



Australian Government

Comcare

# USER GUIDE FOR EMPLOYEES—ONLINE CLAIM LODGEMENT

## ONLINE CLAIM LODGEMENT

You can now complete the Comcare *Workers' compensation claim* form online. This user guide will help ensure you have everything you need and that lodging your claim is straightforward.

## INTERNET BROWSER REQUIREMENTS

The online claim lodgement process is designed to work with Internet Explorer Version 8 and above, and all versions of Chrome, Firefox or Safari.

## BEFORE YOU START

Ensure you have the following:

- > an email address where Comcare can send you a link to your claim form
  - > your Medicare number, including your individual reference number on the card
  - > your BSB and bank account number to enable EFT payments if your claim is accepted
  - > a copy of:
    - your *Medical certificate for compensation* with diagnosis and causation, completed by your doctor or medical specialist, describing your condition and symptoms. This form is available at <http://comcare.gov.au/medicalcertificate>.
- OR
- a certificate from your treating practitioner if you are only claiming for chiropractic, physiotherapy, dentistry or osteopathic treatment and not for time off work
  - a statement, in support of your claim, outlining the events that contributed to your injury, if you are claiming for a psychological injury.

A guide is available at <http://comcare.gov.au/providingastatement>.

If you are unable to attach a copy of your medical certificate please provide it to your employer who can upload it for you.




# COMPLETING YOUR CLAIM

To complete the employee section of the *Workers' compensation claim* form, you will be asked to register your details. You will then be emailed a link to enable you to fill in the claim form. The link is valid for 30 days.

## Step 1: Registration







Go to the Comcare website at <https://www.comcare.gov.au>, click on the **Worker** tab and select the link under **Lodging a claim** to start your claim online.

Read through the Responsibilities, click  and enter the requested details on the *Workers' compensation claim* form registration screen.

Once you submit this information, you will receive an email, to the address you have nominated, including a link to enable you to complete your claim form.

**IMPORTANT:** Please do not delete this email. You will need the link in the email to go back to your form if you choose to save and exit at any point and want to resume it later.

## Step 2: Completing the form

- > The claim form includes instructions and 'help text' at each stage of the process to guide you.
- > Clicking on the following buttons in the claim form will help you navigate:
  -  Proceed to the next page
  -  Go back to the previous page
  -  Add a medical certificate or statement relevant to your claim electronically.  
Note there is no need to print the form and attach paper copies
  -  Remove an attachment
  -  Save your progress at any time
  -  Log out of the claim form.
- > If you change your mind about lodging a claim, for workers' compensation, you can log out of the form without saving. Any information you have already saved will be deleted once the link in your registration email expires.

**IMPORTANT:** Please do not attach receipts or invoices for medical, pharmaceutical or other treatment costs to your *Workers' compensation claim* form as they may not be processed. See Step 4 below to seek reimbursement for medical and other treatment expenses.

## Step 3: Submitting the claim form

- > The final screen of the claim form includes a panel which will display a ! symbol next to any incomplete pages. Please review these before submitting your form.
- > To submit your completed form tick the check box under the 'Acknowledgment' section and click Submit. Note that the Submit button will not display until the check box is ticked.
- > Once you submit your claim form you will receive an email, to your nominated email address, with a copy of the details you entered into the claim form.
- > **IMPORTANT:** Please read the email carefully, and complete any additional actions, to ensure all information required is received by Comcare.

The email may ask you to forward the form to your employer. Contact your rehabilitation case manager and/or line manager for the correct email address.

There is no need to print the form—your employer can complete their section online once you email it to them.

- > After your employer has submitted their section of the claim form you will be notified that Comcare has received the completed form.

## Step 4: Reimbursement of medical and other treatment expenses

To seek reimbursement for medical and other treatment expenses, please complete a *Medical services claim* form. Download this form at <http://www.comcare.gov.au/medicalservicesclaim>.

## NEED MORE INFORMATION?

- > The *Workers' compensation claim* form includes 'help text' and other information at each stage to guide you through completing the form.
- > Answers to frequently asked questions are available on the Comcare website.
- > If you have any other queries about the online claim lodgement process, please contact your employer rehabilitation case manager or Comcare on 1300 366 979.