



Australian Government

Comcare

# VIEWING A CLAIM: COMCARE CUSTOMER INFORMATION SYSTEM (CIS)

By viewing a claim, case managers can get detailed information about specific claims, including:

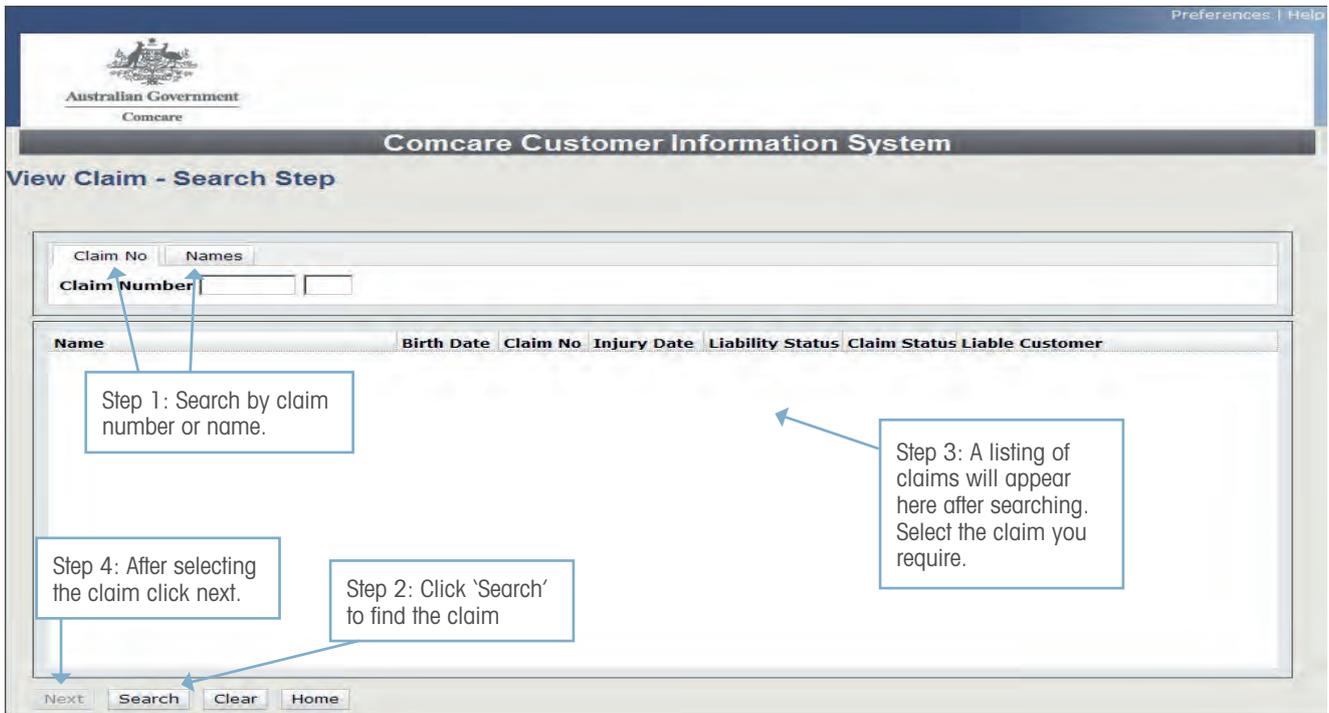
- > Comcare contact information
- > claim costs and estimates
- > a complete listing of incapacity determinations for the claim
- > a listing of all non-incapacity determinations since 1 January 2005.

Screen 1—Select **View Claim** from the initial CIS home screen and click on **Execute**.

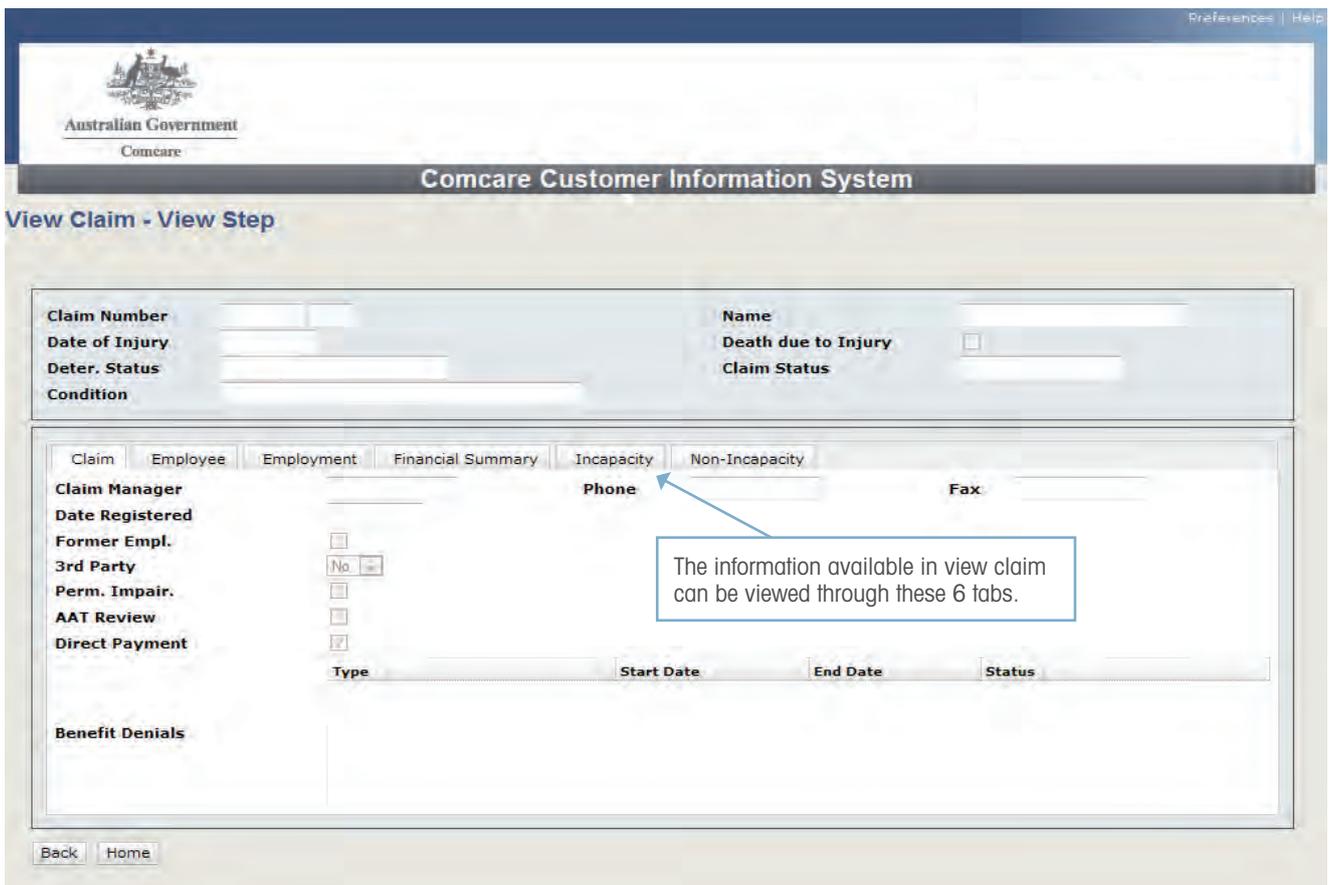


Screen 2—Search for the claim you would like to view in the **View Claim—Search Step**. Use the following steps to search by the employee's name or claim number:

1. Enter the employee's name or claim number and click on **Search** at the bottom of the screen.
2. The search results will appear in the blank middle section of the screen. Select the claim you require. It will turn a shade of blue when selected.
3. Click on **Next** to access the detail of the claim.



Screen 3—The View Claim—View Step screen provides details on claim registration and condition, the employee, the agency that is liable for the employee’s injuries, financial information, incapacity determinations and non-incapacity determinations. For privacy reasons we are not able to show detail in this guide.



## WHERE CAN I GET MORE HELP?

Just click the **Help** link at the top right corner when you are logged in.

There is material available on the Comcare website:

[http://www.comcare.gov.au/injury\\_management/monitoring\\_performance/customer\\_information\\_system](http://www.comcare.gov.au/injury_management/monitoring_performance/customer_information_system):

This material includes:

- > a PowerPoint introduction
- > a comprehensive guide to all reports
- > other FAQ sheets.

You can also contact the CIS helpdesk for assistance by:

- > phone 1300 366 979
- > email [agency.updates@comcare.gov.au](mailto:agency.updates@comcare.gov.au)