



## Incapacity processing — changes affecting customers

### Purpose

1. Comcare has written this circular to tell you about improvements to the way we process incapacity payments to agencies.
2. The main changes will improve our payment process by:
  - converting the customers still being reimbursed by cheque to Electronic Funds Transfer (EFT) payments
  - issuing incapacity payment advices via the internet
  - moving all our customers onto a fortnightly payment schedule.
7. At this time a third of our customer agencies have already elected to receive their incapacity payments via EFT.
8. Comcare will switch remaining cheque paying customers to EFT by 1 March 2004.
9. The cheque remittance advice to agencies (currently attached to the cheque or posted separately for current EFT recipients ) will be produced on-line using Comcare's Customer Information System (CIS).

### Background

3. Comcare is improving the computer software that looks after incapacity processing.
4. The new software has several features which customers will benefit from (directly or indirectly) such as:
  - ability to issue payments via EFT
  - ability to issue payment advices via the Internet
  - a fortnightly payment schedule.
5. We will also streamline our overall payments process by:
  - making it simpler for employees and our customers to reconcile Comcare reimbursements with the incapacity periods submitted
  - providing more accurate and helpful details in the determination letters issued to injured workers.
10. Agency staff in financial services, or personnel areas currently using this report, will require a CIS password issued by Comcare's Customer Reporting Unit (CRU).
11. Agencies can arrange access to CIS by contacting Comcare's **Customer Reporting Unit** on **1300 366 979**.
12. The printed form of the remittance advice will be phased out over time as agencies adjust to the new arrangements.
13. The daily incapacity reimbursement reports will also be made available via electronic format in due course.

### Rationale

14. The changes are required by Australian Government on-line directives/initiatives and will deliver significant savings and benefits to Comcare and all our customers.

### Further Information

15. Comcare will send more details to agencies in the new year.
16. If you have any questions regarding these improvements to our incapacity processing system, then please contact your Comcare Customer Liaison Officer on 1300 366 979.

### Details

6. Comcare first wrote to all agencies in April 2001 offering EFT as a payment option.