

Get help

Get help or advice about the claims manual or particular subject areas through the available support channels.

Team and subject matter expert supports

Send an email query to get help or advice from one of the teams below.

Claims Strategy and Governance team

We are here to help if you are having technical problems, or you need support with the Claims Manual.

[Claims Strategy and Governance Team](#)

Incapacity Management team

For all incapacity calculation and payment process related queries.

[Incapacity Assessment team](#)

Reconciliations & Complex payments

For all invoice receipt and payment processing related questions as well as complex payments eg, death, funeral, PI and redemption payments

[CAIS FCS Complex](#)

Injury Management	Clinical Panel	Return to Work Support	Independent Medical Examinations
For all health and medical related questions, including advice regarding conditions, treatment, rehabilitation, return to health and return to work.	For more complex clinical questions.	For all complex rehabilitation and return to work questions.	The Assistant Director of IME's and Management Practice will take on management activities for Comca Service providers. This includes es of complaints, timeliness concerns quality issues, availability of appoi or any concerns regarding conduc consultants. In addition to process Comcare will monitor IME usage c monthly, quarterly, and six month to ensure compliance, and to iden continuous improvement opportu
Injury Management team	Clinical Panel team	Return to Work team	[REDACTED]

Contact a subject matter expert

After having reviewed the claims manual and you need help or advice on a specific topic, your first point of contact is your Assistant Director. Your Assistant Director will assist you and may direct you to a Technical Capability Officer or subject matter expert.

Permanent Impairment	Reconsiderations	AAT	Work related death claims	Third party recoveries	HOSC Act/Medicare recoveries
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]