

Request Proof of Relationship for Accidental Death Entitlements v4.0



Summary

Objective

To request proof of the type of relationship that existed between a party and the deceased in order to manage an accidental death entitlements.

Owner

[Name withheld]

Expert

Procedure



PROCESS

Set Up a Dependant Cover Assessor

1.0 Identify Relationship Type

Cover Assessor

- a** In Eos, check the dependants loaded with a 'Qualification pending' status to identify the type of relationship that proof is required for.

NOTE What are the relationship types?

The types of relationship that can exist include:

- spouse or partner of the deceased
- child of the deceased
- other dependant of the deceased.

- Who is a spouse or partner of the deceased? Policy
- Who is a child of the deceased? Policy
- Who is an Other dependant of the Deceased? Policy

- b** Go to the relevant activity to request the evidence required for the identified relationship type.

NOTE What if the relationship type is a Spouse or Partner?

Go to Step 2.0 Request Proof of Relationship Documents (Spouse or Partner).

NOTE What if the relationship type is a Child?

Go to Step 2.1 Request Proof of Relationship Documents (Child).

NOTE What if the relationship type is a Other Dependant?

Go to Step 2.2 Request Proof of Relationship Documents (Other Dependant).

2.0 Issue Proof of Relationship Documents (Spouse or Partner)

Cover Assessor

- a** Determine if the person is a spouse or partner of the deceased.

- What is a de facto relationship? Policy
- Definition of living together or apart Policy
- Definition of financial contribution Policy

NOTE What if the person is identified as a married spouse of the deceased?

If the marriage certificate was not supplied with the ACC21, phone the surviving spouse to request a copy of the marriage certificate.

If the spouse is unable to provide the marriage certificate, then:

- 1) Complete the Department of Internal Affairs (DIA) request form.
- 2) Post the DIA form to DIA to request a marriage or civil union certificate.

NOTE What if the person is identified as a de-facto partner of the deceased?

Send the ACD112 De facto confirmation letter and the ACC6257 De facto confirmation form to the de-facto partner to request proof of a relationship in the nature of marriage and any supporting documents

NOTE What if the person is identified as a spouse or partner previously living apart from the deceased due to health?

- 1) Generate the ACD115 More info - living apart – party letter, choose the relevant options and:
 - a) Include the ACC6256 Confirmation of reasons for living apart form.
 - b) If you need authority to collect medical records for the spouse, include the ACC6300 Authority to collect medical and other records.
- 2) Send the pack to the spouse.

Once the ACC6256 and appropriate authority is obtained, then:

- 1) Generate the ACD111 Request medical info GP - vendor purchase order letter and choose the relevant options.
- 2) Include the ACC4515 Confirmation of health condition form.
- 3) Include the appropriate authority form, eg either the ACC21 (for the deceased) or the ACC6300 (for the spouse).
- 4) Send the pack to the GP.

NOTE What if the person is identified as a spouse or partner previously living apart from the deceased due to employment?

- 1) Generate the ACD115 More info - living apart – party letter, choose the relevant options and:
 - a) include the ACC6256 Confirmation of reasons for living apart form.
 - b) if you need authority to collect medical records for the spouse, include the ACC6300 Authority to collect medical and other records.
- 2) send the pack to the spouse.

Once the ACC6256 and appropriate authority is obtained, then:

- 1) Generate the ACD118 Request living apart info about employee or spouse – employer letter, which includes the ACC4517 Employer confirmation of reasons for living away from home form.
- 2) Choose the relevant options.
- 3) Include the appropriate authority form, eg either the ACC21 (for the deceased) or the ACC6300 (for the spouse).
- 4) Send the pack to the employer.
- 5) Get confirmation from the training institution if the person was away for the purpose of study or training.

NOTE What if the person is identified as a spouse or partner previously living apart from the deceased due to prison?

- 1) Generate the ACD115 More info - living apart – party letter, choose the relevant options and:
 - a) include the ACC6256 Confirmation of reasons for living apart form.
 - b) if you need authority to collect medical records for the spouse, include the ACC6300 Authority to collect medical and other records.
- 2) Send them to the spouse.

Once the ACC6256 and appropriate authority is obtained, then:

- 1) Generate the ACD110 Request living apart info about prisoner or spouse – corrections letter, which includes the ACC4516 Confirmation of prison term form.
- a) Choose the relevant options.
- b) Include the appropriate authority form, eg either the ACC21 (for the deceased) or the ACC6300 (for the spouse).
- 4) Send the pack to the appropriate corrections facility.

NOTE What if the person is identified as a spouse or partner previously living apart but the deceased contributed to their day-to-day living expenses?

Send the spouse or partner the ACD128 More info financial support – party letter and the ACC6269 Confirmation of financial support form.

2.1 Issue Proof of Relationship Documents (Child)

Cover Assessor

- a Determine if the child is a step child, adopted child or natural child.

NOTE What if the child is identified as a 'natural child'?

- 1) Generate the ACD113 More info - acting parent or birth cert –party letter and:
 - a) Select the option to request a birth certificate.
- 3) Send it to the spouse or appropriate representative.

NOTE What if the child is an 'unborn natural child' of the deceased?

Advise the parent of the unborn child to provide the birth certificate once the baby has been born.

NOTE What if the child is identified as an 'adopted child'?

- 1) Generate the ACD113 More info - acting parent or birth cert – party letter and:
 - a) Select the option to request a birth certificate and adoption papers
- 2) Send it to the spouse or appropriate representative.

NOTE What if the child is identified as a 'stepchild'?

A stepchild of the deceased can only be accepted if the surviving natural parent is first accepted as the spouse of the deceased.

1) Generate the ACD113 More info - acting parent or birth cert – party and:

- a) Choose the option to request the ACC6253 Confirmation of an acting parent form and,
 - b) If the child's birth certificate has not already been received, choose the option to request the child's birth certificate.
- 2) Send it to the spouse or appropriate representative.

If the spouse or representative can't provide the birth certificate, then complete the Department of Internal Affairs (DIA) request form and post it to DIA to request:

- a full page birth certificate showing the surviving spouse/partner as parent, and
- a marriage certificate or confirmation of de-facto relationship for the deceased and surviving spouse or partner.

NOTE What if the child is identified as 'someone ordinarily regarded as a child of deceased'?

1) Generate the ACD113 More info - acting parent or birth cert – party and:

- a) Choose the option to request the ACC6253 Confirmation of an acting parent form.
- 2) Send it to the spouse or appropriate representative.

2.2 Issue Proof of Relationship Documents (Other Dependant)

Cover Assessor

- a Send the relevant dependant the ACD128 More info financial support – party letter, the ACC6269 Confirmation of financial support form and the ACC6300 Authority to collect medical and other records form.
- b Once you receive the appropriate evidence and the ACC6300 from the dependant, then generate the ACD111 Request medical info GP - vendor purchase order letter and ACC4515 Confirmation of health condition form, choose the relevant options and send them to the GP.
- c Get confirmation from a Medical Advisor (MA) or Psychology Advisor that the disability qualifies the person as a dependant.

 Clinical Services

3.0 Monitor the request for Proof of Relationship

Cover Assessor

- a Identify which Eos tab to use to action the request.

NOTE What if the required documentation is medical records or a medical questionnaire from hospital or general practitioner (GP)?

- 1) Create appropriate purchase order in [Entitlements] tab and [Administrative] sub-tab.
- 2) Add appropriate [Planning Activity] to [Accidental Death] tab.
- 3) Set [Monitor date] for three weeks for information to come back.
- 4) Send appropriate request letter if you haven't already, eg the ACD111 Request medical info GP - vendor letter.

NOTE What if the required documentation is a marriage or birth certificate?

- 1) Create appropriate purchase order in [Entitlements] tab and [Administrative] sub-tab.
- 2) Add appropriate [Planning Activity] to [Accidental Death] tab.
- 3) Set [Monitor date] for four weeks for information to come back.
- 4) Upload photocopy of completed request to Eos, following the VCF and locally uploaded documents policy.

NOTE What if the required documentation does not require a purchase order (statutory declaration, financial records, employer or dept of corrections request etc)?

- 1) Add [Planning Activity] to [Accidental Death] tab.
- 2) Set [Monitor date] for four weeks.
- 3) Send request for information letter to appropriate party if you haven't already.

NOTE What if the required documentation is a birth certificate for an unborn child?

- 1) Add [Planning Activity] to [Accidental Death] tab.
- 2) Set [Monitor date] for four weeks after the unborn child's due date.

- b Receive documentation back or check the required information has been received if the follow up task appears in your work queue.

NOTE What if you have received the documentation?

Update the 'Planning Activity Status' to 'Complete' and remove the monitor date.

NOTE What if you have not received the documentation?

- 1) Send the appropriate reminder letter or call the party.
- 2) Extend the 'Monitor Date' on the [Planning Activity] screen.
- 3) Add any necessary contacts, documents or actions.

4.0 Assess Proof of Relationship

Cover Assessor


- a Determine if the evidence provided meets the proof of relationship requirements.

NOTE What happens if the proof is insufficient?

Go back to the party and request further information.

NOTE What if you have received a birth certificate for a child born after the date of death?


- 1) Check that the deceased has been named as parent on the birth certificate.
- 2) Using the birth certificate, edit the child's party record with their Name, D.O.B and gender. When you change the D.O.B, a Change of D.O.B task will auto generate.
- 3) Send a Follow up fatal task to your manager to get approval of the child's updated details.
- 4) Receive approval back from your manager.
- 5) Close the auto generated Change of D.O.B task to trigger the recalculation.

 Edit dependants

NOTE What if it appears someone became a dependant in order to qualify for support?

If information indicates that someone became a dependant mainly to qualify for support, then you will need to seek internal guidance. Go to Seek Internal Guidance.

 **PROCESS** Seek Internal Guidance

 Edit dependants

5.0 Update Dependant's Eligibility Status

Cover Assessor

- a** Update the dependant status to 'Qualifies' for each dependant.

NOTE What if a person does not qualify as a dependant?

- 1) Change the status from 'Qualification Pending' to 'Does Not Qualify'.
- 2) Update the [Status] to 'Inactive'.
- 3) Contact dependant or their caregiver to advise the decline decision.
- 4) Generate the ACD999 ADU entitlement decline decision - party, choose the relevant options, and send it to the dependant or caregiver.
- 5) If no other dependants are eligible then send the claim to 'Actioned cases' queue.

- b** Go to Set Up Dependant - Activity 4.0 to complete dependant set up.

 **PROCESS** Set Up a Dependant
Cover Assessor
