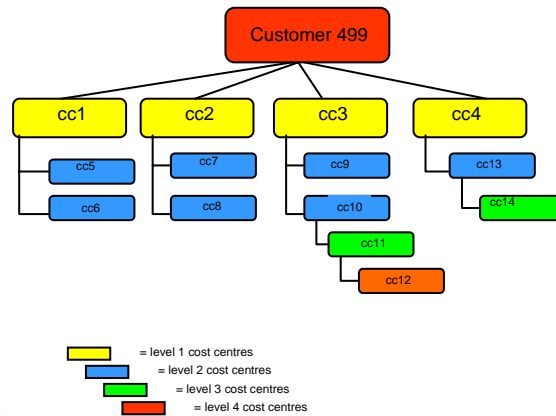


Creation of your Customer Structure

To allow Comcare to register compensation claims for your agency, we need to establish a customer structure on our workers' compensation data base, PRACSYS

A typical customer structure:



A customer structure can have any number of cost centre with a maximum of 4 levels, bearing in mind that only the lowest level can have claims attached. In the above example, the lowest level cost centres would be cc5, cc6, cc8, cc9, cc12 and cc14.

There are three different types of cost centres:

Elementary (Liable) Cost Centre – This is the cost centre the injured employee was attached to when their injury or illness occurred. Reference is made to this cost centre at question 12 under part 2 of the Claim for Workers' Compensation SRC16. Various documentation relating to the claims attached to this cost centre will be directed to the contact attached to this cost centre. All Elementary cost centres must be linked to a payroll cost centre. Elementary cost centres may also be payroll and/or cheque receiving if the contact is to be the same.

Payroll Cost Centre - This is the cost centre the injured employee is currently being paid from. Reference is made to this cost centre at question 21 of the Claim for Workers' Compensation SRC16. This cost centre may change as the employee moves within a department or even between departments.

Various reports relating to incapacity determinations & payments may be sent to the contact attached to this cost centre. All Payroll cost centres must be linked to a cheque receiving cost centre. Payroll cost centres may also be elementary and/or cheque receiving if the contact is to be the same.

Cheque Receiving Cost Centre – the contact on this cost centre will receive incapacity reimbursement cheques and incapacity remittance advices. If your agency uses Electronic Funds Transfer (Comcare's recommended mode of payment), the bank account details will be attached to this cost centre. All EFT accounts must be linked to a cheque receiving cost centre, you can have any number of accounts and associated cheque receiving cost centres. Cheque receiving cost centres may also be elementary and/or payroll if the contact is to be the same.

AGENCY UPDATE FORMS COMPLETION GUIDE

CUSTOMER NEW OR UPDATE

Customer Name	Name of New Customer
Customer short name	Abbreviated name for customer
Portfolio Name	Ministerial Portfolio that the new customer falls under
Parent Customer	The name of the customer who will be paying the Comcare Premium for the new customer
Cheque Addressee	The payee name to be printed on incapacity reimbursement cheques for the new customer (usually same as customer name)
Contact Name Contact Position Phone & address details	<p>Name of person who will receive various reports relating to claims history for the customer:</p> <ul style="list-style-type: none"> • Claim Profile report • High Cost Claims reports • Non-Incapacity payment reports • Cancelled cheque reports <p>This person may also be used as a first point of contact for compensation and premium issues.</p>

COST CENTRE NEW OR UPDATE

Agency	Customer the cost centre is to be created or amended for
Customer No	Comcare's customer number for the customer (if known)
Cost Centre Name	Name of New Cost Centre (max 50 characters)
Cost Centre short name	Abbreviated name for customer
Customer Reference	Customer's internal reference for the new cost centre (not mandatory)
Payroll Tick Box	Tick this box if the cost centre is to be a payroll cost centre. Incap payment authorities will be sent to this cost centre contact
Incap Report Format	Do you want single or multiple claimants per page on this report?
Cheque Receiving Cost Centre	All payroll cost centres must be linked to a cheque receiving cost centre (where incap cheques/remittance advice reports will be sent). Please indicate which cheque receiving cost centre this payroll cost centre is to be linked to
Cheque Receiving Tick Box	Tick this box if the cost centre is to be a Cheque Receiving cost centre. Incap Cheques & remittance advice reports will be sent to this cost centre contact
Payment Term	Select the frequency you would like your incap payments
Elementary Tick box	Tick this box if the cost centre is to be a Liable cost centre. Liability letters may go to this cost centre contact
Payroll Cost Centre	All Elementary cost centres must be linked to a payroll cost centre please indicate which payroll cost centre this elementary cost centre is to be attached to
Contact Name Contact Position Phone & address details	Name of person who will receive various reports relating to claims, incapacity and payments for the customer
Case Managers responsible for this cost centre	Names of all case managers to be attached to this cost centre for claims allocation.

Note: A single cost centre can be created which is Cheque Receiving, Payroll and Elementary if the contact for all is the same.

CASE MANAGER NEW OR UPDATE

All customer structures must include at least 1 case manager. Each claim is attached to a case manager within their agency. The case manager is the person responsible for the rehabilitation/management of the claim. This contact will receive various correspondence and reports relating to the claims they are attached to.

Agency	Customer the cost centre is to be created or amended for
Customer No	Comcare's customer number for the customer (not mandatory)
Contact & Address details	Name and postal address for case manager
AGS Number	Employee identification number (if known)
Cost Centre/Area responsibilities	List the cost centres this case manager is to be attached to for claims allocation.

**IF YOU NEED ASSISTANCE SETTING UP
YOUR COST CENTRE STRUCTURE OR
COMPLETING ANY OF THESE FORMS,
PLEASE CALL 1300 366 979.**