

## Summary

### Objective

To capture ACC21 Accidental Death claim forms received manually into Eos on behalf of the submitter and then prepare the forms for further document management.

### Background

An Accidental Death claim form has been submitted to ACC because a client has died from injuries they received as result of an accident. The form has been submitted manually by:

- posting it to the Mailhouse
- someone delivering the form into an ACC branch.

### Global Process Owner

Name Withheld

### Global Process Expert

Name Withheld

### Variation Expert


Name Withheld

## Procedure

### 1.0 Receive claim

#### Lodgement Administrator

- If necessary, review information about accidental death by following the link below to the Accidental Death Claim Policy in CHIPS.

 Accidental death claims Policy

- Prepare ACC21 form for data input.

#### **NOTE** Where can I find the ACC21 form for data input?

The ACC21 Document can be found under the party record in the 'Documents' tab

### 2.0 Input claim data

#### Lodgement Administrator

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

 Request Dummy 45 spreadsheet

- In the reason for request box in the Request Dummy 45 tool, type 'ACC21'.

- In Eos, enter the accidental death claim information into the relevant fields.

#### **NOTE** What if you can see information or inconsistencies on the ACC21 form that you can correct now so that they don't trigger an IR?

Please correct and amend the information when you're lodging the claim into EOS.

Corrections can include:

- When a diagnosis side isn't selected - but the injury description makes it clear what the selection should be otherwise use Not Applicable.

Corrections cannot include:

- If the party details are conflicting.
- Please do not update party details due to the date of the claim as these may be outdated.

#### **NOTE** What information should you enter and where?

- Date of accident: Date of accident as referenced on the claim lodgement template in the request email

- Lodgement date: date form received - as per date stamp.

- Party details: Please leave as it is, ADU team will update these details.  
Please suppress all notifications in the edit tab if the notifications have not been turned off.

- Accident scene and description will be under accident details on ACC21

- Diagnosis code:  
- '22J...' - Not Applicable side

- Tick Yes to the Fatal claim type radio button

- Employment details: Non-earner (if nothing mentioned on the form).

- If Yes to Workplace Accident:

- Attribute the employer if you are able to.

- If it is an Accredited Employer - please attribute the AE and close the AE task - these stay with ACC

- If unable to find employer details - use SE-PROXY (Self Employed) or NFPROXY for all other employers.

- Date of signing form: date of representative's declaration.

- Provider number: J99966

 Record Date of Death

<https://go.promapp.com/accnz/Process/9bc4f925-8d2>

#### **NOTE** What if more than one ethnicity has been selected on the claim form?

Please add all ethnicities that are listed on the claim form

- Click NEXT on the claim intake form to save the changes.

### 3.0 Complete claim lodgement

#### Lodgement Administrator

- Close out of the Eos screen and any related documents.

- Forward any related email(s) back to the sender of the email

- Move any related email(s) into Completed [current year] sub-folder in the Registration Email Inbox.

#### **NOTE** What if there's a paper claim form?

Place the form in the appropriate scanning folder.