

# Closing a claim

## Closure

∨ Closing a claim

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## Introduction

Where there has been no recent activity on a claim the claim should be closed for administrative reasons. As the SRC Act is a long tail scheme, a claim with accepted liability cannot be permanently closed unless there is a change in the liability status. Instead, a claim is administratively closed in our system so that it is moved off a Claims Manager's case load.

A claim closed for administrative reasons does not prevent an employee from providing further information and/or claiming benefits in relation to their compensable condition in the future. If this occurs, the claim can be re opened. For further guidance, refer to the [Reopening a claim](#) page.

A claim can also be closed without being determined, if the employee has not provided sufficient information for a claim to be considered a claim under the SRC Act. For further guidance, refer to the [Refusing to deal with a claim](#) page.

A claim cannot be closed in Pracsys if there are outstanding:

- diaries
- treatment plans
- rehabilitation programs
- claims requiring determination
- invoices requiring payment
- ongoing reconsiderations or AAT cases, or
- overpayments.

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## Identifying open claims for closure

Assistant Directors and Claims Support Officers are provided a monthly report on open claims that can potentially be closed.

Working with your Assistant Director/s, the Claims Support Officers are expected to review the report monthly and:

- notify the Assistant Director of their intention to close the claim and, if there are no concerns raised, administratively close those claims with no outstanding items on them
- take action, as far as possible, to close outstanding items on claims.

**Pracsys comments:** Upon investigation of claims identified for closure, if actions are required, please ensure a relevant comment is added in Pracsys.

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# Procedure to close a claim in Pracsys

The Claims Support Officer or Claims Manager completes this procedure. To close a claim in Pracsys, follow the steps below:

## Step 1: Check whether any outstanding incapacity/treatment claims need to be submitted

Telephone the employee and ask the employee if they require any further support from Comcare in relation to their recovery and/or return to work. If there are no further payments/actions required, proceed.

## Step 2: Check and update the work status code

Ensure the work status code is correct and update as required. For further guidance, refer to the [Work status codes](#) page.

## Step 3: Close the claim in Pracsys

Go to the 'Close Claim' (CROC) function:

- select '*Inactive Claim*' as the reason
- click '*Amend*'.
- If you receive an error message when trying to close the claim, e.g. 'claim cannot be closed due to outstanding diaries', please review the errors and close all outstanding items before trying to close the claim.

This is the end of the procedure.

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