



Summary

Objective

To assign a new ACC45 number to the claim so that each claim has a unique ACC45 number identifier and advise the client and provider of the new number.

Background

Eos has checked the claim and identified that the ACC45 number on the newly registered claim has already been used for a different claim and/or client. It has raised an Assign New ACC45 Number information requirement for someone to resolve. For manual claims registration (paper claims), a new ACC45 number needs to be created in order to register the claim.

Owner Name withheld

Expert Name withheld

Procedure

1.0 Assign new ACC45 number

Lodgement Administrator

- a Receive an Information Request task – “Assign new ACC45 number”.

NOTE What if the claim is a manual paper or fax?

Check on the clients party record to confirm the claim has not already been registered under a dummy number. If claim has already been registered under a dummy number the process ends here.

- b Check to confirm the claim has a duplicated ACC45 number.

NOTE What if the claim do not have a duplicated ACC45 number?

The process ends here.

- c Request a new ACC45 number using EOS Manually initiated system steps.

Assign a new ACC45 number

NOTE What if you receive an error message displaying “The automatic ACC45 number allocation is unavailable. Please manually assign a new ACC45 number” ?

It means that the manually initiated steps failed, you will need to apply the manual process.

Go to 2.0 Assign new ACC45 number manually (if required).

- d Confirm the claim number has a newly created ACC45 number in the Case Alias tab.
- e Send the letter to the vendor/provider and client by actioning the automatically generated task “Send EXR07 letters – New ACC45 number assigned”.

2.0 Assign new ACC45 number manually (if required)

Lodgement Administrator

- a Request a Dummy ACC45 number using the Request Dummy 45 tool.

NOTE What if the claim is a manual paper or fax?

Check on the clients party record to confirm the claim has not already been registered under a dummy number. If claim has already been registered under a dummy number the process ends here.

- b In the Reason for request box, type 'ACC45 number already in use'.
- c In the Case Alias tab in Eos, assign the new ACC45 number using the Assign a new ACC45 number system steps below (edit the existing number and replace it with the new number).
 - Assign a new ACC45 number
- d Confirm whether claim is an identical copy of the original claim with the same ACC45 number.

NOTE What if the claim is an identical copy of the original claim with the same ACC45 number?

Duplicate the claim to the original and complete the Information Requirement. This process ends.

3.0 Communicate change of ACC45 number

Lodgement Administrator

- a Add the EXR07 Change claim number - provider letter.

NOTE System steps of letter for communicating about change of ACC45 number:

1. Open the claim and go to Documents Tab. Click [Add].
2. Go to the Search tab and enter EXR07 in Document Type Box, click [Search] and then click [Ok].
3. Document Details screen will open. Change the document description to 'Change of ACC45 number' or 'Change of ACC42 number'. Under recipients:
 - a. Add the provider by selecting it on the parties for case and click [To].
 - b. Select CC for the client.
 - c. Select the right title for each of the addressee (Mr, Ms, Mrs, Miss, Master, Dr).

“(Attempt to validate the address. If you can't validate it, don't send the letter to the client.

*If you are not sending letter to the client due to address being Invalid then write in the contacts that "Client letter not sent as address is invalid")

- d. Click on [Next]. The letter will autogenerate on a word document.

4. On the word document make 5 changes:

a) In the client details box, change the ACC45 number to the original ACC45 number submitted by the provider

b) Date of lodgement in the first sentence of the body.

c) Add the new ACC45 claim number at the end of the third sentence

d) At the end of letter, delete the claim department field (for example "Actioned Cases - Registration") and change to ACC Client Service & Support and phone number (extension number not required). Remove the dash.

e) Make sure each letter starts on a new page (i.e. provider's address will come on second page). On the second page align the CC details with the provider details.

*Once this is completed save the changes and print 2 copies. Send one to the provider and one to the client (if client's address is verified or valid, by putting paper with client address on top and main letter at bottom).

5. Back in EOS change the Status to complete. And click Ok.

The letter will appear on the document tab of the claim.

NOTE What if the claim form is an ACC42 Dental injury form?

- a) In the client details box, change the name "ACC45 number:" to "ACC42 number:" and then change the ACC42 number to the original ACC42 number submitted by the provider.
- b) In the first line of the letter, update "ACC45 ACC Injury claim form" to "ACC42 ACC Dental injury claim form"

 EXR07 Change of claim number - provider

- b Check that the address details for both parties are valid.

NOTE What if the address is invalid?

- Attempt to validate the address. If you can't validate it, don't send the letter.
- Note in the contact for the document that "Client letter not sent as address is invalid".

4.0 Complete information requirement

Lodgement Administrator

- a Check that there are no other information requirements outstanding.

NOTE What if there are other information requirements outstanding?

Action the other information requirements before closing the task. Go to the relevant procedure(s) for guidance.

- b Close the task.

5.0 Change ACC45 number on ACC45 form

Lodgement Administrator

- a Register the claim and then send to DMT for upload.

NOTE What if the claim is a manual fax?

Rename the document file name to add the new ACC45 number.

NOTE What if the claim has been received via email?

When forwarding claim to DMT for upload, add the new ACC45 number into the body and subject line of the email.

NOTE What if the claim is a physical paper form?

Cross out the old ACC45 number and noted the new ACC45 number on the page.
