

Commitment claims

Claims administration

✓ Authority and consent on claims

✓ Communication with stakeholders

Quality assurance

✓ File and diary maintenance

✓ Receiving and actioning requests for claim file

✓ Suspensions, ceases and refusal to deal

✓ Compliance and fraud

✓ Agency information

Jump to:

[Introduction](#)

[When should a claim be flagged as a commitment...](#)

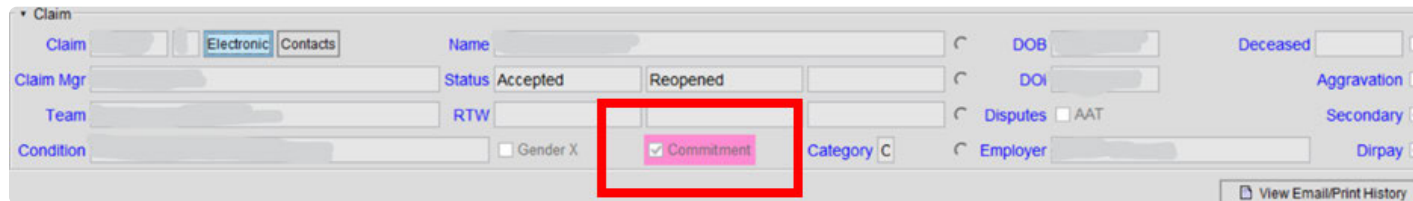
[Can a commitment flag be reviewed or removed?](#)

[Procedure to flag a commitment on a claim](#)

Introduction

Comcare sometimes makes specific service commitments to individual employees in relation to their claim(s). You and any other staff involved in managing the claim need to be aware of these commitments.

A commitment claim is highlighted in pink in Pracsys in the claims header next to the display for the primary condition.

A screenshot of a Pracsys claim header. The header contains various fields for claim information. A checkbox labeled 'Commitment' is checked and highlighted with a pink background, which is further enclosed in a red rectangular box. Other fields include 'Claim', 'Claim Mgr', 'Team', 'Condition', 'Status' (Accepted, Reopened), 'DOB', 'DOI', 'Disputes', 'Employer', 'Deceased', 'Aggravation', 'Secondary', 'Dirpay', and 'Category'. There are also buttons for 'Electronic', 'Contacts', and 'View Email/Print History'.

Screen shot of commitment claim flag in Pracsys

You must view comments on commitment claims

Anyone who accesses a claim that has been marked as a commitment claim needs to review the 'View Priority Comments' function for comments describing the commitment made by Comcare to the employee. You need to do this before any action is undertaken on the claim. Look in MCOM or VCOM in Pracsys and filter by comment category to 'commitment claim'.

If the notes indicate that there is a communication protocol in place, refer to [Communication protocol](#) for guidance on how to communicate with stakeholders involved in the claim.

[Return to top of page](#) | [Return to top of section](#)

When should a claim be flagged as a commitment claim?

You should consider flagging a commitment on a claim in situations where we commit to performing a specific service.

For example:

- We commit to communicate with the employee in a specific way, such as all correspondence is in writing, no phone calls. Please refer to [Communication protocol](#) for more information.
- During the course of communication with an employee, you identify that the employee has vulnerabilities which may warrant a commitment about how we provide service to that employee.
- A common law settlement exists on the claim.
- There is a specific agreement or undertaking about the management of the employee's claim, for example, for example for the wellbeing of the employee or because of a CEO complaint or Ministerial representation.
- Claims that belong to a cluster of claims which Comcare has agreed to service in a particular manner.

Before requesting a commitment claim flag be placed on the claim, you should consider other ways that will allow you to address any issues the employee has raised, such as setting a diary reminder.

If you believe a claim should be flagged as a commitment claim, you should discuss this with your Assistant Director. Only an Assistant Director or above can approve the adding or removing of a commitment claim flag.

[Return to top of page](#) | [Return to top of section](#)

Can a commitment flag be reviewed or removed?

Not all commitment claims represent long-term agreements made between Comcare and the employee. You should regularly review the reasons for a flag being created and any agreements that have been made. To do this, ensure that you **set action diary reminders** for review, when flagging the claim. Consult with your Assistant Director about the appropriate date to review the commitment.

Some claims are flagged as commitment claims for short-term reasons and some may be flagged because of historical issues. The flag should be removed if the commitment is no longer relevant or once Comcare has completed all actions that were agreed upon with the employee.

Consult with your Assistant Director before removing a commitment flag.

[Return to top of page](#) | [Return to top of section](#)

Procedure to flag a commitment on a claim

This procedure explains how to set the commitment claim flag and add comments in Pracsys to a claim with service commitment.

Step 1: Add a clear comment

- Go to 'Manage Claim Comments'.
- Create a comment under the category: 'commitment claims' and use the code 'complex claim'.
- Type a heading 'commitment claim effective xx/xx/xx - xx/xx/xx'.
- On the next line, enter details of the commitment. Be mindful that the employee can request to view the comments on their claim file.

Step 2: Flag the claim as a commitment claim

This can be done by an APS6 or above.

- Go to 'Amend Claim Registration' (ACLM).
- Tick the Commitment Claim flag.

Screen shot of Commitment Claim tick box in Pracsys.

Important: You must flag the claim AND add a comment to ensure the claim is correctly labelled and that it is clear what is required for people dealing with the claim.

Step 3: Create a diary to review the commitment claim

- Go to 'Manage Action Plan' and create a diary.
- Use 'Core activities' - 'Other'.
- Type in 'review commitment claim notes', set the date and select 'Create'.

This will appear in your diary a few days before it is due. Note that it will not create a notification in your in-tray. You can view diaries in the Business Object report as well.

This is the end of the procedure.

[Return to top of page](#) | [Return to top of section](#)

Procedure to review a commitment claim

When a diary appears to indicate that a commitment claim flag is up for review, coordinate with your Assistant Director to review the commitment.

Once the review has been completed, amend Pracsys accordingly, following this procedure.

Step 1: Is the commitment claim still in place?

- If yes, go to Step 2.
- If no, go to Step 3.

Step 2: Update comments on the claim file

If the commitment claim remains in place:

- Go to 'Manage Claim Comments'.
- Create a comment under the category: 'commitment claims' and use the code 'complex claim'.
- Type a heading 'commitment claim reviewed and still in place xx/xx/xx - xx/xx/xx'.
- On the next line, enter details of the updated commitment claim.

This will appear in your diary a few days before it is due. Note that it will not create a notification in your in-tray. You can view diaries in the Business Object report as well.

The procedure ends here for claims where a commitment claim remains in place.

Step 3: Update comments

If the commitment claim is no longer in place:

- Go to 'Manage Claim Comments'.
- If you created the original comment (or if you have access to the original creator or someone else who can change the comment, ask them to):
 - state why the commitment claim is now inactive and who made the decision.
 - change the comment from Active to Inactive.
- If you cannot change the original comment:
 - create a comment under the category: 'commitment claims' and use the code 'complex claim'.
 - state why the commitment claim is now inactive and who made the decision.

Step 4: Remove the Commitment Claim Flag on the claim

This can be done by an APS6 or above.

- Go to 'Amend Claim Registration' (ACLM)
- Untick the 'Commitment Claim' flag.

Screen shot of Commitment Claim tick box in Pracsys.

This is the end of the procedure for claims which no longer have commitment flags attached.

