

Overpayments and recoveries

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Overpayments and recoveries are a sub stage within the Claim Management stage of the claims lifecycle.

This sub-stage covers all content and processes related to:

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3. Medicare notice and recoveries
4. Waivers and write offs
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✓ Medical treatment and other support

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✓ Overpayments and recoveries

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✓ Permanent impairment

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Overpayments

An overpayment occurs when Comcare pays a person (employee, employer or service provider) more than they are legally entitled to receive. An overpayment is a debt due to the Commonwealth and is recoverable in a court of competent jurisdiction.

The CAIS Debt Recovery Team is responsible for all actions related to the recovery of overpayments. Any changes, question or issues with the recovery of an employee's overpayment should be raised with the Debt Recovery Team.

Medicare notice and recoveries

In certain circumstances, Comcare will need to advise Medicare of the acceptance of a claim, seek information from Medicare and pay Medicare, before payment to the employee can be made.

Third party and common law recoveries

The Specialised Claims Team (SCT) manages all actions related to the recovery of compensation from liable third parties under section 48 of the SRC Act and provides instructions to the Legal team regarding recoveries under section 50. You should forward all third party recovery related diary and document notifications (e.g. letters from insurers/ solicitors) to the SCT team in tray in Pracsys.

Recoveries processes and defaulting relating to employees

The Debt Recovery team is responsible for all actions related to the recovery of overpayments. You should forward all overpayment related diary and document notifications and relevant correspondence to the Debt Recovery team in-tray in Pracsys.

Waivers and write-offs

Comcare has a responsibility to recover debts where an employee, employer or service provider receives money they are not entitled to receive. Recovery action must be initiated in most cases prior to any consideration for the write off or waiver of a debt. Only in certain circumstances will Comcare decide to write off or waive an overpayment.

The Debt Recovery team is responsible for preparing submissions for write off and waivers.