

Claims Management System Corrective Action Plan February 2020

An external audit of the workers compensation Claims Management System was conducted by BRM Risk Management from 14-15 January 2020. The following corrective action plan details actions to be undertaken in response to the one non-conformance and four observations identified.

Non-Conformance

Non-Conformance	Corrective Action	Action Officer	Date to be Completed	Status	Evidence
Element 3. Implementation					
Criterion 3.9 The determining authority complies with the provisions of the SRC Act when determining liability for benefits, including medical expenses.					
ANU does not issue a written determination as required by section 61(2) of the Act when making payments direct to an employee.	Create a template letter to be issued by the Claims Services Officer when making payments direct to employees for SRC Act entitlements as required by s 61(2).	Lisa McLoughlin	21-Feb-20	Completed	Attachment A - Template Letter
	Update the relevant procedure in the ANU Claims Manual to include the step of issuing the new template letter when making payments directly to employees.	Lisa McLoughlin	21-Feb-20	Completed	Attachment B - Excerpt from Claims Manual (invoices)
	Discuss the new procedure at the next fortnightly Claims team meeting to ensure all claims staff are aware of the requirement to issue the determination letter when making payments directly to employees.	Lisa McLoughlin	21-Feb-20	Completed	Attachment C - Team meeting invite
	Monitor the implementation and conformance with the new procedure through the internal audit of claims management as per the existing procedure.	Lisa McLoughlin	Ongoing	Completed	Attachment D - Internal Audit template

Observations

Observation	Corrective Action	Action Officer	Date to be Completed	Status	Evidence
Element 1. Commitment and Corporate Governance					
Criterion 1.1 The determining authority sets the direction for its claims management system through a documented commitment by senior executive.					
ANU Policy document ANUP_000405: Disability, has expired.	This policy document is scheduled to be updated within 12 weeks following the launch of the ANU Disability Action Plan (scheduled for early March 2020).	DAP Implementation Officer	31-May-20	In Progress	
Element 3. Implementation					
Criterion 3.5 The determining authority complies with the provisions of the SRC Act when making decisions on claims.					
The audit found 2 instances relating to timeliness of incapacity determinations, and 2 instances regarding inaccuracy within determinations.	Update the ANU Claims Manual to ensure expected timeframe for actioning incapacity determinations is stated.	Lisa McLoughlin	21-Feb-20	Completed	Attachment E - Excerpt from Claims Manual (incapacity)
	Discuss process at next fortnightly Claims team meeting to ensure all claims staff are aware of required timeframe for determination of incapacity.	Lisa McLoughlin	21-Feb-20	Completed	Attachment C - Team meeting invite
	Monitor timeliness of determinations through the internal audit of claims management as per the existing procedure.	Lisa McLoughlin	Ongoing	Completed	Attachment D - Internal Audit template
Criterion 3.8 The determining authority complies with the provisions of the SRC Act when determining liability for incapacity.					
The audit found 2 instances where section 8 determination was issued after incapacity was determined, and one instance where a period of incapacity was determined twice.	Discuss process at next fortnightly Claims team meeting to ensure all claims staff are aware that a section 8 determination must be issued on all claims prior to any determination of incapacity.	Lisa McLoughlin	21-Feb-20	Completed	Attachment C - Team meeting invite
	Update the ANU Claims Manual procedures relating to Normal Weekly Earnings and incapacity determination to include that section 8 determination must be issued prior to determination of incapacity.	Lisa McLoughlin	21-Feb-20	Completed	Attachment E - Excerpt from Claims Manual (incapacity) Attachment F - Excerpt from Claims Manual (NWE)
	Review timeliness and accuracy of NWE and incapacity determinations through the internal audit of claims management as per the existing procedure.	Lisa McLoughlin	Ongoing	Completed	Attachment D - Internal Audit template

Criterion 3.17 The determining authority maintains the relevant level of reporting, records and/or documentation to support its claims management programs and legislative compliance.

<p>ANU should develop an ongoing review process to ensure that documentation relevant to individual claims created and stored on their WEG local shared drive are also scanned into Figtree.</p>	<p>Update the Internal Audit Tool to include criterion to ensure documentation relevant to individual claims has been correctly stored in the shared drive claim file and in the Figtree claim file.</p>	<p>Lisa McLoughlin</p>	<p>21-Feb-20</p>	<p>Completed</p>	<p>Attachment D - Internal Audit template</p>
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