

Preparing, scanning and filing documents for VCF

Use this process to prepare, scan, validate, release and archive physical documents for the [virtual claim folder \(VCF\)](#), or to upload an electronic document.

Please also refer to the [VCF and locally uploaded documents policy](#).

Documents with errors are either amended by the [Scanning Unit](#) or returned to the case owner or business unit to correct. Archived documents are destroyed six months from the date of receipt.

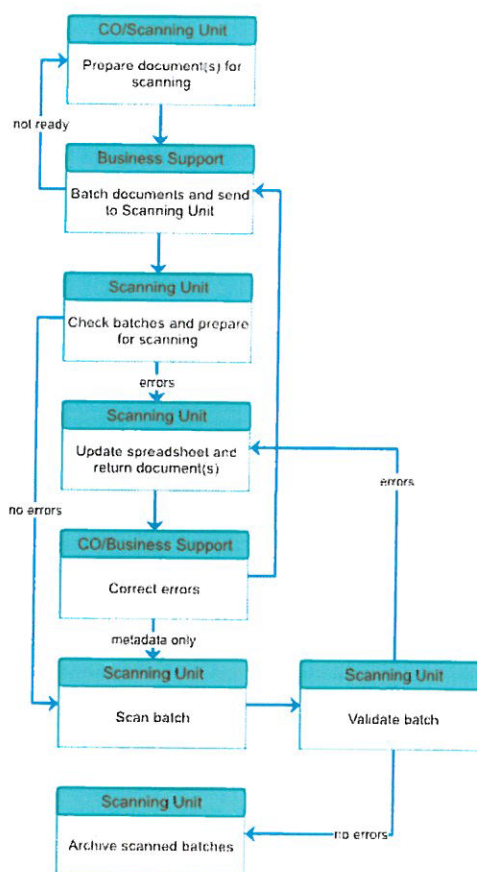
The process map replaces the swimlane previously used in Manage Claims. You can see that swimlane by clicking here: [Prepare, Scan & File Document for Virtual Claim Folder \(VCF\) \(44K\)](#)

Contact [Redacted]

Last review 06 Feb 2013

Next review 07 Feb 2014

Click on a shaded box for instruction details



[Show all instructions](#)

Prepare document(s) for scanning

Responsibility

Case owner or Scanning Unit

When to use

Use this instruction to submit any physical or electronic claim-related document(s) for scanning to the [Virtual Claim Folder](#) and make sure the information:

- only relates to the correct party
- only contains information that is relevant to the client's claim and necessary for the management of the claim.

Before you begin

Make sure you're only dealing with one client's information at a time.

Instruction

Step 1

Determine what type of document(s) you're loading into the virtual claim folder (VCF).

If loading... then...

a [digital document](#)

- create an 'Upload' folder on your local drive
- save the document(s) into the folder and make sure the file name(s) include the name of the client
- make sure you match three client validation identifiers, then [upload the electronic document\(s\)](#) into Eos
- as soon as you finish uploading, delete the documents(s) from the folder
- this process ends

a [physical document](#)

go to step 2

Step 2

Place a bar code label on each document to be scanned.

Make sure the barcode has no wrinkles and is on the front page near the top in a clear area without text, logo or hand written notes. If there's no space for the barcode on the front page:

- complete the [ACC2367 Bar code cover sheet](#) (76.5K)
- place the barcode on the cover sheet and staple the sheet to the front of the document. Do not tamper with the barcode in any way, eg don't cut it down to fit the area of the document.

Step 3

Make sure you match three client validation identifiers, then [log each document's details](#) in Eos.

Step 4

Check each document and:

- remove all staples and clips
- remove any printed screen dumps, except those with hand-written notes
- remove any post-it notes, compliment slips or other similar attachments. If these have any relevant information on them, photocopy to an A4 page and attach to the document
- use white correction pen or tape to white out all photocopied barcodes
- complete privacy check and remove any information that does not relate to the client
- make sure the document(s) only contain information that is relevant to the client's claim and necessary for the management of the claim.

Step 5

Staple each document in the top left-hand corner. Make sure the document page(s) are:

- placed to the [leading edge](#)
- in the correct order and facing the same way up.

For larger documents use a paper clip or bulldog clip.

Step 6

Place the prepared document(s) in a designated VCF collection point.

What happens next

Go to [Batch documents](#) and send to Scanning Unit.

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Batch documents and send to Scanning Unit

Responsibility

Business Support

When to use

Use this instruction when you receive physical documents that the case owner has privacy checked and prepared for scanning, to put them into batches and send to the Scanning Unit.

Before you begin

See [Virtual claim folder](#). Make sure you have enough time to correctly prepare all batches and have them available for the scheduled courier collection.

Instruction

Step 1

Collect documents submitted for scanning from the designated virtual claim folder (VCF) collections point(s).

Step 2

Check that the case owner has prepared the documents correctly.

If preparation is...	then...
still needed	<ul style="list-style-type: none"> • return the documents to the case owner • the case owner goes to Prepare document(s) for scanning
complete	go to step 3

Step 3

Determine what type of document(s) you're batching.

If...	then...
standard document(s)	go to step 4
exceptional document(s)	<ul style="list-style-type: none"> • make sure you batch these separately from any standard documents • go to step 4

Step 4

Determine the number of documents to put in the batch.

If the documents...	then...
are standard	<ul style="list-style-type: none"> • tick the appropriate box on the batch header sheet to indicate the batch is standard • if the documents: <ul style="list-style-type: none"> • have single pages, you may include up to 40 documents in the batch • have multiple pages, then include no more than 20 documents in the batch to ensure ease of handling and counting • are very large, eg 200 or more pages, only include 1 or 2 documents in the batch • go to step 5
are exceptional	<ul style="list-style-type: none"> • tick the appropriate box on the batch header sheet to indicate that it is an exceptional batch • include no more than 10 documents in the batch • go to step 5

Step 5

Complete the batch details and checklist sections of the [ACC2377 Scan batch header sheet](#) (113K) form, making sure you tick all the check boxes.

Step 6

Fasten the ACC2377 to the batch along the [leading edge](#) and place the batch in an ACC4344 Transparent document envelope.

Step 7

Place the completed batch(es) into the overnight VCF courier bag with the Scanning Unit address face up.

What happens next

If...	then...
further preparation is needed	go to Prepare document(s) for scanning
preparation is complete	go to Check batches and prepare for scanning

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Check batches and prepare for scanning

Responsibility

Scanning Unit

When to use

Use this instruction to check the batches before scanning.

Instruction

Step 1

Fill out the date and initial the [ACC2377 Scan batch header sheet](#) (113K), Part 2 Preparation Staff.

Step 2

Check all the documents in the batch and:

- remove any fasteners, eg staples, clips, rubber bands
- make sure they're facing the right way up and are smooth and flat without any folds
- identify any documents that aren't necessary.

If you identify any documents that aren't necessary, don't meet the standards or are likely to cause scanning problems, use the following table to address the issue(s).

If the documents are...	then...
A5 size	<ul style="list-style-type: none"> • centre the leading edge against the edge of the batch • go to step 3
A3 size or plans	<ul style="list-style-type: none"> • leaving the document where it is in the batch, unfold the document and then fold the page(s) over the top of the batch • go to step 3
either: <ul style="list-style-type: none"> • unnecessary attachments, eg post-it notes, compliment slips, screen dumps • not prepared correctly 	<ul style="list-style-type: none"> • physically remove the document(s) from the batch • enter the number of documents removed from the batch in Part 2 of the ACC2377 • place a post-it note on the front page of each document that you've removed. Date stamp the note and print: <ul style="list-style-type: none"> • the reason removed • the name of the business unit that sent it • your name • place the removed document(s) into a central basket for processing • go to Update spreadsheet and return documents

Step 3

Attach the ACC2377 Scan batch header sheet to the front of the batch and fasten with a bulldog clip along the leading edge of the batch.

Step 4

Place the empty batch envelopes in a collection area to be returned to branches on a daily basis.

What happens next

If the documents are...	then...
not ready to be scanned	go to Update spreadsheet and return document(s)
ready to be scanned	go to Scan batch

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Update spreadsheet and return document(s)

Responsibility

Scanning Unit

When to use

Use this instruction to update the appropriate error spreadsheet and either:

- return the document(s) to the case owner to correct
- return the batch (s) to the business unit to correct.

Instruction

Step 1

Collect error documents from the baskets on the preparation and validation desks.

Step 2

Sort error documents into business units.

Step 3

Update the 'VCF Scanning Error Spreadsheet' with details for each document to be returned.

Step 4

Return document(s) to case owner or business unit. For each business unit:

- place the documents in a plastic sleeve with the error header sheet attached
- place in the mailroom to be returned to the business unit.

What happens next

Go to [Correct errors](#).

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Correct errors

Responsibility

Case owner or Business Support

When to use

Use this instruction to action any returned documents from the Scanning Unit and correct any identified errors.

Instruction

Step 1

Collect the returned documents or batches from the overnight courier satchel.

Step 2

Read the note on each returned document and use the following table to determine the action required.

If the document...	then...
has no bar code	<ul style="list-style-type: none"> • place a bar code label on each document to be scanned • make sure the barcode has no wrinkles and is on the front page near the top in a clear area without text, logo or hand written notes • if there's no space for the barcode on the front page: <ul style="list-style-type: none"> • complete the ACC2367 Bar code cover sheet (76K) • place the barcode on the form and staple it to the front of the document. Do not tamper with the barcode in any way, eg don't cut it down to fit the area of the document

If the document...	then...
	<ul style="list-style-type: none"> enter the bar code information into the Eos 'Documents' tab. See Metadata Capture screen
has multiple bar codes	<ul style="list-style-type: none"> determine which bar code is the correct one for this document use white correction pen or tape to white out the old bar code
is a multi-part carbon copy	<ul style="list-style-type: none"> determine if the additional pages are exact copies: if yes, remove the additional copies and leave the top copy, ie the ACC specific page if no, on the ACC2377 Batch header sheet (113K) confirm that all pages of the document should be scanned
has already been scanned, eg is a print out of a VCF claim	<ul style="list-style-type: none"> determine if the document has changed since the last time it was scanned: if no, this process ends if yes, and the document has been altered, then: <ul style="list-style-type: none"> use white correction pen or tape to white out the first couple of bars of the old bar code attach a new bar code on the document and log the document in the Eos 'Documents' tab

Step 3

Place the correct documents in a designated VCF collection point.

What happens next

If...	then...
you entered bar code metadata only	go to Scan batch
you corrected the physical documents	go to Batch documents and send to Scanning Unit
there is no need to scan the physical documents	this process ends

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Scan batch

Responsibility

Scanning Unit

When to use

Use this instruction to scan a batch of documents.

Before you begin

To resolve any scanning issues, see 'Using Ascent Capture to scan a batch of documents' in the Scanning Operations Manual.

Instruction

Step 1

Check the [ACC2377 Scan batch header sheet](#) (113K) for notes regarding any [exceptional documents](#) in batch.

Step 2

Place the batch, excluding the ACC2377, into the scanner and initiate the scan process.

Step 3

If...	then...
a jam or misfeed occurs	fix the jam or misfeed and rescan if needed

If...	then...
the batch of documents is scanned without errors	go to step 4

Step 4

Cross reference the number of documents held within Kofax with the number listed on the ACC2377.

If the number of documents...	then...
matches the number listed on the ACC2377	go to step 5
differs from the number listed on the ACC2377 and there are fewer than expected	<p>it's likely that a bar code has not been picked up by the scanner and has merged two documents:</p> <ul style="list-style-type: none"> • physically check the batch to locate the issue and resolve it • go to step 5
differs from the number listed on the ACC2377 and there are more than expected	<p>it's likely that the scanner picked up a bar code that it shouldn't have:</p> <ul style="list-style-type: none"> • physically check the batch to locate the issue and resolve it • go to step 5

Step 5

Complete Part 2 'Scanning Staff' section of the ACC2377 Scan batch header sheet (113K):

- enter the date scanned
- enter the Scan Batch ID generated by Kofax
- enter the number of documents scanned
- initial the form.

Step 6

Staple any exceptional documents back together, eg deposit slip, [ACC210 Change of Bank Account or Address \(108K\)](#) form.

Step 7

Attach the ACC2377 to the front of batch and fasten with a fold-back clip along the [leading edge](#) of the batch.

What happens next

Go to [Validate batch](#).

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Validate batch

Responsibility

Scanning Unit

When to use

Use this instruction to validate a batch that has been scanned.

Before you begin

For details on how to resolve an error, see section 'Using Ascent Capture to process a batch of documents' in the Scanning Operations Manual.

Instruction

Step 1

Refer to Kofax to identify documents with validation error messages.

Step 2

If the documents contain any errors you cannot correct on screen:

- delete the electronic document from Kofax
- physically remove the document from the batch

- enter the number of documents removed from the batch in Part 2 of the ACC2377
- place a post-it note on the front pages of the document and:
 - state the reason for removal
 - note which business unit sent it
 - note the batch number
 - add your name and a date stamp
- place any documents removed into a central basket for processing.

Step 3

Release all correct documents to the Virtual Claim Folder (VCF) to enable electronic viewing in business units.

Step 4

Attach the [ACC2377 Scan batch header sheet](#) (113K) to the front of batch and fasten with a bulldog clip along the [leading edge](#) of the batch.

What happens next

If there are...	then...
no errors	go to Archive scanned batches
errors	go to Update spreadsheet and return document(s)

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Archive scanned batches

Responsibility

Scanning Unit

When to use

Use this instruction when batch documents have moved through the entire process and have been successfully scanned, validated and released.

Instruction

Step 1

Collect the validated batch(es) from the validation staff.

Step 2

Sort into the Scan Batch ID range shown on the [ACC2377 Scan batch header sheet](#) (113K).

Step 3

Place the sorted batches into inner file cartons until full and write the Scan Batch ID range on the spine of the inner file carton.

Step 4

Archive the carton(s) with our offsite storage provider using the online [Request web tool](#). If you need access to the web tool contact the Information and Knowledge Services Team at info@acc.co.nz.

Step 5

Follow the steps detailed in the [Request training guide](#) -- section Add new – Corporate.

Step 6

Transfer the standard archive carton(s) to the central storage area to await scheduled collection from the storage provider.

What happens next

Make sure you oversee the scheduled collection. This process ends.

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Scanning documents using a Multi- functional Device

Use this process when clients provide hard copy documentation to a business unit, eg an ACC18, and you need to scan and upload an electronic version to Eos urgently, and then archive the physical documents.

This process does not apply to:

- bulk mail that is delivered by NZ Post
- scanning physical claim files
- preparing documents for scanning by the scan unit.

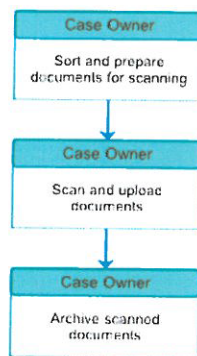
See [Preparing, scanning and filing documents for VCF](#) for information on the processes above.

Contact [REDACTED]

Last review 26 Jul 2014

Next review 04 Jan 2015

Click on a shaded box for instruction details



[Show all instructions](#)

Latest update 25/11/13: ACC18 streaming steps added to [Scan and Upload Documents](#) to explain when to transfer to the new Service Needs Assessment team.

Sort and prepare documents for scanning

Responsibility

Case owner

When to use

Use this instruction when you receive hard copy documentation from a client.

Before you begin

Only scan one document through the [multi-functional device](#) (MFD) at a time. Complete this instruction on the same day you receive the document(s) following the [VCF and locally uploaded documents](#) policy.

Instruction

Step 1

Date stamp the document with today's date.

Step 2

Sort and prepare document(s) for scanning. Make sure:

- all pages belong to the right document, and only relate to one client
- each document only relates to one client
- you check for double or single sided pages
- all staples and clips have been removed
- remove any printed screen dumps, except those with hand-written notes
- remove any post-it notes, compliment slips or other similar attachments. If these have any relevant information on them, photocopy to an A4 page and attach to the document
- use white correction pen or tape to white out all photocopied barcodes
- complete privacy check and remove any information that does not relate to the client

- make sure the document(s) only contain information that is relevant to the client's claim and necessary for the management of the claim.

Step 3

Capture the following metadata in the branch business unit register:

- date received
- client name
- client number.

What happens next

Go to Scan and upload documents.

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Scan and upload documents

Responsibility

Case owner

When to use

Use this instruction to scan the document(s) on the multi-functional device (MFD) and upload them into Eos.

Before you begin

Repeat this process for each separate claim so that documents with different claim numbers are scanned, named and emailed separately.

Instruction

Step 1

Scan the document(s).

Step 2

Email the scanned document(s) to a delegated email address.

See [Use MFDs to print, copy and scan](#).

Step 3

Remove the scanned document(s) from the MFD.

Step 4

When you receive the email with the attachment, search for the correct claim in Eos.

Step 5

If you...

then...

can find the correct Eos claim

- [upload the document](#) to the correct claim
- make sure it's uploaded to the relevant document name in Eos
- go to step 6

can not find any relevant claim

- [upload the document](#) to the correct party
- make sure it's uploaded to the relevant document name in Eos
- go to step 6

Step 6

If the document is...

then...

an ACC18 Medical certificate that requires action within one working day, and must be available in Eos

go to step 7

any other document

go to step 8

Step 7

Create an ACC18 task and use the following table to determine where to send it.

If the document relates to a claim that is...	then...
in the 'Registration - actioned cases' department queue	<ul style="list-style-type: none"> • allocate the task to the 'Service Needs Assessment - administration' department queue
in the 'Service Needs Assessment - actioned cases' department queue	<ul style="list-style-type: none"> • go to step 9
not yet registered	
in 'actioned cases' in another department	<ul style="list-style-type: none"> • allocate the task to the relevant department • go to step 9
with a case owner	<ul style="list-style-type: none"> • allocate the task to the relevant case owner • go to step 9

Step 8

Create a task and use the following table to determine where to send it.

If the document relates to a claim that is...	then allocate the task to the ...
in 'actioned cases' in another department	relevant department
with a case owner	relevant case owner

Step 9

When uploading to Eos is complete, delete the original email and/or saved documents following the [VCF and locally uploaded documents](#) policy.

What happens next

Go to [Archive scanned documents](#).

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Archive scanned documents

Responsibility

Case owner

When to use

Use this instruction when you're ready to send the document(s) to the storage provider.

Instruction

Step 1

Label an Archive box with the same date as the first scanned document.

Step 2

Staple each clients document(s) together.

Step 3

Place the scanned documents in a small archive box until full.

Step 4

When full, add the date of the last scanned document to the archive box and close.

Step 5

Place each small archive box inside a large archive box.

Step 6

When the large archive box is full, contact acc@acc.co.nz to request access to the ReQuest web tool.

Step 7

Use the ReQuest web tool to lodge the box with the storage provider. Make sure you enter a destruction date of 20 years and note in the descriptor fields that these documents have been 'MFD scanned'.

For help refer to the ReQuest web user guide on the [Archive physical files](#) page or contact the Recall Care Team on [REDACTED]

What happens next

This process ends.

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Receiving and allocating claim or task in a STCC or branch

New page 5/12/13: Published as part of the Client Service Optimisation project to explain how to process claims or tasks that arrive in a STCC or branch.

Use this process when a task or claim is transferred to a Short Terms Claims Centre (STCC) or branch department queue to identify how to allocate the request.

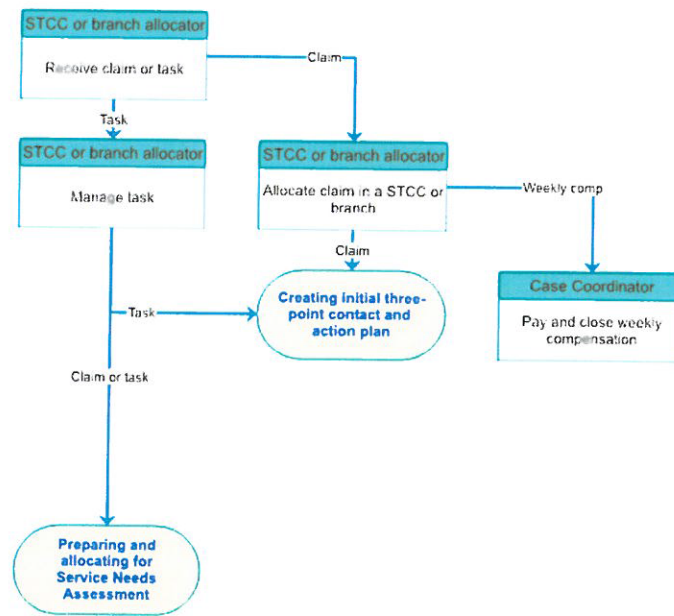
If a claim is received to a STCC as a weekly compensation 'pay and close' from the Service Needs Assessment team, then a STCC Case Coordinator can use the relevant steps in this process to finalise the weekly compensation set up.

Contact [REDACTED]

Last review 22 Nov 2013

Next review 22 Nov 2014

Click on a shaded box for instruction details



[Show all instructions](#)

Receive claim or task

Responsibility

STCC or branch allocator

When to use

Use this instruction when a claim or task is received in a STCC or branch department queue.

Instruction

Step 1

Check your relevant STCC or branch [department work queues](#) for new claims or tasks.

Step 2

If the department queue contains a...	then...
task	go to Manage task
claim	go to Allocate claim in a STCC or branch

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Manage task

Responsibility

STCC or branch allocator

When to use

Use this instruction to [manage a task](#) that is received in a STCC or branch [department queue](#).

Instruction

Step 1

Use the following table to determine how to manage a new task when received in a STCC or branch.

If the task is...	then...
linked to an existing registered claim	go to step 2
linked at party level	<ul style="list-style-type: none"> • search in Eos to see if the party level task relates to an existing claim, eg search by client's full name and date of birth to locate relevant existing claims • go to step 5

Step 2

If the task...	then...
does not require management in a STCC or branch	transfer task to the appropriate specialist unit
requires management in a STCC or branch and client is a non-earner	<ul style="list-style-type: none"> • reactivate the claim • go to Allocate claim in a STCC or branch
requires management in a STCC or branch and client is an earner	go to step 3

Step 3

If the task...	then...
is a treatment request or one-off entitlement request requiring case manager/coordinator delegation (eg concussion service)	<ul style="list-style-type: none"> • reactivate the claim • go to Allocate claim in a STCC or branch
is a request that requires active claim management, eg: <ul style="list-style-type: none"> • request for weekly compensation (WC) • an ACC18 with an incapacity period likely to require WC • request for vocational or social rehabilitation 	go to step 4

Step 4

If the task relates to...	then...
an earner claim in Registration 'actioned cases'	<ul style="list-style-type: none"> • allocate the task to the 'Service Needs Assessment – Administration' department queue • this process ends • see What happens next

If the task relates to...	then...
an earner claim in STCC or branch 'actioned cases' that has not been managed in the last 12 months or at all	<ul style="list-style-type: none"> • allocate the claim and task to the 'Service Needs Assessment - Entitlement Requests' department queue and add 'SNA required' as the reason • this process ends • see What happens next
an earner claim in STCC or branch 'actioned cases' that has been managed in the last 12 months	<ul style="list-style-type: none"> • reactivate the claim using either the reason code: <ul style="list-style-type: none"> • 'Further Rehab Required' • 'Recurrence of Injury' • go to Allocate claim in a STCC or branch

Step 5

Use the following table to determine what to do with a task received at party level.

If the party level task...	then...
relates to an existing registered claim	<ul style="list-style-type: none"> • link the task to the relevant claim • allocate the task to the relevant case owner or department • see What happens next
relates to a 'not yet registered' earner claim	<ul style="list-style-type: none"> • allocate the task to the 'Service Needs Assessment – Administration' department queue • see What happens next
relates to a 'not yet registered' non-earner claim	<ul style="list-style-type: none"> • manage the task and claim registration using your existing 'managing non-earner' processes • this process ends

What happens next

If claim and/or task has been transferred to ...	then the...
a STCC or branch case owner	case owner will Create initial three-point contact and action plan
a SNA department queue	SNA team will Prepare and allocate requests for Service Needs Assessment

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Allocate claim in a STCC or branch

Responsibility

STCC or branch allocator

When to use

Use this instruction to allocate a claim that is received in a STCC or branch.

Instruction

Step 1

Open the claim and check the following to determine the reason for the claim transfer:

- actions tab
- tasks.

Step 2

Confirm whether the claim is from an earner or non-earner using information from the claim.

If the claim is from...	then...
earner	go to step 3
a non earner	go to step 4

Step 3

Use the following table to determine the characteristics of the earner claim and what action is required.

If the reason for the transfer is...	then...
'SNA Complete'	<ul style="list-style-type: none"> the service needs assessment (SNA) script has been completed allocate the claim to an appropriate case owner using your local allocation rules see What happens next
'SNA Incomplete'	<ul style="list-style-type: none"> the SNA script was only partially completed, eg the client may have asked to be called back to finish the script but the service needs assessor was not able to reach them allocate the claim to an appropriate case owner using your local allocation rules see What happens next
'SNA Pay & Close'	<ul style="list-style-type: none"> the SNA script and/or weekly compensation script may have been completed or partially completed allocate the claim to a STCC Case Coordinator using your local allocation rules note: only a STCC will receive claims with this allocate reason the Case Coordinator will Pay and close weekly compensation
'SNA – Significant Injury'	<ul style="list-style-type: none"> the SNA script has not been completed as the SNA team was unable to contact the client allocate the claim to a branch case manager using your local allocation rules note: only a branch should receive claims with this allocate reason see What happens next
'Gradual Process Accepted'	<ul style="list-style-type: none"> the WRGPDJ team has identified that the client has requested assistance and whether the claim should be streamed to STCC (moderate complexity) or branch (high complexity) the SNA script has not been completed allocate the claim to a case owner using your local allocation rules see What happens next
'Other Open Claim in Business Unit'	<ul style="list-style-type: none"> the SNA script has not have been completed the case owner needs to consider both claims and assess the client's needs allocate the claim to the case owner who is managing the existing claim see What happens next
'Claimant Change of Address'	<ul style="list-style-type: none"> the client has requested, or is likely to request, entitlements allocate the claim to a branch Case Manager using your local allocation rules note: only a branch will receive claims with this allocate reason see What happens next
either:	<ul style="list-style-type: none"> the SNA script has not have been completed
<ul style="list-style-type: none"> 'Further Rehab Required' 'Recurrence of Injury' 	<ul style="list-style-type: none"> allocate the claim and task to the case owner who previously managed claim, unless there's a valid reason to allocate for it to a different case owner see What happens next

Step 4

Use the following table to determine the likely characteristics of a non-earner claim and what action is required.

If the reason for the transfer is...	then...
new registered claim that meets the streaming criteria	<ul style="list-style-type: none"> the claim is likely to need an entitlement, but has not requested one yet, ie the client has 'significant' injury and/or the provider ticked 'assistance required' allocate the claim using your local allocation rules note: only a STCC will receive claims with this allocate reason see What happens next
'Further Rehab Required' and the claim has come from Treatment Injury Centre	<ul style="list-style-type: none"> treatment injury cover has been accepted the client has requested, or is likely to request, entitlements allocate the claim using your local allocation rules see What happens next
either: <ul style="list-style-type: none"> 'Further Rehab Required' 'Recurrence of Injury' 	<ul style="list-style-type: none"> the claim has been reactivated after an entitlement request is received allocate the claim using your local allocation rules see What happens next

What happens next

The relevant case owner will [Complete three-point contact and action plan](#).

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Pay and close weekly compensation

Responsibility

STCC Case Coordinator

When to use

Use this instruction to pay and close a weekly compensation request from the SNA team.

Instruction

Step 1

Review the [Service Needs Assessment \(SNA\) Initial Client Interview script](#).

Step 2

Check the weekly compensation (WC) script to ensure information is correct, complete and accurate.

Step 3

If...	then...
the client wasn't able to supply the necessary information or the WC script is incomplete	<ul style="list-style-type: none"> contact the client, complete the WC script if necessary and gather any missing details necessary for weekly compensation once complete, go to the next row in this table
the weekly compensation script is complete and all required information is gathered	<ul style="list-style-type: none"> set up weekly compensation by: <ul style="list-style-type: none"> creating a 'Setup weekly comp entitlement' task creating a 'Non standard WC setup' eForm, if needed the weekly compensation team then set up weekly compensation

Step 4

Once payment has been calculated and released, contact the client to:

- let them know their payment has been made
- to check that their return to work has been successful

Step 5

Transfer the claim to 'actioned cases'.

What happens next

This process ends.

[Back to process map ↑](#)

Setting up weekly compensation

[WC for employee & PAYE shareholder](#)

[WC for employee & PAYE shareholder 1 Aug 08 - 30 June 10](#)

[WC for employee & PAYE shareholder 1 July 05 - 31 July 08](#)

[WC for self-employed & non-PAYE shareholder](#)

Extending weekly compensation due to incapacity

The Extend weekly compensation due to incapacity process occurs when a client is already receiving weekly compensation and provides further ACC18 forms to prove continuing incapacity.

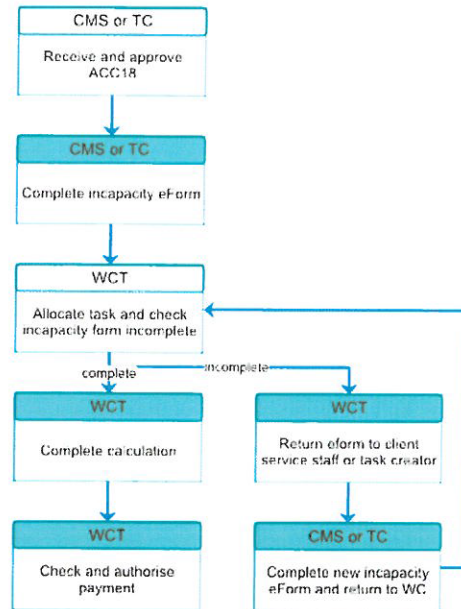
The process map replaces the swimlane previously used in Manage Claims. You can see that swimlane by clicking here: [Extend weekly compensation due to incapacity \(37K\)](#)

Contact [REDACTED]

Last review 11 Nov 2013

Next review 11 Nov 2014

Click on a shaded box for instruction details



[Show all instructions](#)

Complete incapacity eForm

Responsibility

Client Service Staff or Task Creator

When to use

Use the following instruction to extend weekly compensation for a client, who still has an incapacity.

Instruction

Step 1

Navigate to the 'Injury' tab and then select the 'Incapacity' sub-tab.

Step 2

Click 'Add' on 'Medical Incapacity'. The 'Medical Incapacity' screen displays.

See:

- [Medical Certification for non-Serious Injury claims](#)
- [Medical Certification for Serious Injury claims](#)
- [Medical certification examples.](#)

Step 3

Select the Medical Incapacity to be approved and click 'Approve'. The 'Add/Edit Incapacity Details' screen displays.

Step 4

Complete all fields in the applicable sections of the eForm.

Step 5

Add any instructions in the 'Comments to payments' field, eg 'abatement applies' or 'withhold debt'.

Step 6

Click 'Yes' to Send Task and then click 'OK'. 'Auto Extend Weekly Comp Entitlement' Task is sent to the nominated payment department and populates 'Approved Incapacity' list view.

What happens next

Go to Allocate task to Weekly Compensation team member.

[Back to process map ↑](#)

Return eform to client service staff or task creator**Responsibility**

Weekly Compensation team

When to use

Use the following instruction if the incapacity eform is incomplete.

Instruction**Step 1**

Open the 'Extend Weekly Compensation Entitlement' task.

See [Open a task](#).

Step 2

Enter 'Extend eform returned' and the reason in the 'Description' field.

Where the omission is not obvious, enter a description of the missing information.

Step 3

Transfer the task back to the Client Service Staff or Task Creator as appropriate.

See [Transfer a task](#).

What happens next

Go to Complete new incapacity eform.

[Back to process map ↑](#)

Complete calculation**Responsibility**

Weekly Compensation team

When to use

Use this procedure to calculate the extension to weekly compensation.

Instruction**Step 1**

Open Pathway through Eos. Pathway opens at the 'Entitlement' screen and the selected task, opens in Eos.

See [Do a task](#).

Step 2

Select 'Update'. Pathway opens at the 'Update' screen.

Step 3

Enter the 'incapacity details' to calculate the weekly compensation amount.

Step 4

Save information and calculate entitlement. An ACC600 Entitlement Advice will be automatically generated, sent to the mail house to print and sent to the client.

Note:

The automated ACC600 can be suppressed by checking the 'Disable Assessment Advice' option. It is necessary to attach the appropriate information sheets to manually generated assessment advices.

See [Entitlement and Pay Advice Consolidation – guideline document](#) (1.43M).

Step 5

Check the payment script for arrears payments of more than 90 days duration or if a DWI reimbursement is indicated. Use the following table:

If the payment script...	then...
indicates an arrears payment of more than 90 days duration or a DWI reimbursement	<ul style="list-style-type: none"> • use Reimbursing Work and Income • go to Step 6
does not indicate either of the above	go to Step 6

Documentation must be recorded in Eos when, the client has responded 'No' to being in receipt of a DWI income tested benefit, for arrears payments over 30 days and less than 90 days. See the following table:

Payment type	Acceptable documentation
New setup	The 'Initial Interview' record
Reinstatement	A contact recorded in Eos plus the 'Request For Reinstatement' form
Extension	A contact recorded in Eos

See [Reimbursements to Work and Income from ACC](#).

Step 6

Check if the client has any outstanding debt. Use the following table:

If the client has...	then...
outstanding debt	<ul style="list-style-type: none"> • use Making client overpayment recovery decision process • go to Step 7
no outstanding	debt go to Step 7

Step 7

Add the following to the task 'Description' field:

- your initials
 - example: Update from 'Extend WC Entitlement' to 'JW Extend WC Entitlement'
- debt amount, if a debt has been raised and the debt reason eg other subsequent earnings details given (OSEDG)
 - example: Update from 'Abate WC Entitlement' to 'JW OSEDG Abate WC Entitlement'.

Step 8

Decide whether the task needs to be transferred back for further action. Use the following table:

If the task...	then...
needs to be transferred back for further action	<ul style="list-style-type: none"> • add a comment, eg Update from 'Set Up Weekly Compensation Entitlement' to 'JW, please transfer back following approval Set up Weekly Compensation Entitlement' • go to Step 2
does not need further action	go to Step 9

Step 9

Transfer the task to the department's internal checking queue for checking.

See [Transfer a task](#).

What happens next

Go to Check and authorise payment.

[Back to process map ↑](#)

Complete new incapacity eForm and return to WC**Responsibility**

Client Service Staff or Task Creator (as appropriate)

When to use

Use the following instruction when an 'Extend Weekly Compensation Entitlement' task is returned for additional information.

Instruction**Step 1**

Open the returned 'Extend Weekly Compensation Entitlement' task to view the return reason and then close the task.

See [Open a task](#).

Step 2

Navigate to the 'Injury' tab and then select the 'Incapacity' sub tab.

Step 3

Select the Medical Incapacity to be edited and click 'Approve'. The 'Add/Edit Incapacity Details' screen displays.

Step 4

Complete all fields in the applicable sections of the e-form.

Step 5

Add any instructions in the 'Comments' field, eg 'abatement applies' or 'withhold debt'.

Step 6

Click 'Yes' to send task and then click 'OK'. 'Auto: Extend Weekly Compensation Entitlement' task is sent to the nominated Payment Department and populates 'Approved Incapacity' list view.

Step 7

Cancel the original task.

See [Cancel a task](#).

What happens next

Go to Allocate task & Check incapacity form complete to allocate the task.

[Back to process map ↑](#)

Check and authorise payment**Responsibility**

Weekly Compensation team

Before you begin

This check must be done by a different Weekly Compensation team member from the one who entered the payment details.

When to use

Use the following instruction to check details in the Pathway 'Entitlements' tab and authorise payment.

Instruction**Step 1**

Select the department's PO work queue in E.os.

Step 2

Use a filter to list one colleague's work for approval.

Step 3

Transfer all of the colleague's work to your 'My Work' queue.

See [Transfer a task](#).

Step 4

Open a task.

See [Open a task](#).

Step 5

Open Pathway through Eos. Pathway opens at the 'Entitlement' screen and the selected task, opens in Eos.

See [Do a task](#).

Step 6

Check that the supporting task is present.

Step 7

Check that the payment is being sent to the right person.

Step 8

Check that the payment amount seems correct. Use the following table:

If payment details are...	then...
correct	go to Step 9
incorrect	go to Complete calculation to refer the task to either: <ul style="list-style-type: none"> • the person entering the entitlement • a senior staff member

Step 9

Authorise the payment. The payment is now set up to be paid. Close the task in Eos.

See [Close a task](#).

What happens next

This process ends.

[Back to process map ↑](#)

Incapacity

[Definition of incapacity](#)

[Rules for medical certificates for incapacity](#)

[Establishing date of first incapacity](#)

[Further personal injury](#)

[Medical Certification for Serious Injury claims](#)

[Medical certification for non-Serious Injury claims](#)

[Subsequent incapacity](#)

Extend a weekly compensation entitlement

- [Description](#)
- [How to:](#)
 - [Extend weekly compensation entitlement](#)
 - [Approve medical incapacity](#)
 - [Incomplete medical certificates](#)
 - [Edit medical incapacity](#)
 - [View a history of an incapacity](#)
 - [Client returns to work](#)
- [Tips](#)
- [Related How to's](#)

Description

Use these steps to extend a weekly compensation entitlement. Extending an entitlement based on a medical certificate is a two-step process:

1. First, load the data from the medical certificate (Add Medical incapacity).
2. Then approve the period of incapacity (Approve Incapacity) .
This will result in an extension request being sent to the Payment Department (Weekly Compensation Team).

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How to:

Extend a weekly compensation entitlement

1. Navigate to the Incapacity sub-tab of the Injury tab in a Claim.

Case Map General Entitlements Plan Managing Contacts Documents Tasks **Injury** Medical Employment >

Accident Dental **Incapacity**

Medical Incapacity

Source Reference	Reference Number	Incapacity Type 1	From Date 1	To Date 1	Provider	Removed	Add
ACC45	[REDACTED]	FFSW	03-12-2009	-	[REDACTED]	11p	View Remove Move Approve

1.1 of 1

Approved Incapacity

Last Updated	Source Reference	Reference Number	Incapacity Type 1	Abatement 1	From Date 1	To Date 1	Last Incapacity	Removed	Add
									View Edit Remove Move History

Close

Screen details

2. Click [Add] next to the 'Medical Incapacity' section.
Result:
The Medical Incapacity Details screen displays.

Screen details

3. Determine whether the medical certificate contains all the mandatory data.

If... **Then...**

yes Go to step 4.

MEDICAL INCAPACITY DETAILS

Source Reference:

Referencing Number:

Diagnosis: CTE

Physical Limitation Hours:

Notes:

Incapacity Set	Incapacity Type	From Date	To Date	Duration	Duration Units	Hours Per Day	Days Per Week
Set 1	<input type="text" value="Please Select"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Please Select"/>	<input type="text" value="0:00"/>	<input type="text"/>
Set 2	<input type="text" value="Not Selected"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Not Selected"/>	<input type="text" value="0:00"/>	<input type="text"/>
Set 3	<input type="text" value="Not Selected"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Not Selected"/>	<input type="text" value="0:00"/>	<input type="text"/>

Return To Start Date:

Provide:

Date Signed by Provider:

Created By:

Created Date: 05/10/2011

Send Task Level:

Buttons: Metadata Upload, Approve, OK, Cancel

If... Then...

no Cancel the eForm, or if it has already been saved, remove it and see [Incomplete Medical Certificates](#).

4. Complete the required fields and click [OK].
 Result:
 The Incapacity tab displays with the updated details.

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Approve medical incapacity

1. Navigate to the Incapacity sub-tab of the Injury tab in a Claim.

Case Map: General Entitlements Plan Managing Contacts Documents Tasks **Injury** Medical Employment

Accident Dental **Incapacity**

Medical Incapacity

Source Reference	Reference Number	Incapacity Type 1	From Date 1	To Date 1	Provider	Removed	Add
ACC45	[Redacted]	FFSY	03-12-2009	-	[Redacted]	No	View Remove Move Approve

1-1 of 1

Approved Incapacity

Last Updated	Source Reference	Reference Number	Incapacity Type 1	Abatement 1	From Date 1	To Date 1	Last Incapacity	Removed	Add
									View Edit Remove Move History

Close

[Screen details](#)

2. Select the Medical Incapacity to be approved and click Approve.
 Result:
 The Add/Edit Incapacity Details screen displays with the data populated from the Medical Incapacity eForm.

[Screen details](#)

3. Complete the required fields.
 Note:
 If there is a gap in certificates to approve, adjust the date range in this eForm to cover that gap.

4. Ensure the Send Task radio button is set to Yes.

5. Click [OK].
 Result:
 The task Auto: Extend Weekly Comp Entitlement is routed to the Weekly Comp Payment Team.

ADD/EDIT INCAPACITY DETAILS

Source Reference
 Source Reference: Source Reference Number:

New Approved Incapacity

Incapacity Set	Incapacity Type	Abatement	From Date	To Date	Duration	Duration Units	Hours Per Day	Cost Per Hour
Set 1	<input type="text" value="Please Select"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Set 2	<input type="text" value="Not Selected"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Set 3	<input type="text" value="Not Selected"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Return To Work Date:
 Last Eligible Incapacity Created Date:

Comments:

Send Task? Yes No

OK Cancel

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Incomplete medical certificates

If a medical certificate does not contain all mandatory data, no 'Medical Incapacity' is recorded. Cancel the eForm, or if it has already been saved, remove it.

If the client is considered to have a valid incapacity, case owner approval can be provided for a period (usually seven days) to allow the client to get their medical certificate completed. Ensure the details are recorded in the Comments field of the Add/Edit Incapacity Details screen.

1. Navigate to the Incapacity sub-tab of the Injury tab of a Claim.

Case Map General Entitlements Plan Managing Contacts Documents Tasks **Injury** Medical Employment >

Accident Dental **Incapacity**

Medical Incapacity

Source Reference	Reference Number	Incapacity Type 1	From Date 1	To Date 1	Provider	Removed	Add
ACC45	<input type="text"/>	FFSY	03/12/2009	-	<input type="text"/>	No	View Remove Move Approve

Approved Incapacity

Source Reference	Reference Number	Incapacity Type 1	Abatement 1	From Date 1	To Date 1	Last Incapacity	Removed	Add
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	View Edit Remove Move History

Screen details

2. Click [Add] next to the Approved Incapacity section.
 Result:
 The Add/Edit Incapacity Details screen displays.

Screen details

3. Select Case Owner from the Source Reference field.
4. Record the following details:
 - Incapacity type (update Abatement if Incapacity is Fit For Selected Work)
 - Period to be approved.
 - Comments explaining the reason for this case owner approved incapacity.
5. Ensure the Send Task radio button is set to Yes.
6. Click [OK].
 Result:
 The Incapacity tab displays with the updated details.

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ADD/EDIT INCAPACITY DETAILS

Source Reference
 Source Reference: Source Reference Number:

New Approved Incapacity

Incapacity Set	Incapacity Type	Abatement	From Date	To Date	Duration	Duration Units	Hours Per Day	Days Per Week
Set 1	<input type="text" value="Please Select"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>
Set 2	<input type="text" value="Not Selected"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>
Set 3	<input type="text" value="Not Selected"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>

Return To Work Date: Last Expected Incapacity Created Date:

Created By:

Comments:

Send Task? Yes No

OK Cancel

Edit medical incapacity

Edit Incapacity may need to be used if the original task has been returned by the Payment Department due to error, or if there has been a change to the details of that incapacity (eg client advises they have returned to work part-time).

Note:

If an AUTO: Extend weekly Comp task has been returned by the Payment Department, the task must be cancelled before the incapacity can be edited.

1. Navigate to the Incapacity sub-tab of the Injury tab.

Case Map General Entitlements Plan Managing Contacts Documents Tasks **Injury** Medical Employment

Accident Dental **Incapacity**

Medical Incapacity

Source Reference	Reference Number	Incapacity Type 1	From Date 1	To Date 1	Provider	Removed	Add
ACC45	<input type="text"/>	FFSW	03-12-2009	-	<input type="text"/>	No	View Edit Remove Move Approve

1-1 of 1

Approved Incapacity

Last Updated	Source Reference	Reference Number	Incapacity Type 1	Abatement 1	From Date 1	To Date 1	Last Incapacity	Removed	Add
									View Edit Remove Move History

Close

Screen details

2. Select the relevant Approved Incapacity from the Approved Incapacity list view and click [Edit].
 Result:
 The Add/Edit Incapacity Details screen displays with the current details of the incapacity.

ADD/EDIT INCAPACITY DETAILS

Source Reference
 Source Reference: Source Reference Number:

New Approved Incapacity

Incapacity Set	Incapacity Type	Abatement	From Date	To Date	Duration	Duration Units	Hours Per Day	Days Per Week
Set 1	<input type="text" value="Please Select"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>
Set 2	<input type="text" value="Not Selected"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>
Set 3	<input type="text" value="Not Selected"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	<input type="text"/>

Return To Work Date: Last Expected Incapacity Created Date:

Created By:

Comments:

Send Task? Yes No

OK Cancel

Screen details

3. Make the required changes to the data on the form.
4. Ensure the Send Task radio button is set to Yes.
5. Click [OK].
Result:
The task Auto: Extend Weekly Comp Entitlement is routed to the Weekly Comp Payment Team.

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View a history of incapacity

The Incapacity sub tab shows a record of all Approved Incapacity, including incapacity data migrated from Pathway. If a particular Approved Incapacity has been edited, the history can be viewed.

1. Navigate to the Incapacity sub-tab of the Injury tab.
2. Select the relevant Approved Incapacity from the Approved Incapacity list view and click History.
Result:
The Approved Incapacity list view displays a history of the incapacity's edits

Case Map General Entitlements Plan Managing Contacts Documents Tasks **Injury** Medical Employment ▶

Accident Dental **Incapacity**

Medical Incapacity

Source Reference	Reference Number	Incapacity Type 1	From Date 1	To Date 1	Provider	Removed	Add
AC448	[REDACTED]	FFSW	03/12/2009	-	[REDACTED]	Job	View Remove Move Approve

1.1 of 1

Approved Incapacity

Last Updated	Source Reference	Reference Number	Incapacity Type 1	Abatement 1	From Date 1	To Date 1	Last Incapacity	Removed	Add
									View Edit Remove Move History

Close

Screen details

3. Click [View] to see more details or [Close] to return to the list view.

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Client returns to work

When a client returns to work during a period of existing Approved Incapacity, notify the Payment Department by editing the incapacity record that applies. There are different steps to follow depending on the medical certificate supplied; see Client Returns to Work during an existing period of Approved Incapacity for a step by step guide.

1. Navigate to the Incapacity sub-tab of the Injury tab in a Claim.

Screen details

2. Select the relevant Approved Incapacity from the Approved Incapacity list view and click [Edit].
Result:
The Add/Edit Incapacity Details screen displays with the current details of the incapacity.

Screen details

3. Amend the Update Incapacity To Date to the date the current payment should stop.
4. Add a comment to the Comments field eg noting the client has returned to work.
5. Ensure the Send Task radio button is set to Yes.
6. Click [OK].
Result:
The task AUTO: Extend Weekly Comp Entitlement is routed to the Weekly Comp Payment Team.

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Case Map General Entitlements Plan Managing Contacts Documents Tasks **Injury** Medical Employment

Accident Dental **Incapacity**

Medical Incapacity

Source Reference	Reference Number	Incapacity Type 1	From Date 1	To Date 1	Provider	Removed	Add
ACC15	[Redacted]	FFSW	03/12/2009	-	[Redacted]	No	View Remove Move Approve

Approved Incapacity 1.1 of 1

Last Updated	Source Reference	Reference Number	Incapacity Type 1	Abatement 1	From Date 1	To Date 1	Last Incapacity	Removed	Add
									View Edit Remove Move History

Close

ADD/EDIT INCAPACITY DETAILS

Source Reference
Source Reference: [Please Select] Source Reference Number: []

New Approved Incapacity

Incapacity Set	Incapacity Type 1	Abatement	From Date	To Date	Duration	Duration Units	Hours Per Day	Days Per Week
Set 1	[Please Select]	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	[]	[]	[]	[]	[]	0.00
Set 2	[Not Selected]	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	[]	[]	[]	[]	[]	0.00
Set 3	[Not Selected]	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	[]	[]	[]	[]	[]	0.00

Return to Work Date: [] Last Expected Incapacity: Yes No
 Created By: [Redacted] Created Date: 19/10/2011

Comments: []

Send Task?: Yes No

OK Cancel

Tips

Any text entered in the Comments field will appear in the Add. Info tab of the task for the Weekly Compensation Team.

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Related How to's

There are currently no related how to's developed for this section.

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