Notification of employee death

Jump to:

Introduction

You may receive notification of the death of an employee who has died as a result of a compensable or non compensable condition.

You will usually receive such a notification from:

- the employer
- the rehabilitation provider
- the legal representative of the employee, or
- a family member of the employee.

Notification of the death of an employee may be received verbally or by written correspondence.

Important: When you receive notification of the death of an employee it must be actioned within 24 hours of receipt to prevent any overpayments from occurring and to action any previous overpayments that may have occurred.

Return to top of page | Return to top of section

Responsibility for managing death claims

Specialised Claims Team (SCT) is responsible for determination of liability under section 14 of the SRC Act for all work related death claims. However, where the death of the employee is not related to the compensable condition(s), you are responsible for any actions required.

Note: In cases where the cause of death is uncertain or there are possible multiple causes of death, you can discuss the claim with SCT.

Return to top of page | Return to top of section

Procedure for actioning a notification of an employees death

Step 1: Receipt of notification of the death of an employee.

- If the notification is received in writing, continue with the steps below under the heading *Has the following information been provided*?
- If the notification is received verbally, you will need to request the notifier to provide the following information:
  - date of death and a copy of the death certificate
  - notifiers name, contact details and relationship to the employee
  - name, contact details and address of the executor of the estate (if applicable), and
  - copies of any other relevant documents to be provided to Comcare (i.e documents stating who the executor of the estate is), and
  - continue to **step 3**

Note: If the notifier has come into the office and has a copy of relevant documents with them, take a copy of the documents and attach these copies to the Pracsys claim or scan and email Information Capture with a request to be attached to the Pracsys claim.

Important: Ensure that you update Pracsys to reflect the new contact and mailing details.

Step 2: Has the notifier indicated that the employee's death is as a result of their compensable condition?

- If yes, SCT will manage the claim. Send an email to Support Services to advise of the notification received.
- If no, the CM manages and finalises the claim accordingly.

Note: In cases where the employee's cause of death is uncertain or there are possible multiple causes of death discuss the claim further with SCT.

Step 3: Has the following information been provided?

- Date of death
- Notifier's name, contact details and relationship to employee
- Name, contact details and address of the executor of the estate (if applicable)
  copy of the death certificate, and
- Documents stating who the executor of the estate is?
  - If yes, phone the notifier and employer to advise of receipt of notification, and continue step 5, followed by step 7.
  - If no, phone the notifier and advise of the missing information that is required and the due date (14 days).

Step 4: Send an email to the notifier

Your email should include details of the information/documents required and the due date.

When sending an email via Pracsys, it will scan the email onto the employees claim file.

Step 5: Phone the employer

If the notifier is not the employer representative, advise the employer of your conversation with the notifier.

Note: Ensure that you send the employer a copy of your email sent to the notifier.

Step 6: Update Pracsys

Go to, 'Amend Claim Registration' (ACLM) and enter the date of death in the deceased date field.

Step 7: Create an action plan in Pracsys

Go to 'Manage Action Plan' (MAP), create an action plan specifying the information/documents requested and the due date (14 days).

Step 8: Enter comments in Pracsys

Go to 'Manage Claim Comment' (MCOM) enter comment stating that you have received notification of the employee's death, include the date of death, details of the action undertaken, and ensure that you record your conversations.

Step 9: Was the employee receiving incapacity payments?

Go to 'View Incapacity' (VIND) and check the end date of incapacity payments.

- If yes, continue.
- If no, continue to step 13.

Step 10: Was the employee set up on X-pay to receive incapacity payments?

- If yes, email CAIS Income support team to advise of the death of the employee.
- Request that a Payment Summary be arranged and send the Payment Summary to the executor of the estate.
- Request CAIS Assessment review the incapacity payments and make the necessary adjustments.
- If no, continue to next step.

Step 11: Have incapacity payments been paid after the employee's date of death?

- If yes, CAIS Income support team will go to 'Void Incapacity' (AVID) to void the incapacity paid after the date of death.
- If no, continue to next step.

Note: You can find this date in the 'View Incapacity' (VIND) screen in the 'Paid to' column.

Note: You will need to amend incapacity end date before you can void the period paid. If you are unsure how to do this, you can discuss this further with your Team Leader.

Step 12: Have incapacity periods been entered but not paid beyond the employee's date of death?

- If yes, CAIS Income support team will go to 'Delete Incapacity' (DIND) and delete all incapacity entered beyond the date of death.
- If no, continue to next step.

Step 13: Incapacity payments made for less than or more than 14 days after the employee's date of death

- If Comcare was notified of the employee's death within **14 days** any overpayment due to incapacity payments received after the date of death, will be referred to the Debt Recovery team by CAIS Assessment to be included in the bulk waiver request.

Note: If you have questions in relation to seeking a waiver of an overpayment against a deceased employee's claim, discuss the claim with Debt Recovery or your Team Leader.

- If Comcare was notified of the employee's death **more than 14 days** after the date of death, the overpayment should be pursued from the deceased's estate. The Debt Recovery team will write to the Executor of the Estate using the 'Section 114 - To Estate of Deceased re Overpayment' template letter detailing how the overpayment occurred.

Step 14: Action any relevant invoices for medical treatment or other benefits payable up to the employee's date of death

- If an invoice has not been paid, then arrange to pay the provider.
- If the employee dies before the invoice is paid and another person (not being the legal representative of the employee) has paid that invoice, then pay that other person.
- In any other case, then pay the person to whom the cost is payable.

Step 15: Has any equipment been purchased or leased by Comcare for the employee?

Examples of equipment can include but is not limited to crutches, wheelchair, breathing apparatus. **Note**: You can confirm this by reading previous approval employee template letters, claim comments and viewing invoices paid.

- If equipment for the employee was purchased, then advise the executor of the estate that the equipment remains the property of the employee and should be managed with the rest of the estate.
- If equipment for the employee was leased, then advise the executor of the estate that they will need to return the equipment to the place where it was leased.

  Note: You may need to provide the executor with the details of where to return the equipment.

Step 16: Have any overpayments been created against the claim?

Go to 'View Overpayment Recovery' (VORA) to view any overpayments that may have been created.

Note: Any overpayments that existed prior to the employee's death become the responsibility of the deceased's estate.

- If details of an overpayment recovery have been entered, send an email to CAIS – Debt Recovery to advise. The Debt Recovery Team will write to the executor of the estate using the 'Section 114: To Estate of Deceased re overpayment' template letter detailing how the overpayment occurred and attach a copy any Debtor Agreement previously signed by the employee, and

Note: If you have questions in relation to overpayments and recoveries against a deceased employee's claim, you can discuss the claim further with the Debt Recovery team.

- If no details of an overpayment recovery have been entered, continue to next steps.

Step 17: Update the treatment plan in Pracsys

Go to 'Amend Payment Authorisation' (Treatment Plan) (ACTP), amend the treatment plan to reflect 'End Date' field as the date of death for any ongoing medical treatment and/or incapacity.

Step 18: If you have been unable to obtain any contact details for the employee's estate, amend the postal address details to Comcare's mailing address

Go to 'Amend Claim Registration; (ACLM) in the mail address field enter - C/O GPO BOX 9905 CANBERRA ACT 2601.

Return to top of page | Return to top of section