Contract

Management

OFFiCIAL
INJURY
CLAiM

# Contents

1. Overview

In the scenario of a bulk transfer of claims from one organisation to another, the process was previously carried out manually. Organisation users (including Professional users, Compensators, and Claims management companies) would raise this request with the Official Injury Claim Portal Support Centre (PSC). A contract was then drafted by the PSC to be authorised offline by the organisations involved and a transfer of claims was carried out manually through the PSC portal. To automate this process, a new functionality has been built where organisation administrator users are able to raise a request to send/receive claims to/from another organisation through the OIC portal. The request would then be authorised by the other organisation involved in the transfer (if required) and consequently be reviewed and approved by the PSC. Post-approval from the PSC, the transfer of claims would be carried out by the system.

2. Initiating the Claims Transfer Request

The functionality to raise a Claims Transfer Request is available for the Organisation Administrator users in the "Manage Organisation" section under the "Claims transfer" tab. The user can click on the **"+ New claims transfer request"** link to initiate a new request.
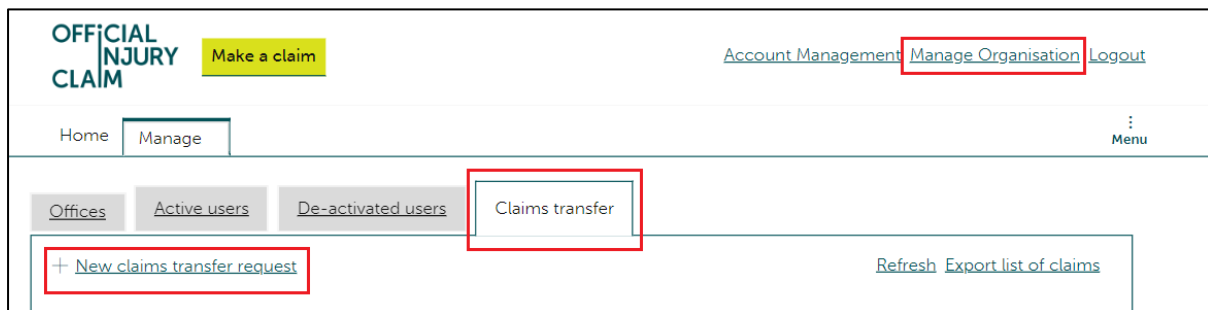
The user can also use the "**Export list of claims**" link to download the claims belonging to the user's organisation. This feature helps to create a CSV document with all the claim IDs eligible for transfer and the file can be later used while initiating the transfer request. The user can only download the list of claims for their organisation. In case of a Compensator organisation, they can additionally download the list of claims which are owned by one of their linked TPA organisations (see example on next page).

Export list of claims   ✕

Select organisation *

◯ My Organisation

● Third Party Administrator

Select the third party administrator *

| bartektpastg1 ▾ |

Export list of claims

[Close]

Types of requests:

1. **Send claims request** – When an organisation user chooses to raise a "Send claims" request, then the user's organisation becomes the *Transferring* organisation and the organisation selected by the user as part of the request becomes the *Receiving* organisation and must provide authorisation for receiving the claims.

2. **Receive claims request** – When an organisation user chooses to raise a "Receive claims" request, then the user's organisation becomes the *Receiving* organisation and the organisation selected by the user as part of the request becomes the *Transferring* organisation. The Transferring organisation may or may not be available to provide authorisation depending on the scenario.

Select the participation type

*Note that all fields marked with * are mandatory.*

Participation type *

◯ Send claims   ◯ Receive claims

[Continue] [Cancel]

Transfer scenarios:

1. Transfer between a Professional user/CMC organisation and another Professional user/CMC organisation.
2. Transfer between a Compensator organisation with another compensator organisation.
3. Transfer between a Third-party administrator organisation with another third-party administrator organisation.

2.1 Transfer between two Professional User/CMC organisations

A Professional user organisation or a CMC user organisation can choose to Send/Receive claims with any other Professional user/CMC user organisation.

Sending claims to another Professional user/CMC user organisation

The user is required to select the Receiving organisation and provide the reason for transfer. The user is also required to upload the list of claims that are to be transferred.

Note: The number of claims for a single transfer request **cannot be more than 500**. Additionally, only the claims which are in **a Pending case status or at Resolved-CourtLiability** are eligible for transfer.

Enter details of transfer

‹ Back

*Note that all fields marked with * are mandatory.*

Receiving organisation *

Reason for transfer *

Remaining: 500 characters

ⓘ **Important information you should be aware of**

For the list of claims, you should upload a .csv file with only one column. The first row should be set as "ClaimID" and the claims that need to be transferred should be mentioned sequentially in the same column. Note that no more than 500 claims can be transferred as part of a request. You can refer to the sample claims list file link below.

Sample claims list file

Upload list of claims

On the next screen, the Deed of Transfer form is available for the user to download. The user is expected to go through the document and provide the Statement of Truth as authorisation for the transfer of claims. In the scenario where the user is not satisfied with the contents of the Deed of Transfer form, the user can raise a request with the PSC team to update the Deed of Transfer form.

The PSC user can choose to make amendments in the system generated Deed of Transfer form or they can upload a new Deed of Transfer form which would then replace the system generated form.

Statement of truth

◄ Back

*Note that all fields marked with * are mandatory.*

Generate Deed of Transfer form

First name *

> Test

Middle name

Last name *

> Test

Job title *

> Test

☑ I believe that the information stated in the Deed of Transfer form is correct and I am duly authorised by fdghdf to make this request. *

Submit   Cancel

After submitting the request, it then goes to the Receiving organisation's Claims transfer workbasket for authorisation.

Note – If the PSC user has uploaded a new document as the Deed of Transfer form, no more updates can be made to the document.

Receiving claims to another Professional user/CMC user organisation

The process for receiving claims from another Professional user/CMC user organisation is same as sending claims described in Section 1.1. Instead of providing the Receiving organisation name, the user is expected to provide the Transferring organisation name in this scenario. Additionally, the user can also choose whether the Transferring organisation is available to provide authorisation or not. In case the Transferring organisation is not available for authorisation, the request is moved directly to the PSC for approval.

Enter details of transfer

‹ Back

*Note that all fields marked with * are mandatory.*

Transferring organisation *

Is the transferring organisation available for providing authorisation? *

◯ Yes ◯ No

Reason for transfer *

Remaining: 500 characters

ⓘ **Important information you should be aware of**

For the list of claims, you should upload a .csv file with only one column. The first row should be set as "ClaimID" and the claims that need to be transferred should be mentioned sequentially in the same column. Note that no more than 500 claims can be transferred as part of a request. You can refer to the sample claims list file link below.

Sample claims list file

Upload list of claims

2.2 Transfer between two compensator organisations

A Compensator organisation can choose to Send/Receive claims with any other Compensator organisation.

The process of transfer between two compensator organisations is the same as for Professional user and CMC organisations transfer.

2.3 Transfer between two Third Party administrator organisations

TPA organisation users do not have the option to raise a transfer request with another TPA organisation. Instead, the compensator organisations linked to the TPA organisation can raise a claims transfer request.

When the Compensator organisation raises a transfer request on behalf of one of their linked TPAs, they are only allowed to select the claims which were originally transferred from that Compensator organisation to the TPA organisation. Additionally, the Compensator can raise the request only between two of its linked TPA organisations i.e. from one linked TPA organisation to another linked TPA organisation.

Select the participating organisations

Note that all fields marked with * are mandatory.

Participating organisation type *

○ Compensator   ● Third Party Administrator

[Continue] [Cancel]

The Compensator needs to provide the values for both the Transferring TPA organisation and the Receiving TPA organisation.

Enter details of transfer

‹ Back

Note that all fields marked with * are mandatory.

Transferring organisation *

[   ]

Receiving organisation *

[   ]

Reason for transfer *

[   ]

Remaining: 500 characters

Important information you should be aware of

ⓘ For the list of claims, you should upload a .csv file with only one column. The first row should be set as "ClaimID" and the claims that need to be transferred should be mentioned sequentially in the same column. Note that no more than 500 claims can be transferred as part of a request. You can refer to the sample claims list file link below.

Sample claims list file

Upload list of claims

The Compensator provides the Statement of Truth on behalf of the Transferring TPA organisation.

Statement of truth

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*Note that all fields marked with * are mandatory.*

Generate Deed of Transfer form

First name *

Middle name

Last name *

Job title *

☐ I believe that the information stated in the Deed of Transfer form is correct and I am duly authorised by Alliance Insurance company to make this request. *

If the compensator is not satisfied with the contents of the Deed of Transfer form, they can make a request with the PSC team to update the Deed of Transfer form.

The PSC user can choose to make amendments in the system generated Deed of Transfer form or they can upload a new Deed of Transfer form which would then replace the system generated form.

Post submitting the Statement of Truth, the request is then sent to the Receiving TPA organisation for authorisation.

Note – If the PSC user has uploaded a new document as the Deed of Transfer form, no more updates can be made in the document.

3. Authorising the Claims Transfer Request

Once a request has been submitted by a Professional user/CMC/Compensator, it then goes to the authorising organisation for their approval.

When a request is sent for authorisation, the case status moves to **Pending-Authorisation.**

In the scenario where the receiving organisation has said that the transferring organisation is not available for approval, then the request directly goes to the PSC team for approval.

Once the request is in the **Pending-Authorisation** status, it will appear in the authorising organisation's Claims Transfer Workbasket –

Request ID	Transferring Organisation	Receiving Organisation	Create Date	Created By	Request Status
CTR-08-24-1	Alliance Insurance company	UrsCorp	02/08/2024	Alliance Insurance company	Pending-Authorization

The authorising organisation user upon opening the request can then choose to Approve or Reject the claims transfer request –

Manage Transfer Claim Request

*Note that all fields marked with * are mandatory.*

Request ID
CTR-08-24-1

Transferring organisation
Alliance Insurance company

Receiving organisation
UrsCorp

Date of creation
02/08/2024

Alliance Insurance company has raised a claims transfer request to your organisation and has supplied the following information along with the below document.

Test

Claims list
Sample file (1)

Response *
◯ Accept transfer   ◯ Reject transfer

Comments

Remaining: 500 characters

In both the cases (Approve/Reject), the user is then taken to the Statement of Truth screen –

Approve –

Statement of truth

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*Note that all fields marked with * are mandatory.*

ⓘ   **Important information you should be aware of**

Review the Deed of Transfer form. In case of any queries or changes in the document, reach out to the Portal Support Centre.

Download Deed of Transfer form

First name *

Middle name

Last name *

Job title *

☐ I believe that the information stated in the Deed of Transfer form is correct and I am duly authorised by UrsCorp to accept this request. *

If the receiving organisation is not satisfied with the contents of the Deed of Transfer form, they can also make a request with the PSC user to update it.

The PSC user can choose to make amendments in the system generated Deed of Transfer form or they can upload a new Deed of Transfer form which would then replace the system generated form.

Note – If the PSC user has uploaded a new document as the Deed of Transfer form, no more updates can be made to the document.

Once approved, the request will move to the status **Pending-Approval** and will go to the PSC user for approval.

Reject -

Statement of truth

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*Note that all fields marked with * are mandatory.*

ⓘ **Important information you should be aware of**

Review the Deed of Transfer form. In case of any queries or changes in the document, reach out to the Portal Support Centre.

Download Deed of Transfer form

First name *

Middle name

Last name *

Job title *

☐ I am duly authorised by UrsCorp to reject this request. *

If the authorizing organisation decides to reject the Claims Transfer Request, the transfer case will then be closed with the status **Resolved-Rejected**.

4. PSC approval and transfer of claims

Once the request has moved to **Pending-Approval**, the PSC user will provide the final approval for the transfer of claims.

If the PSC user approves the transfer request, it will then initiate the transfer of claims.

If the PSC user rejects the transfer request, it will close the request with the status **Resolved-Disapproved.** The organisation users will be able to see the reason for disapproval on their respective claim transfer request review screens.

After the transfer of claims has been carried out, the request may end up in one of the following statuses –

- **Resolved-Completed –** When the transfer has been carried out successfully **all the claims** present in the List of claims document have been transferred to the receiving organisation.
- **Pending-PartialTransfer –** When the transfer has been successful for part of the claims and has failed for the remaining claims. In this scenario, an error document will be generated which will contain the list of claims for which transfer was unsuccessful along with the corresponding reason for transfer failure. The user can access this document from the transfer case review screen.
- **Pending-TransferFailed –** When the transfer is unsuccessful for all the claims mentioned in the List of claims document. An error document will be generated in this scenario as well and will be accessible from the transfer case review screen.

  The transfer may fail due to one of the following reasons –
  - Claim ID is invalid
  - Case ID doesn't belong to the transferring organisation
  - Transfer fail due to case being locked
  - Claim is not at any Pending status or at Resolved-CourtLiability
  - Any other error apart from the ones listed above - "Run time error"

  In this scenario, the user is advised to rectify the issue and raise another transfer request if needed.

  In the Pending-PartialTransfer and Pending-TransferFailed cases, the PSC will analyse and based on that will provide their comments. The case will be resolved with the status **Resolved-PartialTransfer and Resolved-TransferFailed** respectively after the PSC has provided their comments.