



# Status glossary

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OFFICIAL  
INJURY  
CLAIM

# Claim status glossary

## Introduction

The following tables provide definitions for common status labels for ongoing claims with the Official Injury Claim system.

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## General claim status labels

Status	Trigger Points
Pending-New	A claim has been started.
Pending-Liability	Awaiting the compensator to make their liability decision.
Pending-LiabilityRejected	The compensator has denied liability of the claim.
Pending-Medical	Waiting for you to arrange a medical examination.
Pending- WaitPrognosisMedical	Claimant has selects to wait out prognosis when reviewing the medical report.
Pending-FirstOffer	Claimant selects to proceed to offer after reviewing the medical report.
Pending-ReviewOffer	<ul style="list-style-type: none"> <li>- Compensator submits First Offer Review Screen</li> <li>- Compensator submits Updated/Final Offer Review Screen</li> <li>- Claimant submits Wait out Prognosis Screen after choosing to return to current offer.</li> </ul>

Pending-WaitPrognosisOffer	Claimant request for an offer then decides to wait out prognosis.
Pending-UpdateOffer	An offer has been rejected and returned to the compensator.
Pending-CompensatorAssignment	The claim is being reviewed to identify the compensator who should review your claim.
Pending-CheckMedical	Your medical report is ready for you to review.
Pending-MedAppointment	Medical examination preferences and medical report provider is being selected.
Pending-RejectedLiability	You have withdrawn your claim following a full denial by the compensator.
Pending-Acknowledgement	Acceptance of the offer has been sent to the compensator. They will acknowledge this.
Pending-UpdateOfferFinancial	The compensator is updating your offer as new items have been added or an Interim payment made.
Pending-DecideNewMedical	You have requested a further medical assessment.
Pending-MedicalReportUpload	The Medical Report Provider accepts the medical instruction.
Pending-MRPReportReject	You have rejected the medical report after reviewing the content and returned this to the Medical Report Provider.
Pending-CompReportReject	Claimant has rejected the medical report following a review of what was uploaded due to factually incorrect information.
Pending-ChallengeLiability	You has chosen to challenge the liability response.
Pending-NVCClaimant	You has chosen to go to court you need to confirm if you have any non-protocol vehicle costs.
Pending-NVCResponse	You have added NVC costs and sent these to the compensator.
Pending-LiabilityCourtList	You have decided to go to court over a liability dispute.
Pending-LiabilityListReview	You have selected the documents to go to court at liability. The Compensator will review these.
Pending-LiabilityListAccept	The compensator has reviewed the documents selected for court at liability and agreed with the selection.
Pending-LiabilityListAdjust	The compensator has reviewed the docs the claimant selected for court at liability and disagreed with the selection.
Pending-LiabilityListAmend	The Compensator has amended the list of documents for court at liability and shared this with you.
Pending-OfferCourtList	The Compensator has finished reviewing the Non-protocol Vehicle Cost details.

Pending-OfferListReview	The claimant has submitted their documents to the compensator that they have selected for court at offer.
Pending-OfferListAccept	The compensator has reviewed the documents the claimant selected for court at offer and agreed with the selection.
Pending-OfferListAdjust	The compensator has reviewed the docs the claimant selected for court at offer and disagreed with the selection.
Pending-OfferListAmend	The compensator has amended the list of documents for court at offer and submitted the amended selection to the claimant.
Pending-MedicalPartLiable	You can select your medical preferences and select your Medical Report Provider, liability has been admitted in part.
Pending-MedCausation	You can select your medical preferences and select your Medical Report Provider. The compensator has disputed the accident caused any injury. Liability admitted in full.
Pending-MedPartCausation	You can select your medical preferences and select your Medical Report Provider. The compensator has disputed the accident caused any injury. Liability admitted in part.
Pending-RespondCounter	A claimant has provided a counteroffer to which the compensator needs to respond.
Pending-ReviewProp	Either a claimant has accepted an offer, or a compensator has accepted a counteroffer. Now the claimant needs to review the fees offer.
Pending-RespondCounterFees	The claimant has made a counter fee offer. The compensator needs to consider this.
Pending-DecideProp	The compensator has rejected the claimants counter fee offer. The claimant needs to decide if they want to accept the original offer or go to court.
Pending-FeesCourtList	The claimant has confirmed they want to go to court over the fees.
Pending-FeesListReview	The claimant has submitted their documents to the compensator that they have selected for court at Fees.
Pending-FeesListAccept	The compensator has reviewed the docs the claimant selected for court at Fees and agreed with the selection.
Pending-FeesListAdjust	The compensator has reviewed the docs the claimant selected for court at Fees and disagreed with the selection.
Pending-FeesListAmend	The compensator has amended the list of documents for court at fees and submitted to the amended selection to you.
Pending-Withdrawal	Claimant has withdrawn the claim and the compensator has to acknowledge this.

Pending-NewMedReportReject (Previous was Pending-AddMedReportReject)	The compensator rejects the request for a further medical report.
Pending-ReplaceOffer	The compensator has withdrawn their most recent offer BEFORE the claimant has rejected this offer.
Pending-ReplaceCounter	The Claimant has withdrawn their most recent counteroffer BEFORE the Compensator has rejected this counteroffer
Pending-FinalWithdrawn	The compensator has rejected the claimant's 3rd (final) counteroffer AFTER they have already withdrawn their 3rd (final) offer
Pending-UploadOwnMedical	The claimant has selected to have the medical examination OUTSIDE of England or Wales and will upload the medical report once the examination is complete and report available.
Pending-OfferNVCDecision	The compensator didn't respond to NVC costs submitted within SLA time.
Pending-AcknowledgeNewMedical	The compensator has accepted the request for a further medical report and is now acknowledging the request and instructing a medical report provider.
Pending-FurtherReport	The compensator has now instructed a medical report provider and the claimant will need to upload the report once it is received and they're happy with the content.
Pending-ClaimantFurtherMedical	The claimant has chosen to obtain their own report when choosing to get a further report.
Pending-ProceedClaim	This can occur when: <ul style="list-style-type: none"> <li>- The claimant has uploaded the further report they have either arranged by themselves or have requested the compensator to arrange. Now this report is uploaded they need to decide how to proceed.</li> <li>- When a claimant has been unable to obtain their own further medical report and needs to decide how to proceed.</li> </ul>
Pending-MedicalAfterCourt	The claim has been re-opened following a court liability decision which has allowed the claim to continue to the medical stage.
Pending-FeesOffer	The compensator has not made a fees offer as no fees were added to the claim by the claimant. Once injury/losses offer has been accepted, the claimant has an opportunity to add fees and request the compensator to make an offer.
Pending-CausationNoOffer	The compensator has decided to dispute causation and not to make an offer after receiving the medical report.

Pending-CausationFinalOffer	The compensator has decided to dispute causation but is making a final offer for the protocol damages and any fees.
Pending-MedicalChallengeRejected	The medical report provider has rejected the factual errors challenge.
Pending-OfferFeesCourtList	The Compensator has finished reviewing the Non-Protocol Vehicle Cost details.
Pending-OfferFeesListReview	The claimant has submitted their documents to the compensator that they have selected for court at offer.
Pending-OfferFeesListAccept	The compensator has reviewed the documents the claimant selected for court at offer and agreed with the selection.
Pending-OfferFeesListAmend	The compensator has amended the list of documents for court at offer and submitted to the amended selection to the claimant.
Pending-DecideFeesOffer	The compensator has rejected the claimants counter fees offer. The claimant needs to decide if they want to accept the original offer or go to court.
Pending-ReviewFeesOffer	The claimant has accepted an offer, or a compensator has accepted a counteroffer. Now the claimant needs to review the fees offer.
Pending-DecideNonWhiplash	Claimant has initiated a non-whiplash injury decision challenge, and the compensator needs to decide what to do. The OIC case is paused while the challenge is being progressed.

## Interim Payment

Status	Trigger Points
New	Claimant has initiated a new interim payment request and the compensator needs to decide what to do.
Pending-Review	Compensator has accepted the request, and the claimant needs to decide what to do.
Resolved-InterimCancelled	The claimant has rejected the proposal for an interim payment by the compensator.
Resolved-InterimCompleted	The claimant has accepted the offered interim payment from the compensator.
Pending-InterimCourtList	A claimant has confirmed they want to go to court over an interim payment dispute.
Pending-InterimListReview	The claimant has submitted their documents to the compensator that they have selected for court at Interim.

Pending-InterimListAccept	The compensator has reviewed the docs the claimant selected for court at Interim and agreed with the selection.
Pending-InterimListAdjust	The compensator has reviewed the docs the claimant selected for court at offer and disagreed with the selection.
Pending-InterimListAmend	The compensator has amended the list of docs for court at interim and submitted to the amended selection to the claimant.
Resolved-CourtInterim	A claimant has reviewed the agreed OR amended list of documents for court at interim.
Resolved-InterimNonPayment	You've decided to go to court because you have not received the payment. As this is for the interim payment, the OIC claim remains open but the Interim payment sub-case has been resolved.
Pending-Rejected	Compensator has rejected the request, and the claimant needs to decide what to do.
Resolved-InterimRejected	The Claimant has accepted the decision of the compensator to reject the request.
Resolved-OICOfferAccepted	The claimant has accepted an offer for injury/loss so any interim cases still open should be automatically resolved.

## Partial Liability

Status	Trigger Points (from which step does the claim have this status?)
Pending-NewChallengeLiability	the Claimant has initiated a Partial Liability Challenge
Resolved-CompletedLiabilityChallenge	The Partial Liability Challenge is completed  Resolved sub-cases aren't shown on screen so no text/button are required
Resolved-OICOfferAccepted	The claimant has accepted an offer for injury/loss so any liability challenge still open should be automatically resolved.

## Non-Whiplash

Status	Trigger Points
Pending-NonWhiplashChallenge	The claimant has initiated/continues with non-whiplash injury decision challenge, and the compensator needs to decide what to do.

Pending-NonWhiplashReview	The compensator has accepted the request, and the claimant needs to decide what to do.
Resolved-NonWhiplashAccepted	The claimant has accepted the explanation given by the compensator.
Pending-NonWhiplashRejected	The compensator has rejected the request, and the claimant needs to decide what to do.
Resolved-NonWhiplashRejected	The compensator has rejected the request and claimant has no more attempts to challenge.
Resolved-NonWhiplashAmended	The claimant has reviewed the compensator's acceptance and case is now closed.

## Compensator to Compensator only transfer

Status	Trigger Points (from which step does the claim have this status?)
Pending-Approval	Compensator-A has submitted the transfer case and the Compensator-B to decide what to do.
Pending-TransferCompletion	Compensator-B has approved the transfer request and OIC is being transferred to Compensator-B.
Open-Transferred	Compensator-B has approved the transfer request and OIC has been transferred to Compensator-B.
Open-TransferRejected	Compensator-B has rejected the request, and Compensator-A is notified of rejection.
Resolved-Accepted	Compensator-A has been notified of the transfer accepted and transfer case is closed.
Resolved-Rejected	Compensator-A has been notified of the transfer rejected and transfer case is closed.
Resolved-Withdrawn	Compensator-A has initiated a transfer request and then later progressed with the OIC claim.  or  Compensator-A has initiated a transfer request which was not accepted within the 30 days SLA time by Compensator-B. The pending transfer case will be automatically withdrawn.



## Check Liability

Status	Trigger Points (from which step does the claim have this status?)
Pending WaitPrognosisMedicalPart	Liability has been accepted in part and claimant selects to wait out prognosis when reviewing the Medical report
Pending CheckMedicalPartLiable	Liability has been accepted in part and medical report provider uploads medical report for review
Pending-MedAppointmentPart	Liability has been accepted in part and claimant enters their medical preferences and has selected a medical report provider
Pending ClaimantFurtherMedicalPL	Liability has been accepted in part and the claimant has chosen to obtain their own report when choosing to get a further report.

## Claims transfer request

Status	Trigger Points (from which step does the claim have this status?)
Pending-Authorisation	When the transfer request is awaiting authorisation from the authorising organisation
Pending-Approval	When the transfer request is awaiting approval from the PSC
Pending-TransferCompletion	When the transfer request is approved by PSC and in progress for transfer
Pending-TransferFailed	When none of the claims are transferred and case is waiting for PSC review
Pending-PartialTransfer	When some of the claims are transferred and case is waiting for PSC review
Resolved-Completed	When the transfer of claims is completed by the system and request is to be closed
Resolved-TransferFailed	When transfer is unsuccessful for all claim IDs
Resolved-Rejected	When authorising organisation rejects the transfer request

Resolved-Disapproved	When PSC rejects the transfer request
Resolved-PartialTransfer	When transfer is successful for only a partial number of claims

## Limitation

Status	Trigger Points (from which step does the claim have this status?)
Pending-LimitationCourtList	A claimant has confirmed they want to go to court over for limitation
Pending-LimitationListAccept	The compensator has reviewed the docs the claimant selected for court for Limitation and agreed with the selection.
Resolved-NoCourtLimitation	If it has been 3 months since the expiration of the limitation time period on a claim and there is no court form present
Pending-LimitationListReview	After the claimant submits the court pack list and Limitation case assignment moves to the compensator to review the court pack list
Pending-LimitationListAmend	The Compensator has amended the list of docs for court for Limitation and submitted the amended selection to the claimant.