



Proactively released



Summary

Objective

To manually run the conversion probability threshold in Eos on claims where this has not been automated, determining cover status and allocating the claim to the correct team.

Background

For all accredited employer (AE) claims Eos does not run the conversion probability threshold. There are situations where the accredited employer has identified that the claim has been incorrectly allocated to them and return this to ACC to manage. To be able to allocate the claim appropriately the conversion probability threshold needs to be identified. Therefore, this task has now been updated for lodgement advisors to run manually.

Owner Name withheld
Expert Name withheld

Procedure

PROCESS Receive and Input Manual Claim :: Email Lodgement Administrator

1.0 File away email Lodgement Administrator

- a** Forward the email to your inbox and file away the email to the claim.
 File an inbound email
- b** Before progressing with this process you will need to confirm the employer. Go to Identify Client's Employer. Once you have updated the employer you will need to return to this process.

NOTE **What if the claim is clearly for a work accident for that Accredited Employer (AE)?**
Return the claim back to the AE to manage the dispute. Process ends.

PROCESS Identify Client's Employer Lodgement Administrator

2.0 Update cover status Lodgement Administrator

- a** Change the cover status to either held or accept by using the traffic light rules in the Registration Reference Book.
 Update Cover Status

NOTE **If you set the claim to held:**
Ensure you create a General task with a clear explanation that the claim has been returned to ACC and a cover decision needs to be made. Transfer claim and task to appropriate queue e.g. Hearing Loss Claims, Cover Triage, Work Related Gradual Process etc.
This process ends.

NOTE **If you set the claim to accept:**
Go to step 3.0

3.0 Assign conversion probability

Lodgement Administrator

- a** Go to the 'add activity tab' and select 'Run Duration Conversion Probability'.
 Conversion Probability Threshold

4.0 Run the engagement model decision

Lodgement Administrator

- a** Go to the 'add activity tab' and select 'Run Engagement Model Service'.
- b** Open the engagement model decision results from the documents tab and review to confirm who the claim needs to be managed by.

NOTE **What if the document does not direct where the claim should be managed?**
Leave the claim in actioned cases.

- c** Go to the add activity tab and transfer the claim to Next Gen, choosing the department the document has confirmed.