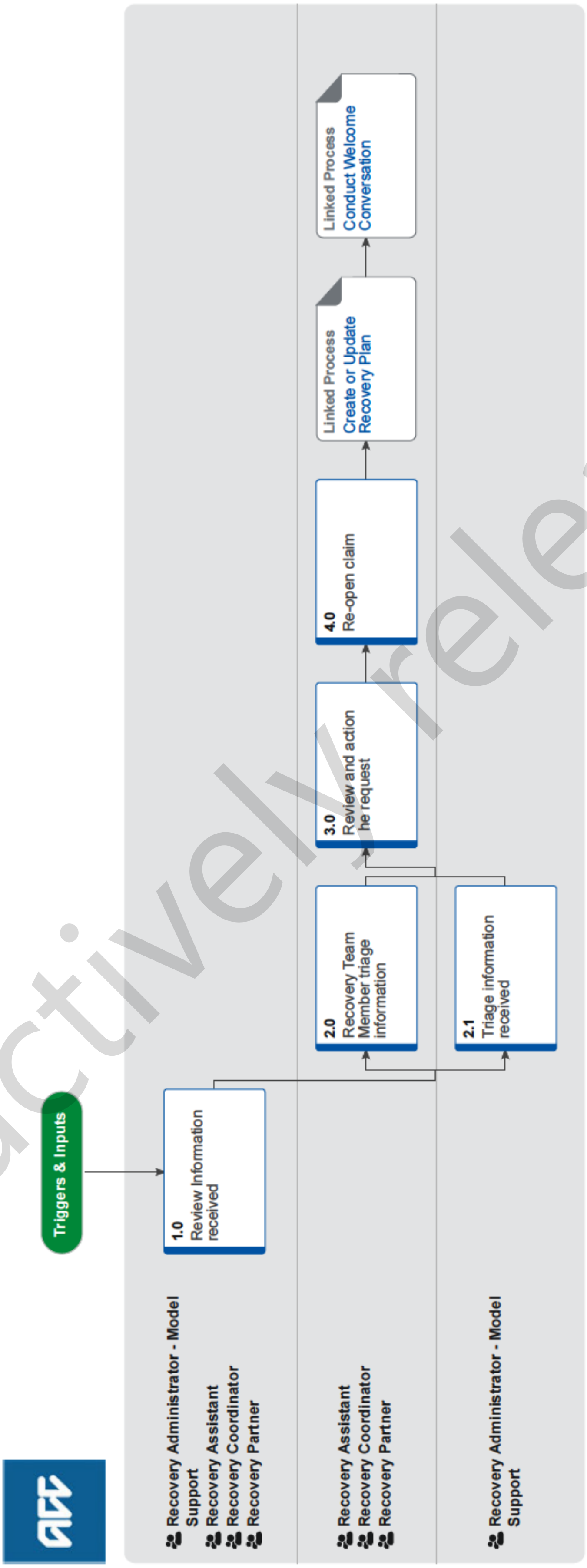
Re-open claim v44.0



Re-open claim v44.0

Summary

Objective
To identify and re-open claims that require further management or assessment post closure so that the client can receive assistance.

Owner Name withheld

Expert Name withheld

Procedure

1.0 Review Information received

Recovery Administrator - Model Support, Recovery Assistant, Recovery Coordinator, Recovery Partner

a Check if the request or information received is for a Mental Injury with Sensitive claim ticked on the General screen.

NOTE **What if the request is for a sensitive claim and you are a Recovery Assistant, Coordinator or an Recovery Administrator with Model Support?**
1) If it's a phone call from the client or someone acting on behalf of the client, "handshake" the call to Partnered Recovery Huntline (MI Huntline 50137). This process ends.

2) If it's an email or task:

• Create an 'NGCM Action attached request task'
• Transfer the task to the department queue who previously managed the claim or to the Partnered department queue if the claim has not been previously managed. If you do not have access to sensitive claims, you will need to create the task at client party level.
This process ends.

2.0 Recovery Team Member triage information

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Determine if the information contains a statement about or request for the client.

NOTE **What if it is information only and no further action is required?**
Close the task. This process ends.

NOTE **What if there is a request or recommendation for entitlement and/or supports?**
Go to Activity 3.0 Review and action request.

NOTE **What if you are triaging a medical certificate and you receive an alert that says "Weekly Compensation Entitlements were paid on another claim in the last 35 days" ?**
Check if entitlements are on the appropriate claim.
If you need to transfer the entitlement to another claim, refer to the process below.
Ensure you are moving any medical certificate to the claim with the entitlement on it.

PROCESS Transfer Weekly Compensation from one claim to another

Move documents

2.1 Triage information received

Recovery Administrator - Model Support

a Check if it is a task for a claim which has been administered by a Third Party (Third Party Administrator - TPA).

NOTE **What if it is a TPA claim?**
Transfer the task to the TPA Support queue. This process ends.

b Check if the document received is a completed ACC5937 Authority to Act

NOTE **What if it is an ACC5937 Authority to Act**
Go to 'Obtain Authority to Act (ATA) process.
This process ends.

PROCESS Obtain Authority to Act (ATA)

c Use the Re-open claim Decision Tree to determine next steps.

3.0 Review and action the request

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Transfer the task into your name.

b Determine if you need to contact the client and /or provider to discuss the request for an entitlement or support.

NOTE **What if you can complete the request in isolation?**
Action the request and close the task. This process ends.

c Discuss with client/provider to determine if the request is appropriate.

NOTE **What if the request is not appropriate and the client does not need support?**
Record the conversation as a 'contact' on the claim. Close the task. This process ends.

NOTE **What if you can action the request without opening the claim?**
Action the request. Record the conversation as a 'contact' on the claim. Close the task. This process ends.

d Determine if the client requires on going support.

NOTE **What if the client requires ongoing support?**
Go to Activity 4.0 Re-open claim.

4.0 Re-open claim

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Determine if the claim was previously managed by Assisted, Supported, or Partnered, the claim should be automatically transferred to the last team who managed the claim.

NOTE **What if the claim has never been managed?**
•If the claim require active management, transfer the claim to the Team decided by the EMD (Engagement Model Decision)
•If the claim require a cover decision the claim should remain with Claims Assessment

NOTE **What if you're transferring a claim from NGCM Actioned Cases to Assisted, Supported or Partnered Recovery?**

Follow "Transfer a claim" system steps

Transfer a claim (Eos Online Help)

NOTE **What If you don't have the system access to transfer the claim?**

Go to 'Transfer a Claim from a BAU Action Cases Department' process

PROCESS Transfer a Claim from a BAU Actioned Cases Department

b Consider if the claim should stay in your team or transfer the task to the relevant Recovery team (consider the Engagement Model decision requirements)

NOTE **What if you are unsure which team should manage the client?**

Go to Transition Claim process.

PROCESS Transition Claim

PROCESS **Create or Update Recovery Plan**

Recovery Assistant, Recovery Coordinator, Recovery Partner

PROCESS **Conduct Welcome Conversation**

Recovery Assistant, Recovery Coordinator, Recovery Partner
