Steps to triage a claim

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There are two key steps in the triage process:

1. Claim allocation
2. Triage meetings

In this section

Triage

Allocation of a claim

Our claims operating model includes making sure that claims are allocated to an appropriate claims manager and team. This page includes the following information:

- Who is responsible for allocating claims.
- Principles to guide allocation of claims.
- The allocation model.
- Claim categories of complexity to guide allocation.
- The risk and allocation checklist.

Claim plans

A claim plan records key information about an individual claim, actions required, decision making, claim status and ongoing management strategy. This page includes the following information:

- The purpose of a claim plan.
- Types of claim plans.
- Roles and responsibilities.
- Quality assurance.
- Where claim plans are stored.
- Procedure to upload the claim plan to Pracsys.
- Further resources and support.

Triage meeting

Claim triage meetings are a multidisciplinary team discussion to plan and monitor the actions and resources needed to make decisions on claims accurately and quickly. This page contains the following information:

- Types of claims discussed at triage.
- Who attends triage meetings.
- When triage meetings are held.
- Booking triage meetings via the shared calendar, and the Procedure to book a claim for triage.
- Procedure to conduct a triage meeting, including pre meeting activities and post meeting activities.