

File and diary maintenance

File and diary maintenance

Claim files that are kept up to date, well organised and adhere to our obligations under the *Privacy Act 1988* are critical for effective claims management. Well managed diaries also support effective claim management by allowing claim managers to record, monitor and remind them of specific actions that need to be undertaken on claims.

In this section

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

Privacy

Comcare takes its privacy obligations very seriously and is committed to meeting the highest standards when collecting, storing, using and disclosing personal information.

Change of personal information

An employee's personal information may change at any time. Upon receipt of notification of a change in personal information and any relevant supporting information, the claim file needs to be updated in a timely manner.

Managing diaries

Electronic diaries are created in Pracsys and used by claims managers to record, monitor, and remind them of specific actions that need to be completed when managing a claim.

Entering TOOCS codes

The type of occurrence classification system (TOOCS) codes are entered on to Pracsys when a claim is registered.

Claim chronology

The claim chronology template records key claim events in a consistent chronological manner and assists in the management of complex claims and/or long tail claims.

Record keeping

Claim files should only contain information relevant to the specific claim and be stored in accordance with the requirements of the Privacy Act 1988.

Removing and redacting information

Where information is received that is not directly related to an employee's claim, it may be appropriate to remove or redact it from the claim file.

Reallocation/transfer of claims

This page outlines the steps that must be undertaken and by who and when it is identified that claims are to be reallocated.

Information capture

Information capture is the scanning and document management support provided to the Claims Management Group.

Work status codes

Claims Management Group use the National Data Set work status codes as our primary tool for capturing and reporting on the return to work outcomes of employees.