

iClaim

Liability

- ✓ Legislative tests and initial liability

- ✓ Decision making under the SRC Act

- ✓ Making an initial liability determination

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Introduction

iClaim is a decision support system used for determining initial liability for all new workers' compensation claims. iClaim is accessed through Pracsys.

iClaim was developed to assist Claims Managers (CMs) make consistent, legislatively based initial liability determinations.

Note: All claims must be processed through iClaim. This is a mandatory task that must be performed before liability for an injury can be accepted or disallowed.

How iClaim is structured

When determining initial liability, iClaim provides the following stages for a new claim to progress through. This procedure is done prior to determining liability.

Claim compliance:

- verification of claim registration details
- notice of injury
- employee definition.

Medical relationship:

- classification of claimed injury using the Australian version of the International Classification of Diseases, 9th Edition (ICD-9-CM), commonly known as ICD codes
- investigation of reasonable causation of the claimed injury
- identification of whether claimed condition is an injury or disease, or aggravation of an injury or disease.

Employment relationship:

- investigation of injury claims arising out of or in the course of employment
- investigation of disease claims – employment significantly contributed to the condition
- investigation of exclusionary provisions.

Liability decision:

- recommendation to accept or reject liability

- investigation of secondary conditions.

Questions and commentary in iClaim

The initial liability provisions have been written as questions in iClaim. The questions are answered by a CM. The CMs 'yes', 'no' or 'uncertain' response will drive another question until a final determination outcome, to accept or disallow the claim for an injury or disease has been reached.

Each question in iClaim is numbered and supported by commentary. The commentary provides text about the question with links to relevant documentation, including stories to explain common words and phrases.

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Preparing a claim for iClaim

After a Claims Manager (CM) has reviewed all of the evidence provided on a new workers compensation claim, there are a number of actions they will be required to complete prior to processing the claim through iClaim.

Note: A claim must be processed through iClaim before the CM can commence drafting a determination.

Review Date of Injury

Amending a date of injury must occur prior to processing a claim through iClaim. If a DOI is not amended, this can result in the wrong legislative test being applied to the claim in iClaim.

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Procedure for preparing a claim for iClaim

The following procedure details the steps involved in preparing a claim for iClaim.

Important:

1. Any changes must be made in Pracsys prior to processing the claim through iClaim.
2. You should discuss the determination you plan to make with your ADs and Injury Management Advisors during the Triage meeting before adding any details into iClaim.

Step 1: Are you ready to proceed with a determination?

- if yes, continue
- if no, review the claim file.

For further information refer to the [Making a determination](#) page.

Step 2: Does the DOI recorded in Pracsys match the DOI that you have deemed?

- if yes, continue
- if no, go to '*Amend Claim Registration*' (ACLM) and amend the DOI.

Step 3: Are the TOOCS codes recorded in Pracsys correctly?

- if yes, continue
- if no, go to '*Amend Claim Registration*' (ACLM) and amend the codes to the correct ones.

For further information refer to the [TOOCS](#) page.

Note: For firefighters claiming for cancer that has been caused as a result of their employment you must ensure that you enter the following codes:

- Nature of Injury - 16866
- Occupation - 441212 (Firefighter).

Step 4: Have the correct cost centre codes been entered into Pracsys?

- if yes, continue
- if no, go to '*Amend Claim Cost Centre*' (ACCC) and amend the cost centre codes.

Note: If Liable Customer and Payroll cost centres need to be amended repeat the above. For further information refer to the [liable customer and payroll cost centres](#) page.

Step 5: Process the claim through iClaim.

For further information see:

- Manage Initial Liability Assessment (MILA) in Pracsys - refer to page 19 in [Pracsys user guide](#)
- [Communicating a decision](#)
- [Pracsys Guidance and Videos page \(Claims HQ\)](#)
- [File and diary maintenance](#)

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Amending an initial liability investigation in iClaim

The Manage Initial Liability Assessment (MILA) function in Pracsys is used to amend any aspect of a previously created 'Initial Liability Investigation.'

There may be circumstances where you need to amend an initial liability investigation in iClaim or have received feedback that changes are required. Amendments can be made by the claim manager who created the provisional liability determination, or by another person who is reviewing the provisional liability decision, such as an Assistant Director.

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Procedure for amending an initial liability investigation

The following procedure details the steps involved in amend provisional liability on a new claim.

Step 1: Amend provisional liability in Pracsys:

Go to MILA (a list of the undetermined claims will appear in the window):

1. select the required claim
2. click the '*Next*' button
3. select the '*Initial Liability Investigations*' tab
4. click the '*Amend*' button at the right-hand side of the screen to amend the initial liability investigation
5. select the '*History*' tab at the top of the page
6. select the question that requires amending
7. click the '*Select*' button

8. make the required amendments (Important: Depending on the amendment made in iClaim, iClaim may need to be completed again from the amended question onwards)
9. click '*Done*'
10. click '*OK*'
11. click '*Amend.*'

Note: To view information on the claim in more detail a CM can select the '*Comments,*' '*Claim Summary,*' '*Employee Claims*' or '*Letters*' buttons at the top of the screen.

Step 2: Is a determination letter required?

- if yes, refer to 'Drafting a Determination'
- if no, update the existing determination letter. In MILA, select the '*Letters*' tab and amend the relevant letter. Resubmit the claim for Quality Assurance.

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