

Registering a claim for permanent impairment

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Introduction

The Claims Administration and Income Support team (CAIS) will register new claims for permanent impairment (PI) within 24 hours of the claim being received by Comcare.

Comcare prefers that the employee provides the completed [Compensation Claim for Permanent Impairment and Non-Economic Loss](#) form for a PI claim. However, you can also accept a letter from the employee or the employee's representative requesting a PI payment as a notification to register a claim. In such cases, the employee will still be required to complete the formal [Compensation Claim for Permanent Impairment and Non-Economic Loss](#) form to assess both PI and non economic loss (NEL) components.

For injuries such as lung cancer and mesothelioma (see [Presumptive legislation](#)), a permanent impairment lump sum may be paid upon diagnosis of the condition. In these cases, the employee may not be required to submit the form or letter to Comcare requesting a lump sum payment. However, the [Compensation Claim for Permanent Impairment and Non-Economic Loss](#) form will still be required to assess non economic loss (NEL). See [Specified diseases and employment](#) for more information on diseases with presumptive liability.

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Procedure for registering a permanent impairment claim

This procedure is completed by the Claims Administration and Support (CAIS) team.

Step 1: Review the claim form

Ensure the Compensation Claim for Permanent Impairment and Non-Economic Loss form has been completed correctly and that there is enough information to proceed with registering the permanent impairment (PI) claim.

If the employee is claiming for multiple injuries, they will need to submit a different claim form for each injury.

Step 2: Register the PI claim in Pracsys

Go to 'Manage Permanent Impairment' (MPIC):

- Select 'New'. This will open the 'PI Form Details Step'.
- Enter the following information on the PI claim form:
 - 'Requested Date': the date the PI form was signed.
 - 'PI Form issued': 'Yes' or 'No'. **Note:** This field is completed for reporting purposes in cases where a PI form was sent to the employee. If a PI form was sent to the employee, select 'Yes'. If no, select 'No'.
 - 'PI Form Received Date': the date the PI form was received at Comcare.
 - 'PI Form Acknowledged Date': the date the acknowledgement is sent to the employee.
 - 'Conditions Claimed': the condition(s) the employee is/are claiming PI for - as per the PI Claim form.
 - 'Allocated Manager': the Claims Manager who will be making the determination.
 - 'Treating Practitioner Section Completed': 'Yes' or 'No'.
 - 'Solicitor': the employee representative's details (if applicable).
 - 'Processing Stage': defaults to 'Receipt of PI'. You will need to select 'Evidence Gathering'.
- Select 'Create'.
- Click 'Next'.
- Click 'New'.
- Select the 'Assessment' tab.
- Amend 'Assessment Status' to 'Received', and
- click 'Create.'

Step 3: Send an email to the employee (or their representative)

In PRACSYS:

- Select 'Contacts'.
- Click the arrow next to the email icon .
- For the employee, select 'Permanent Impairment Registration Email – Acknowledgement email to EE'.
- For the solicitor, select 'Permanent Impairment Registration Email – Acknowledgement email to Solicitor' – Change the email address to reflect the Solicitor's email.
- Click Send.

Notify the PI form to the Claims Manager in PRACSYS once completed.

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