

# Invoice receipt and processing

## Claim management

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- ✓ Incapacity calculation and payment

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- ✓ Reimbursement and other payments

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- ✓ Work related death

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## Introduction

Receipts and invoices from employees, employers and service providers are processed by the Financial and Client Services team.

The Financial and Client Services team's normal timeframe for processing invoices and receipts for payment is 28 days.

An invoice or receipt will be referred by the Financial and Client Services Team to the Claims Manager (CM) via a notification in Pracsys when:

- the claim is closed or rejected,
- there is a determination of no present liability against the claim, or
- the treatment has not been authorised by the CM in the Amend Payment Authorisation (Treatment Plan)' (ACTP) function in Pracsys as payable.

The CM must then determine whether payment is appropriate.

### Further support

If you require further support from the Financial and Client Services team, please use the following email addresses. For queries in relation to:

- information capture and document processing use - [IC.helpdesk](#)
- non-incapacity (medical) payment or PI payment issues use - [cais.complexpayers](#)
- rehabilitation forms or queries use [cais\\_rehabilitation](#)

*If you discover something that does not look right, feel right or when you discover concerning or previously undisclosed information either from the employee or another source (employer, rehabilitation provider etc) that is relevant and has the*

potential to impact the management of a claim, please refer to the "[Just Ask](#)" process.

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## Process for actioning invoices/receipts

Note: this procedure covers the payment functionality in Pracsys. The detailed procedure for assessing and [determining liability for medical treatment](#) or incapacity are set out on those pages.

The process actioning invoices/receipts in Pracsys are:

### Update Determined Invoice in Pracsys

Go to *'Manage Claim Information'* (MC):

- open *'Determined Invoice'* (TCI)
- select relevant invoice
- change status to *'Reject'* or *'Accept'*
- select a reason from the *'Determination Reason'* drop down box
- select *'Amend'*.

### Update Treatment Plan in Pracsys

Go to *'Amend Payment Authorisation (Treatment Plan)'* (ACTP) and update the treatment plan accordingly.

Once these steps are completed, refer back to the relevant page to complete the steps of determining liability.

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