



Australian Government

Comcare

MANAGING INDIVIDUAL CLAIMS

CLAIM DETAILS, COSTS, INCAPACITY, AND NON-INCAPACITY

This guide explains how you can use the Customer Information System (CIS) to assist with managing individual claims. The 'view claim' function in CIS gives individuals a view of the claim that is similar to what Comcare claims managers view. By viewing a claim, you can get detailed information about specific claims, including:

- > Comcare claims manager details
- > injured worker details
- > employment details
- > financial summary page
- > incapacity weeks and reimbursements that have been determined (exportable into excel format)
- > non-incapacity payments determined (exportable into excel format).

IMPORTANT TERMINOLOGY

Incapacity:

An inability to engage in any work or an inability to work at the same level as undertaken immediately before the injury.

Incapacity benefit:

A payment made by Comcare—directly or indirectly, by way of income maintenance.

Non-incapacity:

Includes medical, rehabilitation, lump sum and travel costs.

RUNNING THE REPORT

Screen 1

Select 'View Claim' from the initial CIS home screen and click 'Execute'.



Screen 2

Search for the claim you would like to view in the 'view claim' search step. Use the following steps to search by the employee's name or claim number:

- > Enter the employee's name or claim number, then click on the search button located at the bottom of the screen.

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View Claim - Search Step

Claim No Names

Claim Number

Name	Birth Date	Claim No	Injury Date	Liability Status	Claim Status	Liable Customer
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Next Search Clear Home

- > The search results will appear in the blank middle section of the screen. Select the claim that you require, and it will turn a shade of blue.
- > Click on 'next' to access the details of the claim.

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View Claim - Search Step

Information:
• Search successful, 1 row(s) retrieved

Claim No Names

Claim Number 00000 0

Name	Birth Date	Claim No	Injury Date	Liability Status	Claim Status	Liable Customer
Smith, Smith	01/01/01	00000/0	30/08/2012	Accepted	Open	Department of

Next Search Clear Home

Screen 3

The 'View Claim– View Step' screen provides details on:

- > claim registration—claim status, date of injury, and determination status
- > condition—the injury suffered
- > the employee—basic claimant details
- > the agency that is liable for the employee's injuries—cost centre and case manager information
- > financial information—summary of costs to date and likely future costs
- > incapacity determinations—a listing of all determinations on the claim and a counter towards the 45-week mark
- > non-incapacity determinations—listing all non-incapacity determinations on the claim.

For privacy reasons, we are not able to show details in this guide.

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View Claim - View Step

Claim Number 00000 0 Name Smith, Smith
Date of Injury 30/08/2012 Death due to Injury
Deter. Status Accepted Claim Status Open
Condition

Claim Employee Employment Financial Summary Incapacity Non-Incapacity

Claim Manager Phone Fax
Date Registered 23/10/2012
Former Empl.
3rd Party No
Perm. Impair.
AAT Review
Direct Payment

Type	Start Date	End Date	Status
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Benefit Denials

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