



**Australian Government**

**Comcare**

Document created in accordance with section 17 of the FOI Act in response to FOI Request (2023/704)

<i>Number of current ATO psychological cases with Comcare</i>	1740 open psychological claims managed by Comcare as of 30 March 2023.
<i>Number of such cases with Gallagher Bassett</i>	74 open psychological claims managed by Gallagher Bassett as of 30 March 2023.
<i>Number of 'long tail' cases in both categories</i>	1113 open psychological long-tail claims managed by Comcare as of 30 March 2023.
<i>* Long tail is not clearly defined but have considered as more than 4 years since date of injury (DOI)</i>	54 open psychological long-tail claims managed by Gallagher Bassett as of 30 March 2023.

## Claim handover

### Handover claim from Comcare to the delegated claims management arrangements

Claims will be transitioned into the DCMA in the following circumstances:

- as part of the initial cohort of claims
- when an employee of the participating agency lodges a new claim during the period of the DCMA, their existing claims will be transitioned in. If the new claim is withdrawn or if a decision is made to treat the new claim as a secondary condition to one of the existing claims, all the claims will remain part of the cohort. Refer to the process *PRACSYS Administration > Registering a New Claim* for additional information
- when an employee with existing claims that meet the cohort definition moves to the participating agency during the period of the DCMA, all their claims will be transitioned in.

#### **Steps**

1. The participating agency contact or service provider representative should notify the Contracted Claims Services (CCS) team via email if they become aware of an employee with

# OFFICIAL

existing claims who has moved to the participating agency. Comcare will also use reporting to identify these claims.

2. Comcare will action the change of claims manager.
3. If the claims to be transitioned in are open, the previous Comcare claims manager will check the claim and place a handover comment. This should be completed within two business days of the claim transitioning in.