

Registration

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Registration is the second stage of the claims lifecycle. During registration, claims documentation and information are entered into our systems. This includes relevant claims-related data being entered into Pracsys.



The registration process and objective

The registration process begins when an employee lodges a claim with Comcare and ends when the claim is assigned in Pracsys to the relevant Claims team.

The objective for this stage of the claims lifecycle is quick information entry and registration of the claim. This includes creating a unique identifier and assigning the claim to the relevant Claims team based on employer, claim type or other factors.

The Claims Administration and Income Support (CAIS) and Specialised Claims teams are responsible for most aspects of the registration process.

Claims Managers have certain responsibilities as well. See Registration [responsibilities](#) for detailed information.

Registering a new claim

There are several steps involved in the registration process. This page contains information about:

- registration roles and responsibilities
- claim numbers
- auto-populated and mandatory Pracsys fields
- liable customer numbers and cost centres
- claims without sufficient information, and
- withdrawing claims.



Registering a new claim