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# **Comcare claims insights:**

**An update on claim trends and improvements in claims management**

**Aaron Hughes, Comcare**

2022 Comcare National Conference



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# Agenda

- Claim data trends (as at 30 May 2022)
- Premium
- COVID-19 claims
- Administrative Appeals Tribunal



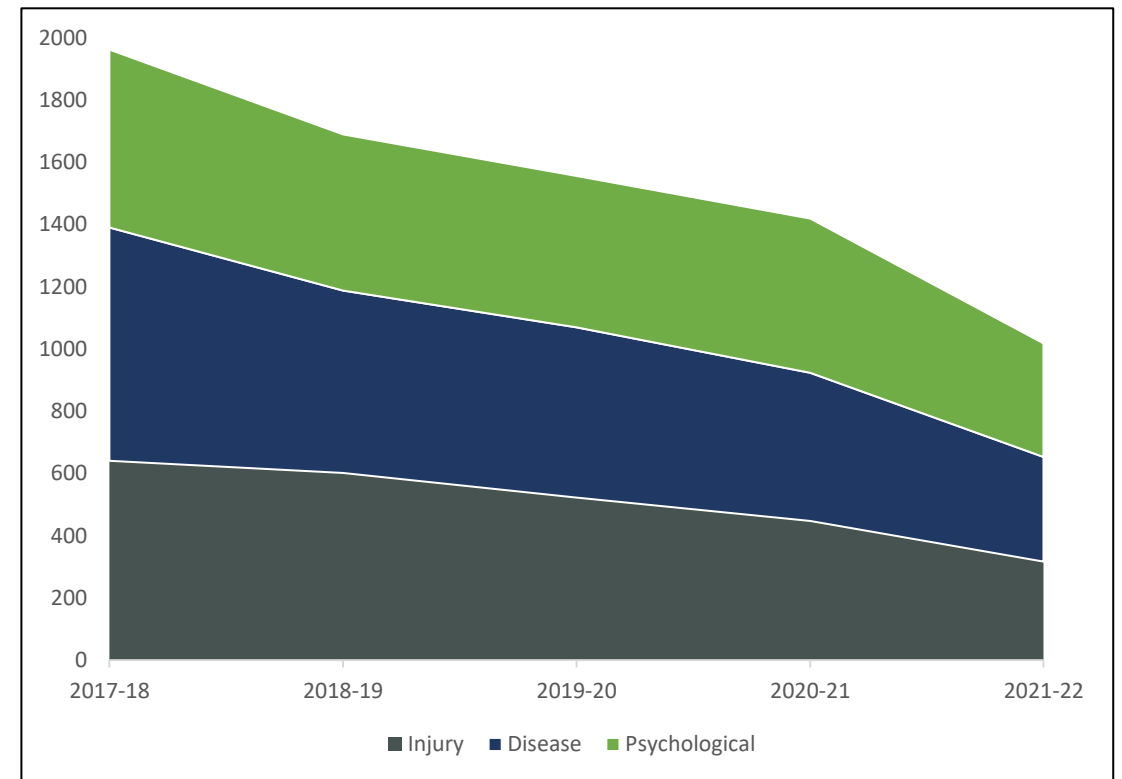
## Moving forward

- Claims Management Overview
- Injury Management/Return to Work
- Claims Client Experience
- Claims Administration and Income Support



# Claims trends

- **26%** claim reduction 2020-21 to 2021-22
- **Psychological claims** predominant, but stable



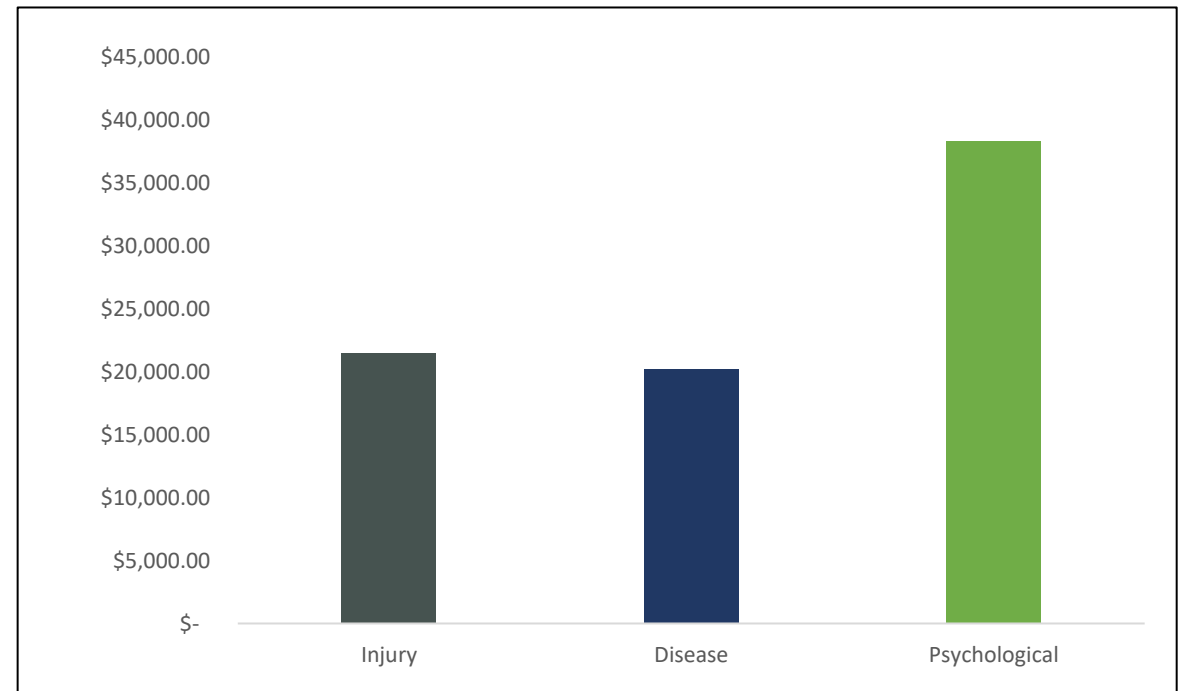




# Claims trends: cost

## Average

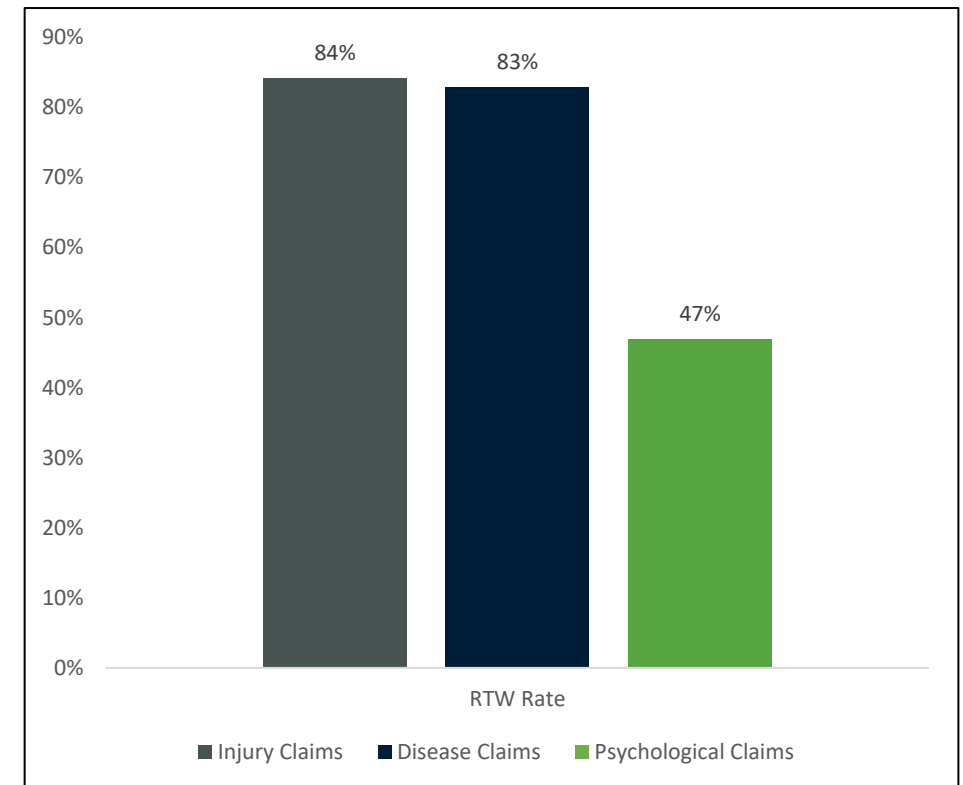
- psychological claim **\$38,000**
- non-psychological claim **\$21,000**





# Return to work

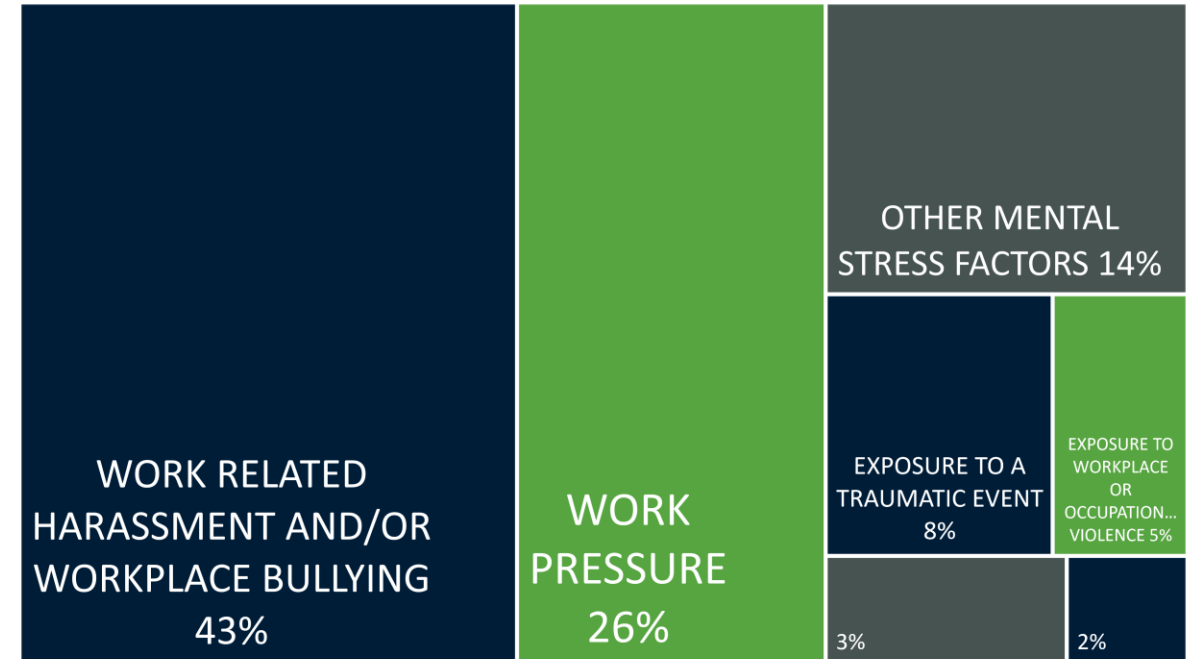
- Overall return to work rate **71%**
- Psychological claims increasing proportion
- Time lost for psychological claims is **3.5** times greater than injury or disease claims





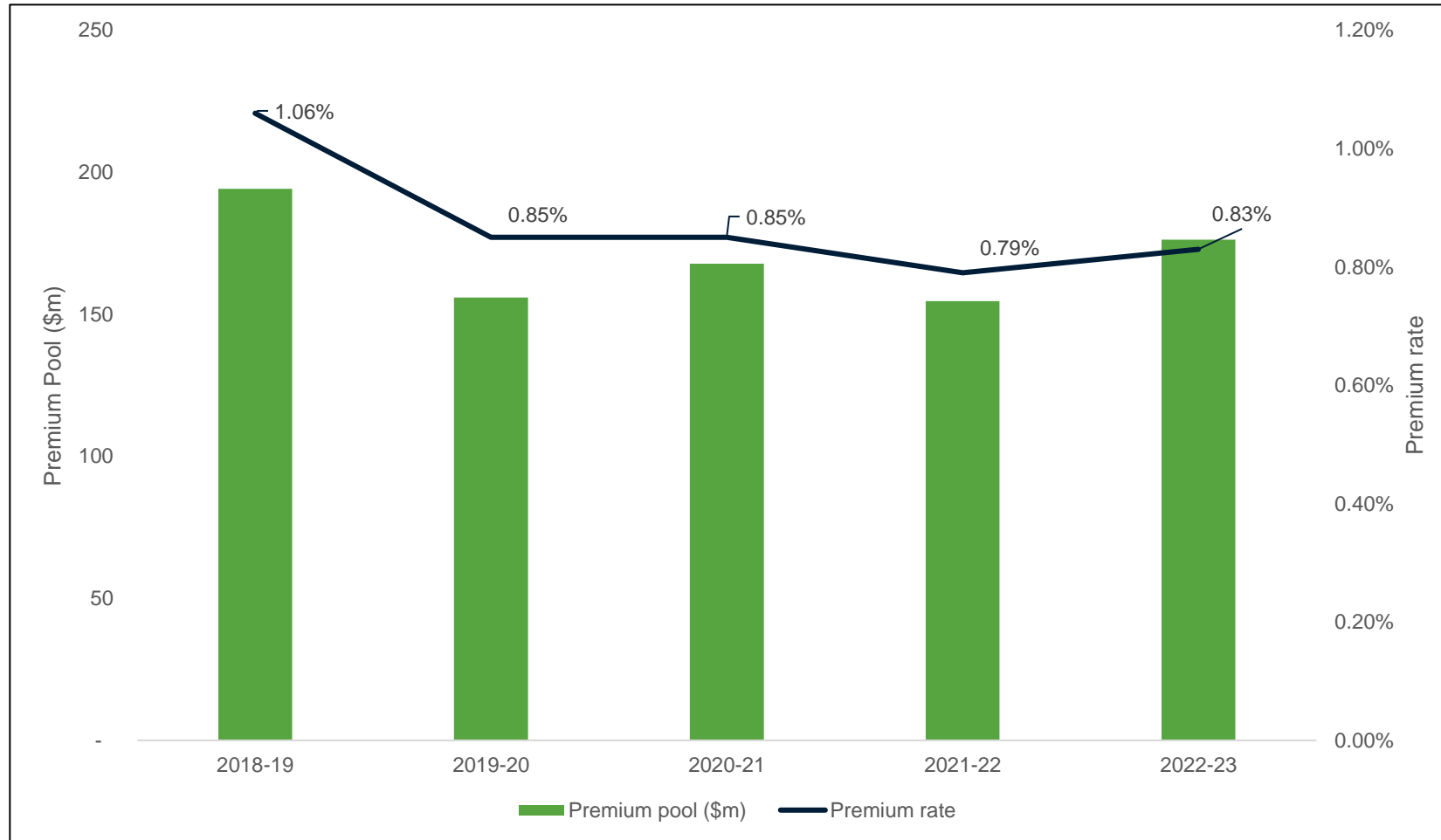
# Mental stress

- Predominant cause of **injury in 2021-22**
- Overtaking **body stressing**





# Premium







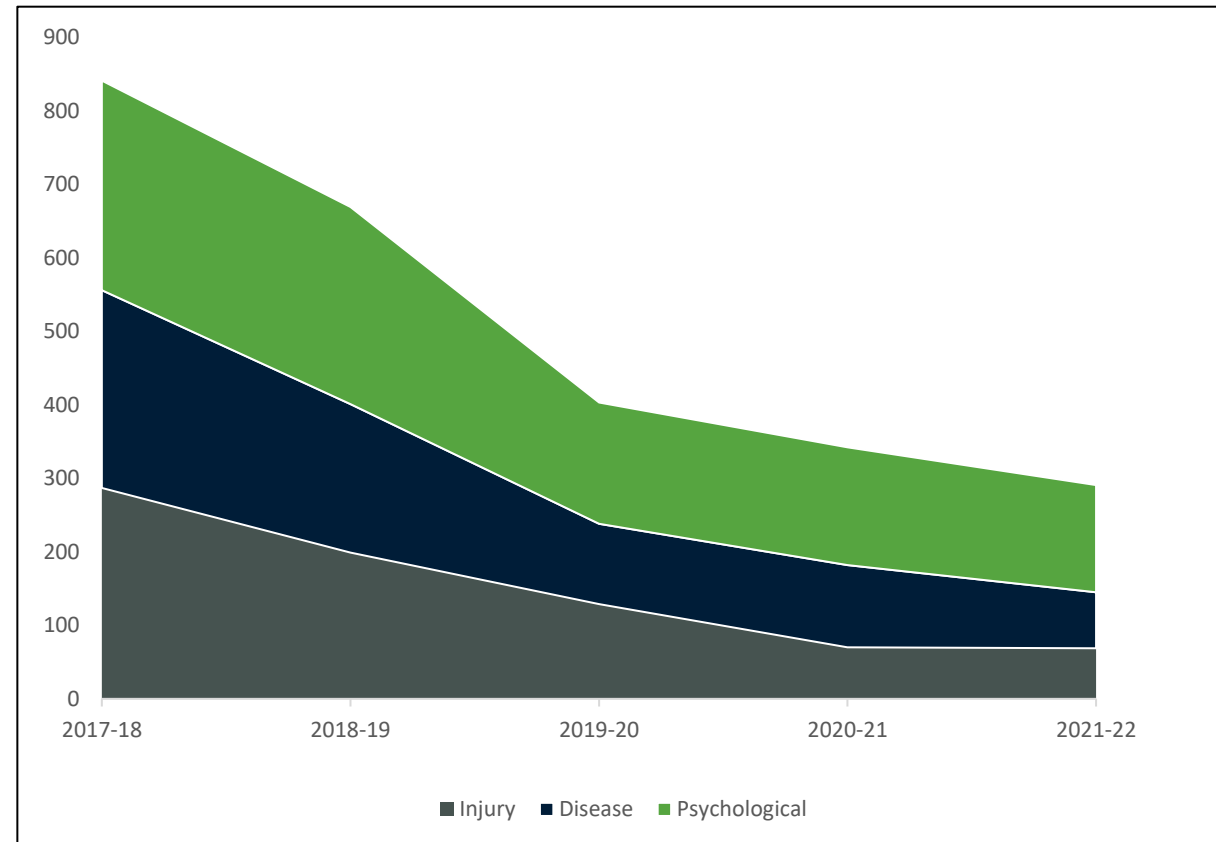
## Claims received

- 7 for **contracting COVID-19**
- 12 for **adverse reaction** to COVID-19 **vaccine**
- 12 for **mental stress** related to COVID-19



# Administrative Appeals Tribunal

- Annual reduction of **18%**
- Claim decisions and approach **driving outcomes**





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# Claims Management Group

## Enhancements

- Claims Operations
- Injury Management / Return to Work
- Claims Client Experience Team
- Claims Administration and Income Support



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# Operational overview

- **Performance/outcome** focus
- **Structural** enhancements
  - Knowledge Management System
  - Claims payment automation
  - New Claims Management System (underway)





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# Injury Management and RTW

- **Injury** Management enhancements
- **Clinical** Panel updates
- **Independent** Medical Examination update
- **RTW** Pilot and evaluations





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# Claims Client Experience


- **Greater** stakeholder collaboration
- **Enhanced** user experience via human centred design
- **Digital** service platform




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# Claims administration and income support

- **Medipass** - automated provider payment
- **Free** digital invoicing
- Medical, pharmaceutical and allied health providers

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 **Medipass**

Medipass makes it easier for providers to submit invoices to Comcare and get paid faster.

-   
Process invoices with any device
-   
Ability to track invoice status in real time
-   
Safe and secure invoice processing





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# More information



For more information, visit our website  
[Claims and Rehabilitation](#)





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