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Manager: Exempted Employers
and Unreported Accidents

Objectives

- Process claims for exempted employers viz. National Departments; Provincial Departments; exempted municipalities and two mutual associations
- Monitor compliance of COIDA by exempted employers
- Investigate unreported accidents in conjunction with provinces
- Co-ordinate provincial activities

Key performance areas

- Adjudication and assessment of claims from exempted employers
- Monitoring compliance with COIDA by exempted employers
- Investigation of unreported accidents
- Co-ordination of provincial activities and decentralisation.

ACHIEVEMENTS

1. Adjudication and assessment of claims for exempted employers

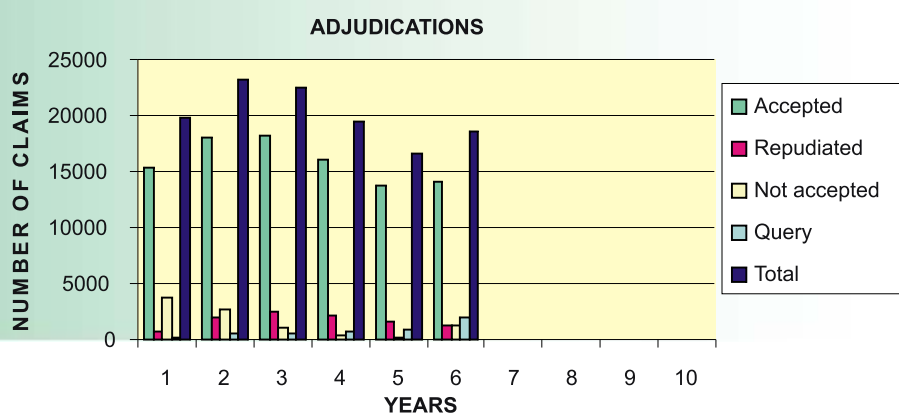
- A total of 18 641 claims were registered during this financial year. Of these 14 097 were accepted, 1 298 were repudiated, 1 298 had outstanding information while 1 255 were still pending acceptance and 1 594 of these claims were finalised with permanent disablement as at 31 March 2006.

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- There has been an increase in the acceptance of claims as compared to the previous years which resulted in minimal number of claims still to be accepted-see **Table 1**

TABLE 1- ADJUDICATIONS

Year	Accepted	Repudiated	Not accepted	Query	Total
2000	15343	649	3713	185	19890
2001	18042	1982	2663	459	23146
2002	18129	2586	1124	575	22414
2003	16117	2217	437	707	19478
2004	13766	1664	174	982	16586
2005	14097	1298	1255	1991	18598



Backlog on claims

- As a continuation of the 2004 backlog strategy, unaccepted claims for 2000 and 2001 were reviewed and more claims were accepted.
- Accepted claims from 1998 to 1999 were also reviewed to finalise outstanding cases.

Medical awards

A total of 7 670 medical awards for National Departments to the value of R4m were paid during this financial year as compared to 5 431 awards in 2004- see **Table 2**

TABLE 2

MEDICAL AWARDS (National Departments only)		
YEAR	TOTAL ACCOUNTS	TOTAL AMOUNT
2004	5431	R5.05m
2005	7670	R4.0m

2. Monitor compliance with COIDA by exempted employers.

- The DPSA guidelines on COIDA were implemented and were communicated to all government departments. Employers were also assisted where necessary by the Provincial Offices of this department.
- The review of provisional settlements of the two mutual associations started during March 2006 and will be finalised in the next financial year.
- All exempted municipalities can still meet their claims obligations and their respective securities have been updated in line with the capitalised value of their pensions.



3. Co-ordination of provincial activities and decentralisation

- The new procedure of submitting documents and enquiries to the Compensation Fund was implemented during this financial year.
- The Fund held six bi-monthly meetings and two workshops with the Provincial Managers from Beneficiary Services to discuss issues relating to access to COIDA by clients.
- Investigation of unreported accidents was decentralised and all provinces were trained on investigating unreported accidents and policy enforcement on such cases.



4. Investigation of unreported accidents

At the beginning of this financial year, there were 198 000 temporary claims for review. The Department had to review all of these by February 2006, in terms of a court order. The following strategies were developed and employed:

- An internal policy on temporary claims (Instruction 61) was revised with a view to assisting employees as much as possible. Certain information was identified and accepted as proof of employment and evidence of an accident.
- All existing temporary claims were reviewed. From this exercise, the following transpired:
 - Some claims had been opened with only medical accounts from medical providers without any details of the employee, like the address of the employee and the name of the employer.
 - Some temporary claims were duplicates of either existing permanent claims or of other temporary claims due to clients using different names when completing forms.
 - In some cases letters written by the Fund to clients were returned to sender as the employee is either unknown at the address or the address is no longer functional.
 - Other temporary claims had enough information to prove employment and injury. These cases were converted to permanent claims. By March 2006, the project was finalised.

CHALLENGES

- Improving the turnaround time in processing claims.
- Intensifying compliance by stakeholders.
- Tracing employees with no contact details to provide information for their unreported accidents.