Information capture

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

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Introduction

Information Capture (IC) refers to the scanning and document management support provided to the Claims Management Group.

Urgent requests

To request an urgent task within required timeframes, send an email to the IC Helpdesk Information Capture helpdesk and include the type of request and timeframe in the Subject heading. For example, *SUBJECT: "Reconsideration request   required by XXX."*

An urgent request includes:
- reconsiderations - correspondence forwarded from Reconsiderations team members to be scanned to claim
- claim registration   all requests addressing the claim registration team eg. new claim registration requests, editing of new claim documents, feedback regarding claim registration etc
- privacy breaches - removal/movement requests for documents added to incorrect claim numbers including requests from Information Capture team members
- sensitive/secure correspondence – any correspondence in relation to sensitive/secure claims
- any other requests that have a deadline or strict timeframe which impacts an employee or expected outcome eg. add an invoice to claim so it can be paid today before cut off, PI payments, clinical notes and report invoices for undetermined claims etc.

Options for claims managers to separate attachments

Below are the options available for Claims Managers (CMs) to separate attachments:

Option 1

1. CMs can separate attachments using Adobe Pro and then reattach to claim
2. Send the modified pages as an attachment to Claim correspondence.
3. The word "claim" must be entered into the subject line first, and then the claim name and number.
4. This action will result in the new attachments being scanned directly onto claim.

Option 2

1. Send a request to the Information Capture helpdesk.
2. Give specific instruction as to which pages you require to be separated.
3. Include in the subject heading "Request to separate documents."

In the body of the email include – Claim number, Folio (record number if you can), what you would like done. Please be as specific as possible.

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