

Workers' Compensation Online Claims Submission System

RiskCover is improving the workers' compensation online claims process for WA public sector agencies. In the coming months, injured workers will be able to submit workers' compensation insurance claims online.

The system will allow injured workers to lodge workers' compensation claims directly to their nominated workers' compensation representative online. The option of submitting manual claim forms will remain in exceptional circumstances.

The system will allow:

- more efficient processing of workers' compensation claims;
- reduced paper handling, data entry and duplication;
- reduced errors in manual data entry processes;
- alignment with existing interface for motor and property claims;
- workers and agencies to track and enquire on the progress of claims;
- enhanced claims payment and estimate query functions;
- improved data capture, analysis and reporting; and
- the ability to attach multiple documents.

This is a significant change to the claims lodgement process. It is important for agencies to consider how these changes are communicated to staff, and the impact on existing injury management policies, procedures and training content. RiskCover can provide support to agencies with managing the change.

RiskCover will work with a selection of agencies to fully integrate the improved system into their workflow prior to rolling out to the rest of the public sector. Further updates will be provided when the system becomes fully operational.

Key Points

- **New Online Claims Submission System for injured workers.**
- **Support and training available from RiskCover for agencies to manage the change.**



Address

Postal Address

RiskCover