



# Customer Circular

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## Claim review at and following initial determination

### 1. Purpose

The purpose of this Circular is to provide a summary of the procedures that Comcare has in place to review claims.

### 2. Background

Comcare reviews liability on compensation claims to ensure that:

- claims are correctly and proactively managed and monitored; and
- claimants have a realistic expectation about their compensation entitlements.

### 3. Procedure

Comcare's procedure covers the following:

#### Selecting an appropriate review date

Comcare sets a review date for most claims. The date on which liability is to be reviewed is established by using a *Guide for the setting of review dates*. This was developed in conjunction with Victorian Workcover Authority doctors, and provides general *guidance* on what is considered a reasonable period of liability for particular conditions. If the Guide does not cover a particular injury then the Comcare Claims Manager will set a review date based on previous claim experience.

If you would like a copy of the Guide please call the National Claims Help Line.

Some claims will not need a review date, such as those where the anticipated medical costs will be less than \$1,500, or the incapacity is likely to be less than 10 working days.

#### Advising the employee and employer

Comcare will write to the employees and the employer with details of the duration for which liability has been accepted, the review date, and a summary of the employee's and employer's rights and obligations. The letter also provides additional information should the employee require any further treatment or benefits after the review date. This may include incapacity, medical treatment or rehabilitation.

#### Medical Certificates

Comcare has also produced a *Medical Review Certificate* for completion by treating doctors or specialists, where more specific information is required on the ongoing nature of an employee's condition. The Certificate asks for details of the employee's capacity for work and of the types and duration of the treatment the doctor recommends for the employee.

### 4. Further Information

For further information about claim review procedures please contact your local Comcare Office or call the National Claims Help Line on 1800 150 555 (freecall).

**Previous Customer Circulars issued are:**

- CC1 Revised claim for rehabilitation & compensation
- CC2 Workers' compensation issues arising from agency restructures
- CC3 Return to work - agency responsibilities
- CC4 Cheque reimbursements for incapacity payments
- CC5 Amendments to journey provisions
- CC6 Working with rehabilitation providers
- CC7 Taxation payable on lump sum redemptions
- CC8 Payment for lump sums for permanent impairment, in cases where the date of injury is prior to 1 December 1988
- CC9 Third Party Recovery & Revised Claims Management Procedures
- CC10 Compensation for household services: section 29 of the SRC Act
- CC11 Compensation for attendant care services: section 29 of the SRC Act
- CC12 How Comcare determines claims for time off work for medical treatment & medical examinations
- CC13 Compensation payable in respect of certain alterations, modifications & aids or appliances: section 39 of the SRC Act
- CC14 Payment of Travel Costs under section 37 of the SRC Act
- CC15 Payment of Training Costs under section 37 of the SRC Act
- CC16 Payment of sums for permanent impairment, in cases where the date of injury is prior to 1 December 1988 - follow up to Customer Circular No. 8
- CC17 *The Privacy Act* and compensation claims
- CC18 Sporting and Leisure Activities
- CC19 Access to information under section 59 of the SRC Act

Copies of these Customer Circulars have been distributed nationally to Human Resource Managers and Case Managers.

For more information please contact the National Business Manager, State Account Manager, or Claims Manager in your local Comcare Office. Contact details are listed below:

<b>NSW</b>	(02) 9550 8777
<b>VIC</b>	(03) 9652 3555
<b>QLD</b>	(07) 3233 1311
<b>WA</b>	(08) 9480 1444
<b>SA/NT</b>	(08) 8224 1600
<b>TAS</b>	(03) 6223 1366
<b>ACT</b>	(02) 6276 0333

**Stress Claims Management Centre**  
1800 683 402

**National Claims Help Line**  
1800 150 555

**OHS Hotline**  
1800 642 770

If you would like more copies of this Circular, or copies of earlier Circulars, please contact:

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Canberra ACT 2601

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Tel: (02) 6275 0090  
Fax: (02) 6248 0322

**Internet Site**

If you would like more information on workers' compensation, rehabilitation or occupational health and safety, in the Commonwealth, please visit our Internet site at:

<http://www.comcare.gov.au>