





## 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Please do not update party details due to the date of the claim as these may be outdated.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.