**Hello!**

The Claims manual release for June 2024 has been released today.

This release includes several material and immaterial changes.

**The immaterial changes relate to the following pages:**

- Reconsiderations on own motion.
- Communication with stakeholders
- Obtaining a medical report or clinical notes
- Legislation and Scheme Guidance

**The material changes relate to the following pages:**

- Registering a new claim
- Incapacity for work
- Employees under the SRC Act
- Obtaining a medical report or clinical notes

Please take the time to review the [Claims Manual Release Notes – Release 24 – 3 June 2024](#) and familiarise yourself with the latest content.

**CLAIMS HQ REDESIGN** – Claims Governance is currently adding content from Claims HQ to the Claims Manual. This forms part of the Claims HQ redesign which identified content that should sit within the Claims Manual rather than being in Claims HQ.

Claims Governance will continue with the redesign of Claims HQ over the next few months, which may see further content added to the Claims Manual.

**NEWS BLAST**- In other news, Claims Governance is also working on implementing the changes to the Claims Manual, Claims HQ, Comcare website pages and Pracsys letters in relation to the legislative changes to arranging medical examinations under s57 of the SRC Act.

The legislative changes are due to come into effect on 14 June 2024.

Claims Governance will undertake an out-of-cycle Claims Manual release once the Claims Manual content has been updated and approved by the Senior Director and relevant Directors, CMG.

This month's recommended page relates to [Obtaining a medical report or clinical notes](#)

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

- Monday, 1<sup>st</sup> July 2024
- Monday, 5<sup>th</sup> August 2024
- Monday, 2<sup>nd</sup> September 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.



## Claims Manual Release 25 - 1 July 2024

Hello

The monthly Claims manual release for July 2024 has been released today.

This release includes several immaterial and material changes.

**The immaterial changes relate to the following pages:**

- Claim Plans
- Medication, pharmaceuticals and medicinal cannabis
- Calculating permanent impairment payment amounts
- Assessing and determining a permanent impairment claim
- Frequently Asked Questions (FAQ's)
- Rejecting a claim for permanent impairment
- Fitness for duty reports
- Forms, letter and templates
- Claims manual updates
- Psychology
- Registering a claim for permanent impairment
- Employees under the SRC Act

- Reconsiderations on own motion

The material changes relate to the following pages:

- Independent Medical Examination (Please see the [Announcement](#) on the Claims Manual homepage for further details.)
- Triage Claim Plans

Please take the time to review the [Claims Manual Release Notes – Release 25 – 1 July 2024](#) and familiarise yourself with the latest content.

**REMINDER:** An out of cycle Claims Manual Release occurred on 27 June 2024. Please see the [Announcement](#) on the Claims Manual homepage for further details.

**TRIAGE CLAIM PLANS:** The 'Triage Claim Plan' has been replaced by the 'Claim Plan – Claims Management template' due to an assurance activity conducted by the Claims Compliance and Assurance team which identified that the Triage Claim Plan had not been effectively utilised and recommended that the Triage Claim Plan be replaced.

**NEW AND UPDATED FORMS:** The following new and updated forms have been added to the Claims Manual

- [Claim Plan – Claims Management template](#)
- [Clinical Panel Review Form](#)
- [Psychology Treatment Plan](#)

**PI and REDEMPTON CALCULATORS:** The PI and Redemption Calculators have been updated effective 1 July 2024. The updated PI Calculator can be found on the [Comcare website](#) and [Claims HQ](#). The Redemption Calculator can be found on [Claims HQ](#).

The links to the PI Calculator in the Claims Manual have also been updated.

**RECOMMENDED PAGES:** This month's recommended page relates to [Independent Medical Examinations](#)

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

- Monday, 5<sup>th</sup> August 2024

- Monday, 2<sup>nd</sup> September 2024
- Tuesday, 1 October 2024
- Monday, 4 November 2024
- Monday, 2 December 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.

# Claims Manual Update - 5 August 2024

## Claims Manual Update 5 August 2024

Hi all,

The monthly Claims manual release for August 2024 has been released today.

This release includes several immaterial and material changes.

**The immaterial changes relate to the following pages:**

- Undertaking a Clinical Panel review
- Independent Medical Examinations
- Claims Manual updates

**The material changes relate to the following pages:**

- Closure
- Closing a claim
- Reopening a claim and closed claim management

- Work status codes
- Agency information
- Delegated Claims
- Practice support and account management
- Communication with stakeholders
- Communicating a determination or decision
- Communications protocol (released on 26/07/2024)
- Commitment claims
- Communicating with an employer
- Complaints and feedback
- Reconsiderations
- Reconsiderations on request and reconsiderations of own motion
- Reconsiderations on request
- Reconsiderations of own motion

Please take the time to review the [Claims Manual Release Notes – Release 26 – 5 August 2024](#) and familiarise yourself with the latest content.

The material changes listed above are part of the ongoing Claims Manual Revision process. These pages have been completely reviewed by Claims Governance, SME's and approved by the relevant Directors.

The Claims Manual Revision process is part of the continuing improvement process undertaken by Claims Governance and the aim is to review all the Claims Manual pages every 12 months.

We would like to thank everyone involved in the Claim Manual Revision process and their commitment to ensure that the Claims Manual continues to a useful resource for the Claims Management Group.

**REMINDER:** The [Communication Protocol](#) page was updated on 27 July 2024 as part of an out of cycle Claims Manual Release.

**RECOMMENDED PAGES:** This month's recommended pages relate to the [Communication with stakeholders](#) section.

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

- Monday, 2<sup>nd</sup> September 2024
- Tuesday, 1 October 2024
- Monday, 4 November 2024
- Monday, 2 December 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.



## Out of cycle Claims Manual release

Due to high priority changes to the Claims Manual, an out of cycle claims manual release has occurred today.

This release includes changes to two pages.

The changes relate to the following topics:

- [Independent medical examinations](#)
- [Communicating with an employee](#)

### Independent Medical Examinations

The change to the Independent Medical Examinations (IME) page relates to the procedure for actioning an IME report and includes prompts for drafting an email to the **employer** in relation to the outcome of the IME report which is to include a summary of the **relevant information only**.

Please familiarise yourself with the changes to this procedure.

### Communicating with an employee – Psychosocial hazard supports now available

As Claims Managers may sometimes find themselves in difficult or distressing situations when dealing with angry or distressed employees, the [Communicating with an employee](#) page in the Claims manual now includes updated guidance



documents for handling these difficult conversations or customers and includes tips for practicing self-care after distressing or difficult situations.

**Don't wait until you are faced with an angry or distressed employee.** Familiarise yourself with the updated guidance and information early, so that you are as prepared as possible if a difficult situation occurs.

Visit the [Communicating with an employee](#) page in the [Claims administration](#) section of the Claims Manual to find these and other guidance documents on communication.

## Claims Manual updates

Claims Manual updates are published on a **four-weekly cycle**. The next Claims Manual release date is:

- Monday 2 October 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.