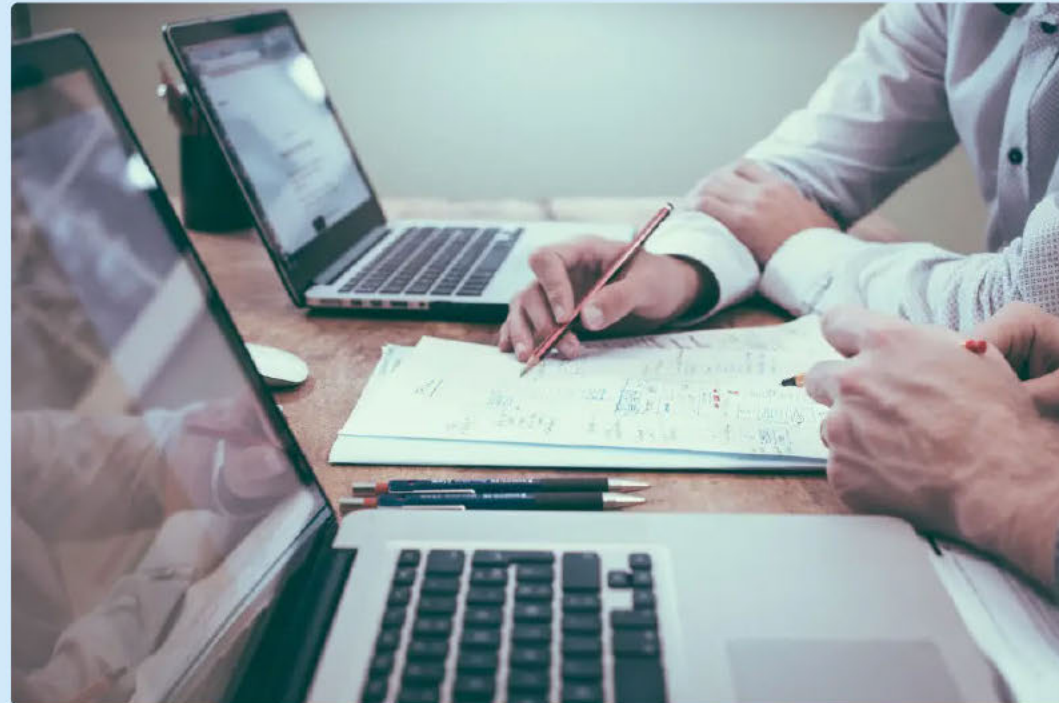


Closure

Closure

Closure is the final stage of the claim lifecycle when all actions on the claim have been actioned and/or the employee has returned to health and, where possible, work.



The closure process and objectives

When a claim is identified manually or through an automated report that it is suitable for closure, the claim will be administratively closed.

Our objective for this stage of the claims' lifecycle is that there is timely administrative closure of a claim when closure criteria are met.

Closing a claim

Where certain criteria are met, a claim is to be closed for administrative reasons. This page provides information on [identifying claims for closure](#) and [how to close a claim in Pracsys](#).

Reopening a claim and closed claim management

Information may be received about a claim that is administratively closed. In some cases, the claim can remain closed and in other cases, the claim needs to be reopened. This page provides information on [when a claim should be reopened](#), [how to action a task on a closed claim](#), and [how to reopen a claim](#).



Closing a claim



Reopening a claim and closed claim management