

1.1. ICLWWW09 - Display Claim Status (Customer View)

Purpose

The purpose of this transaction is to display the processing status of a claim.

Business Scenario

In this scenario the Authorised Third Party, in this example, a Health Care Provider (HCP), previously called Medical Service Provider (MSP), displays the processing status of a claim in the CompEasy System.

As the third party acts on behalf of the employer, the claim is lodged in CompEasy using the *Compensation Fund App for Employers* App.

Prerequisites

The following prerequisites are applicable when processing this transaction:

- An existing claim number.
- Authorised third party user access to CompEasy.

1.1.1. Home - Internet Explorer

	1		1		
Claim Registration	Upload Documents	Display Claim Status (Customer ICLWWW09			
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Compensation Fun	d: Service Providers		J		
Change Claim (Expert Mode) ICLCDC02	Upload Documents				
	Ĩ				

Step	Action						
[1]	Click on the	Display Claim Status Display Claim Status (Customer	s (Customer View)				
	ICLWWW09	ICLWWW09	to access the transaction.				







1.1.2. Display Claim : Claim Processing - Internet Explorer



Step	Action
[2]	Enter 10000015 in the Claim Number field.

1.1.3. Display Claim : Claim Processing - Internet Explorer

8 <	Display Claim : Claim Processing	
More 🗸		Exit
Claim		
Claim N	Number: 10000015 &	
Step	Action	
[3]	Please press the Enter key on the keyboard to display the claim.	







1.1.4. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer

8	く 命 5	Display Claim 10000015 / ZFOI J V M INSTALLATIONS	CC (Liability: Claim				
Archived	Subclaims Se	rvices for Object \checkmark More \checkmark		Exit			
Activities							
Comple	Executed on	Text		0			
	29.08.2019	🗗 mplete Details on Claim Item Grouping					
	29.08.2019 Task "Complete Details on Claim Item Grouping" Completed						
	29.08.2019	.08.2019 Approve or Reject of Pre-Auth					
	29.08.2019	Pre-Auth Approved or Rejected					
	29.08.2019	Task "Complete Details on Claim Item Grouping" Completed		Ο			
	29.08.2019	Pre-Auth Approved					
	29.08.2019	Pre-Auth Approved or Rejected					
	29.08.2019	Task "Complete Details on Claim Item Grouping" Completed					
	29.08.2019	Complete Details on Claim Item Grouping		H-4			
	28.08.2019	Task "Complete Details on Claim Item Grouping" Completed		Π			



All activities including the claim performed against the specific claim are displayed on the **Display Claim 10000015/ ZFOI JVM** screen .

Step	Action
[4]	Click in the area below the scroll bar to scroll down.

1.1.5. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer

vities				
omple	Executed on	Text	6	}
	28.08.2019	-Auth Approved or Rejected		
	28.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	28.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	27.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	27.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	27.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	15.08.2019	First Case Management Processed		
	15.08.2019	Progress Report Processed		
	15.08.2019	Return to Work Processed		1
	15.08.2019	Home Visit Processed		
	15.08.2019	Final Rehabilitation Report Processed		
~	15.08.2019	Vocational Rehabilitation Processed		
V	15.08.2019	Details on Origin of Loss Processed		
		6		

Step	Action	
[5]	Click the Details on Origin of Loss Processed	Details on Origin of Loss Processed







Step	Action
	entry to select the line item.

1.1.6. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer

8	< 🏠	Display Claim 10000015 / ZFOI J V M INSTALLATIONS	CC (Liability: Claim	
Archived	Subclaims Se	rvices for Object \checkmark More \checkmark		Exit
Activities		<u>َ</u>		
Comple	Executed on	Text		0
	28.08.2019	-Auth Approved or Rejected		
	28.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	28.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	27.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	27.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	27.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	15.08.2019	First Case Management Processed		
	15.08.2019	Progress Report Processed		
	15.08.2019	Return to Work Processed		- C
	15.08.2019	Home Visit Processed		
	15.08.2019	Final Rehabilitation Report Processed		
	15.08.2019	Vocational Rehabilitation Processed		
	15.08.2019	Details on Origin of Loss Processed		

Step	Action
[6]	Click the Services for Object Services for Object \checkmark tab to display claim status.

1.1.7. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer

	8	く 🏠	SAP	Display	Claim [·]	1000001	5 / ZFOI J V M INSTALLATIONS CC (Liability: Claim		
Archived Subclaims Services for Object V More V Exit									
Ac	Activities								
	Comple	Executed on	Text					0	
		28.08.2019	-Auth Appro				Generic Object Services - Subobject Selection		
		28.08.2019	Task "Complete						
		28.08.2019	Task "Complet∉	Select Sub	object, C	Claim, Subo	claim, or Payment		
		27.08.2019	Task "Complete	Claim No.	SubC	Payment	Text		
		27.08.2019	Task "Complete	10000015			10000015 / ZFOI J V M INSTALLATIONS CC (Liability Accepted)		
		27.08.2019	Task "Complete	10000015	001		10000015 / ZFOI J V M INSTALLATIONS CC (Liability Accepted) / ZSC6 PHAKU JAN MODIB		
		15.08.2019	First Case Man	10000015	002		10000015 / ZFOI J V M INSTALLATIONS CC (Liability Accepted) / ZSC1 PHAKU JAN MODIB		
		15.08.2019	Progress Repor	<u>10000015</u>	003		10000015 / ZFOI J V M INSTALLATIONS CC (Liability Accepted) / ZSC7 PHAKU JAN MODIB		
		15.08.2019	Return to Work						
		15.08.2019	Home Visit Pro						
		15.08.2019	Final Rehabilita						
		15.08.2019	Vocational Reh						
		15.08.2019	Details on Origi						
				<		_	· · /	7	







	The claim and a list of sub-claims, with the claim status is displayed in the Generic Object Services - Subobject Selection pop up window.
	The following statuses may appear:
i	 Liability Accepted. Liability Repudiated. Waiting for further information. Under Investigation. In this scenario the claim status is 'Liability Accepted'. Should you require any further information on a claim or have a query on the claim status, contact Customer Care.

Step	Action
[7]	Click the Cancel button to close the pop up window.

1.1.8. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer

8	く 命 5	Display Claim 10000015 / ZFOI J V M INSTALLATIONS	CC (Liability: Claim	
Archived	Subclaims Se	ervices for Object \checkmark More \checkmark		Exit
Activities				
Comple	. Executed on	Text		0
	28.08.2019	-Auth Approved or Rejected		
	28.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	28.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	27.08.2019	Task "Complete Details on Claim Item Grouping" Completed		
	27.08.2019	Task "Complete Details on Claim Item Grouping" Completed		Ч.
	27.08.2019	Task "Complete Details on Claim Item Grouping" Completed		8
	15.08.2019	First Case Management Processed		-
	15.08.2019	Progress Report Processed		
	15.08.2019	Return to Work Processed		
	15.08.2019	Home Visit Processed		
	15.08.2019	Final Rehabilitation Report Processed		
	15.08.2019	Vocational Rehabilitation Processed		
	15.08.2019	Details on Origin of Loss Processed		

Step	Action
[8]	Click in the area above the scroll bar to scroll up.







1.1.9. Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim - Internet Explorer

8 <	Carl Display Claim 10000015 / ZFOI J V M INSTALLATIONS CC (Liability: Claim					
Archived Subclaims Services for Object V More V						
Activities		۷				
Comple Executed on Text 29.08.2019 []] []]						
Step	Action					
[9]	Click the Exit button to exit the transaction.					

1.1.10. Home - Internet Explorer

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Compensation Fund	Apps for Employers	Compensation Fund:	Service Providers	Bank Relationship	Cash Operations	v
Claim Registration	Upload Documents	Display Claim Status (Customer ICLWWW09				
Compensation Fund	I: Service Providers					
Change Claim (Expert Mode) ICLCDC02	Upload Documents					
Bank Relationship						
Manage Banks	Manage Bank	Manage Bank	My Inbox	My Sent Requests	Maintain Signatory	



Well done! You have successfully completed displaying a claim status.



