

Creating an initial liability determination

Liability

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Introduction

Once 'Provisional Liability' has been created through iClaim, you can proceed with drafting the initial liability determination. Once the delegate has reviewed your draft determination and made a decision, the determination can be finalised, and a claim determination can be created in Pracsys.

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Creating a claim determination in Pracsys

The '*Create Claim Determination*' (CDET) function in Pracsys allows you to finalise a section 14 liability determination for a new workers compensation claim. This records all details about the determination, including who prepared and who approved the determination. The CDET function must be completed to allow the determination letter to be finalised and distributed.

A section 14 liability determination in Pracsys can be finalised after a claim has been assessed and processed through iClaim, via the '*Manage Initial Liability Assessment*' (MILA) function in Pracsys, and has been returned to you following approval from the Director, Claims Operations.

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Process for finalising the claim determination

The following process details the steps involved in the CDET function and how to finalise determination letters in Pracsys following [Quality Assurance](#):

Step 1: Finalise the claim determination in Pracsys

In Pracsys, open:

- '*Claim Determination*'
- '*Liability Determination*'
- '*Create Claim Determination*' (CDET).

All undetermined claims will appear in the window:

- select the required claim
- select the 'Next' button
- click the 'Create' button
- click 'Proceed.'

Step 2: Does the employee have a catastrophic injury?

- if yes, ensure the catastrophic injury flag has been ticked in CDET for the relevant claim
- if no, continue
- if unsure, refer to the definition of catastrophic injury located [here](#).

Note: A claim tagged as a 'catastrophic injury' is only relevant to claims for household services (including childcare) and attendant care services and means the usual maximum weekly amount payable for these services does not apply.

Step 3: Finalise determination letter in Pracsys. Select the letter that needs to be finalised:

- click 'View/Amend'
- click 'View/Edit Letter'
- make the corrections to the letter (if applicable)
- click the 'Finalise' icon up the top on the left-hand side of the screen
- click 'Print Tagged'
- click 'Done'

Important: Letters must be finalised the same day that the 'Create Claim Determination' process has been completed in Pracsys. A copy of this letter must be sent to both the employee and the Rehabilitation Case Manager (RCM)

Step 4: Where legal advice was provided to Claims Management Group, it will have regard to this when drafting and finalising its determination.

Step 5: Phone the employee and the Rehabilitation Case Manager (RCM) to advise them of the outcome of the claim. Your conversation should be documented in Pracsys comments, and should include:

- a discussion regarding the employee's rehabilitation progress
- current treatment
- any changes since your last discussion, and
- if applicable, their right to request a reconsideration if they do not agree with the determination.

Step 6: Update the treatment plan in Pracsys. Go to '*Amend Claim Treatment Plan*' (ACTP):

- click '*New*'
- in '*Treatment Payment Type*' field select the treatment that you have accepted or rejected. **Note:** For more than one treatment, you will need to create a new one plan for each individual treatment
- in the '*Auto payment type*' field select '*accept*', '*reject*' or not '*not allowed*'
- in the '*End Date*' field enter the date you have approved the treatment up to (and including)
- in the '*Frequency*' field - if the frequency of treatment is known amend otherwise leave it as '*Fortnightly*'
- in the '*Comments*' field enter any additional information that may be relevant:
 - for imaging enter the details of what imaging is required or has been conducted
 - for pharmaceuticals enter the type of pharmaceuticals recommended, including the dosage. **Example:**
18/12/12 Dr Smith recommends the following medications as treatment for the compensable condition. Panadeine Forte 10mg 100, Oxycontin 5mg 28 for the next 3 months then review).
- click '*OK*'
- click '*Amend*'.

Note: For payment type '*Physiotherapy*' or '*Psychologist*', you will need to enter how many sessions are approved before a Treatment Notification Plan (TNP) is required.

Step 7: Check all invoices have been accepted or disallowed. **Note:** In Pracsys, go to '*Determine Invoice*' and the '*Verify Invoice Item*' functions to check invoices.

For further information, please refer to the [Invoice receipt and processing page](#).

Step 8: Ensure all relevant forms have been added to Pracsys. A relevant form includes a claim plan.

