



Summary

Objective

To advise a client that we've accepted their claim. This process addresses accepting PICBA claims only, it does not include accepting specialist claims.

Background

A staff member has investigated a claim and determined that it meets criteria for cover and can accept it.

Owner

Name withheld

Expert

Procedure

1.0 Confirm injury outcome status

Cover Assessor, Lodgement Administrator, Recovery Assistant, Recovery Coordinator, Recovery Partner

- a Review the outcome status of the injury or injuries in Eos and update if necessary. The default outcome status is Provisional however this should be updated to Approved or Declined in certain scenarios. See the Injury outcome status definitions guide below.

 Injury outcome status definitions

NOTE What if ACC is accepting some of the injuries but declining others?

Leave the outcome status for the accepted injuries as Provisional and update the outcome status for the injuries you're declining to Declined.

NOTE: If you've received medical records that confirm the injury or injuries being covered, then you must change the outcome status for the accepted injuries to Approved after you've created the CVR43 cover letter. This is because Eos will only populate the details of the accepted injuries in the letter when the outcome status is Provisional.

 Assign an outcome status and an outcome date to an injury code

2.0 Communicate cover decision

Cover Assessor, Lodgement Administrator, Recovery Assistant, Recovery Coordinator, Recovery Partner

- a Determine which cover letter should be sent to the client using the guide below.

 Cover Letter Quick Reference Guide

NOTE What if the guide says you should send the automatic CVR40 letter?

- Ensure the Send Auto Accept Letters radio button is set to Yes.
- Go to step 3.0 to update the cover status in Eos.

NOTE What if the guide says you should create and send a letter that is not the automatic CVR40 (ie CVR43, CVR45, CVR47, CVR70, WSI02 or CVR41)?

- Ensure the Send Auto Accept Letters radio button is set to No.

- b Generate the relevant accept cover letter in Eos that you identified using the guide above.

NOTE What if the claim is for a mental injury?

Go to the Issue Recovery Decision process

 **PROCESS** Issue Recovery Decision

 Upload an Incomplete Electronic Document

NOTE What if the client's address is not verified? - FOR CLAIMS ASSESSMENT

- If the address is verified but not valid, it is okay to send a letter to the client. However, if speaking with the client as part of the assessment process, please ensure the address details are verified.

- If the address is not verified and not valid, add a note in the contact for the document stating: 'Letter not sent to client as address is invalid.' Send a copy of the accept cover letter to the provider who lodged the claim instead.

NOTE CLIENT ADMINISTRATION - when working on sending information for Claims Assessment. Continue to send to unverified addresses.

NOTE What if the client address is not verified - FOR RECOVERY TEAM MEMBERS

-If an address is verified the letter can be sent regardless of whether the address is valid or invalid

-If an address is not verified the letter cannot be sent regardless of whether the address is valid or invalid. Add a note in the contact for the document stating: 'Letter not sent to client as address is invalid.' Send a copy of the accept cover letter to the provider who lodged the claim instead.

- c Print and sign the letter.

- d Add the Working Together information sheet.

 ACC255 Kōrero mai - Working together

- e Complete a privacy check to ensure you are only sending information to the client that is relevant to this claim.

NOTE Do I have to complete the privacy check myself?

In some business units a separate team will complete this privacy check. Ask your manager if this is the case for your team. If there is not a separate team responsible for privacy checking you will need to complete the check yourself.

NOTE What if I'm only accepting some of the injuries but declining others?

Now that you've created the CVR43 cover letter, you can update the injury outcome status for the accepted injuries to Approved if you've received medical records that confirm the injuries. If you haven't received medical records that confirm the injuries then leave the outcome status for the accepted injuries as Provisional.

3.0 Update cover status

Cover Assessor, Lodgement Administrator, Recovery Assistant, Recovery Coordinator, Recovery Partner

- a In Eos, change the cover status to Accept and update the cover status reason to Criteria for Cover are met.

NOTE What if the claim is for a wilfully self-inflicted injury (WSI)?

Include the following statement in the cover status change reason:

Cover accepted for physical injuries - if entitlements sought must be investigated for wilfully self inflicted by managing department.

 Update Cover Status

- b** Add a contact to the claim explaining your cover decision rationale.

 Add a client contact

- c** Close the Confirm Cover Decision task.

 Close a Task

NOTE What if I've received a Notification Decision task?

You've received this task because the claim has a specialist claim type (WRGPDI, Hearing Loss, Mental Injury, Work Related Mental Injury, Treatment Injury, Dental). In general, it's good practice to send the automatic electronic notification to the client informing them that their claim has been accepted. However in some instances it might not be necessary, for example you may have just confirmed cover over the phone with them.

- If you want to send notification, close the Notification Decision task and select Send Notification when prompted.

- If you don't want to send notification, close the Notification Decision task and select Discard Notification when prompted.

Note that Sensitive and Fatal claim types will never be sent automatic notification, and electronic notification is automatically sent for PICBA claims.

NOTE Why does a new Confirm Cover task get created?

Before you can successfully close the Confirm Cover task all Information Required tasks need to be actioned and closed. You also need to change the Cover Status on the General Screen to "Accept". If you close the Confirm Cover task before these steps have been undertaken a new Confirm Cover task will be created.

4.0 Generate and send CVR40 cover letter and CVR48 Employer Notification letter (if applicable)

Eos

- a** If the Send Auto Accept Letters radio button is set to Yes and the cover status has been updated to Accept, then the CVR40 cover letter will be automatically generated. Eos transfers the letter data to an external mail house who print and send the letter to the client.
- b** If the claim is accepted and is a work-related injury, then the CVR48 Employer Notification letter will be automatically generated. Eos transfers the letter data to an external mail house who print and send the letter to the client's employer.

NOTE What if the employer is noted as being Proxy, and we receive updated details?

Review Identify Clients Employer - Step 2.0

 **PROCESS** Identify Client's Employer

4.1 Send electronic cover notification

Eos

- a** An electronic notification is automatically sent to the client that confirms their claim has been accepted. Note that there are some situations where this notification is prevented, for example if the claim type is Fatal or Sensitive, if the client is a minor or deceased, if the claim is managed by the Remote Claims Unit or Te Ara Tika (previously Wellington Central Branch), if the client has a Safe Contact on their party record, if the Stop Notifications attribute on the client's party record is set to Yes etc.

4.2 Match Claim to Recovery Team

Cover Assessor, Lodgement Administrator, Recovery Team Member

- a** Use this process to determine the appropriate team to manage the client and their recovery.

PROCESS

Match Claim to Recovery Team

Cover Assessor, Lodgement Administrator, Recovery Team Member
