

Summary

Objective

Claims can be submitted on any of the ACC-approved ACC45 injury claim form versions, electronic methods or the Accident Insurance Treatment Certificate (AITC).

Owner

[Name withheld]

Expert

Procedure

1.0 Lodging a claim

a When a claim is lodged, it is important to note that:

- acceptance for lodgement does not mean a claim has been accepted for cover
- the date of lodgement determines when the 'clock starts ticking' for the purposes of determining the correct insurer, cover and payment of statutory entitlements
- mandatory information is required for each claim.

b For more details, see the related business rules below.

- Claim lodged using claim form
- Registration of a claim
- ACC issued claim number
- Claim number assignment
- Client consent for claim lodgement
- Treatment provider lodging on behalf of a client
- Claim lodgement: accredited employer claim
- Claim lodgement: non accredited employer claims

2.0 Client & claim records


a When a claim is lodged the rules about client records and claim records listed below must be followed.

- Client record
- Unique claim records
- One claim per claim record
- One client per client record
- One client per claim
- Duplicate clients
- Add employer when employer can be identified
- Add a default employer when the employer cannot be identified
- Matching client record to a claim record when no NHI number – system and manual lodgement
- Matching client record to a claim record when NHI number – manual lodgement
- Matching client record to a claim record when verified NHI number – system lodgement
- Matching client record to a claim record when non-verified NHI number – system lodgement

3.0 Claim lodgement methods

a The rules listed below define the methods of claim lodgement acceptable to ACC.

- Claim lodgement methods
- Claim lodgement method types
- Client lodgement methods
- Authorised representative lodgement methods
- One method of lodgement
- Treatment provider lodgement methods





 Accident Information Definition

- b** For all non-work injuries, or work injuries received after 1 July 2000 use:
- the ACC45 ACC injury claim form (ACC45).

For work injuries received between 1 July 1999 and 30 June 2000 use:




- an ACC45 or AITC.
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4.0 Collecting claim information at registration













-  Snapshot of registration
 -  Storage of claim information
 -  Claim information for a claim
 -  Inbound documentation
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5.0 Claim types

- a** A claim type is used to determine the allocation of a claim for a cover decision and claim management (if accepted).

-  Assigning a claim type
-  Mandatory claim information for claim type identification
-  Who can assign a claim type

- b** Claim types are defined using the following rules.

-  Complex claim type definition
 -  Non-complex claim type definition
 -  Simple dental claim type definition
 -  Assigning dental complex claim type
 -  Fatal complex claim type definition
 -  Hearing loss complex claim type definition
 -  Mental injury complex claim type definition
 -  Sensitive complex claim type definition
 -  Treatment injury complex claim type definition
 -  Work-related gradual process complex claim type definition
 -  Work-related mental injury complex claim type definition
 -  Claim type to be assigned if multiple complex claim types identified
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