

# Guide for icare's authenticated claims portal

1 August 2020

# Welcome to the claims portal

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This presentation provides guidance for those using icare's authenticated claims portal for the first time, and covers the following topics:

- Adding members of your team to the portal
- Viewing claims information, including:
  - Your claims dashboard
  - Viewing your claims
  - Claims enquiries
  - View correspondence
  - View and upload work plans and injury management plans
  - Wage, medical and other payments
  - Upload other claims-related documents

The authenticated claims portal can be accessed here:

- <https://portal.icare.nsw.gov.au>

To apply for access to the authenticated claims portal please contact your organisation's Claims Team.

# Adding members of your team to the authenticated portal

# Adding members of your team for access

Follow steps 1-10 over the following three slides:

2   
**Claims Portal**  
Manage your details on the claims portal

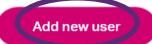
3   
**Your details**  
Contact details, contact preferences, role and policies

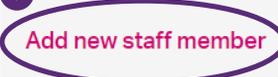
3   
**Your team**  
Edit roles, modify access rights or add users

## Your team

There are a number of people involved in supporting an injured person during their recovery. If you need to update user access, the claims administrator will help you with these changes.

Team Roles +

4 

5 

# Adding members of your team for access

To add a new user, please provide details below. Once you create a user, we'll send a registration email to this person with further instructions.

6 Select user type \*

Add new staff member

First name \*

Last Name \*

Best contact number \*

Phone Type \*

Mobile 

Email Address \*

## User roles

Role 1 - Claims Admin (0 policies)

Role 2 - Return to work coordinator (0 policies)

## User roles

Role 1 - Claims Admin (0 policies)

8 You have not assigned any policies to this role.

Edit role

Role 2 - Return to work coordinator (0 policies)

You have not assigned any policies to this role.

Edit role

# Adding members of your team for access

### Edit user role ✕

Search for a policy

Policies **9**

Select all 1 policy (0 selected)

182256401 - Flower Manufacturing

**10**

User has been added.

If your user is new to the portal, we've sent them an email to finish setting up their account. If they already use the portal, we've updated their access and they will see this the next time they log in.

[Return to your team](#)

# Viewing claims information on the authenticated portal

- Your claims dashboard
- Viewing your claims
- Claims enquiries
- View correspondence
- View and upload work plans and injury management plans
- Wage, medical and other payments
- Upload other claims-related documents

# Your claims dashboard

**View of your claims dashboard. Click on 'View all claims'; go to next slide:**

## Your workers insurance details

Manage claims

Total claims  
4  
[View all claims](#)

Stay up to date with your claims. You can lodge, search and view claims, view health and recovery plans, and manage your documents.

View claims	Key actions
 <b>Open claims</b> Open claims. View your claim details and injury management plans.	 <b>Start a new claim</b> Notify us about an injury. Let us know if there has been an injury.
 <b>Saved claims</b> Saved claims. View all initiated claims that are not yet open.	 <b>Search claims</b> Search claims. Look for claims by name or claim number.
 <b>Closed claims</b> Closed claims. View all claims that are no longer active.	
 <b>Claims made in last 30 days</b> Claims made in last 30 days. View all recent claims.	

# Viewing your claims

**While viewing all claims you can filter, sort and search claims:**

The screenshot displays the 'Workers insurance claims' page on the icare portal. At the top, there are navigation links for Accessibility, Policy Portal, Resources, and Contact icare, along with icons for home, user profile, and a Logout button. Below this is a search bar with the text 'Search claims' and a magnifying glass icon, and a button to 'Notify us of an injury' with a plus icon. A dark search bar below contains the text 'Search all claims' and input fields for 'Claim number', 'First name', and 'Last name', with a magnifying glass icon on the right. Below the search bar, it says 'Found 4 results'. There are two dropdown menus: 'Filter results' and 'Sort results'. The results list shows two claims:

Claim number	First name	Last name	Status	Date	Notes
Claim 4011185	Janet	Barnes	open	17/06/2020	Injury notified
Claim 4011599	Support	Claim	open	06/07/2020	Provisional weekly's and treatment can start

# Details of claims

Once you have clicked into a claim you can view claim details and make enquiries:

**icare** | Workers insurance claims

Accessibility | Policy Portal | Resources | Contact icare   [Logout](#)

Claim 4011599 - Support Claim

Search claims  Notify us of an injury 

Claim details  Health & recovery plans  Wage payments  Medical & other payments  Manage documents 

## claim details

Claim status  
**open**

Date of injury  
**06/07/2020**

Managed by  
Service Provider

Liability status  
Provisional weekly's and treatment can start

Injury description  
Tripped over box and twisted lower back

Work status  
Is not working, and has no current capacity for work.

Work status start date  
06/07/2020

**Correspondence**

View all letters, decisions and related notes.



# Make claim enquiries

## Have Questions?

### Service Provider

Notifications and claims support

Phone: ## ## ##

Email: #####@icare.nsw.gov.au

Website: [Website?](#)

### GP Doctor

Nominated treating doctor

Email: #####@domain

**The individual contact information for the claim will display here**



## Claim details

Below are the details we've captured about your claim so far. Please review your details.

Expand all 

Employer's Details



Injured Person's Details



Injury details



Injured person's work details



If you'd like to change or add further information, [get in touch with us.](#)



**You can also lodge an online enquiry relating to the claim here**

# Claim details

## To view correspondence sent to you:

**icare**™ | Workers insurance claims Accessibility Policy Portal Resources Contact icare   Logout

Claim 4011599 - Support Claim Search claims  Notify us of an injury 

Claim details  Health & recovery plans  Wage payments  Medical & other payments  Manage documents 

Claim details overview | Claim enquiries & updates | Correspondence

## To view and upload return to work plans and view injury management plans:

**icare**™ | Workers insurance claims Accessibility Policy Portal Resources Contact icare   Logout

Claim 4011599 - Support Claim Search claims  Notify us of an injury 

Claim details  Health & recovery plans  Wage payments  Medical & other payments  Manage documents 

Injury management plan | Return to work plan

# Wage payments - 1

To view wage payments and reimbursements made to you , request a wage reimbursement and notify changes to average weekly earnings:

The screenshot shows the icare website interface for a worker's insurance claim. At the top left is the icare logo and the text 'Workers insurance claims'. On the right, there are links for 'Accessibility', 'Policy Portal', 'Resources', and 'Contact icare', along with icons for home, user profile, and a 'Logout' button. Below this is a navigation bar with 'Claim 4011599 - Support Claim', a 'Search claims' button with a magnifying glass icon, and a 'Notify us of an injury' button with a plus icon. A secondary navigation bar contains 'Claim details', 'Health & recovery plans', 'Wage payments' (circled in red), 'Medical & other payments', and 'Manage documents'. At the bottom of this bar are three buttons: 'Wage payments history', 'Request new reimbursement', and 'Provide average weekly earnings'.

## Wage payments history

View all previous weekly wage reimbursements made for this claim.

Last payment made

Request new reimbursement

Provide weekly earnings

# Wage payments - 2

icare | Workers insurance claims Accessibility Policy Portal Resources Contact icare 🏠 👤 Logout

Claim 4011599 - Support Claim Search claims 🔍 Notify us of an injury +

Claim details ▾ Health & recovery plans ▾ Wage payments ▲ Medical & other payments ▾ Manage documents ▾

Wage payments history Request new reimbursement Provide average weekly earnings

## Request new weekly reimbursement

Claim a weekly wage reimbursement by completing the form below. If you'd like to make a claim for multiple weeks, you can upload a PDF, JPEG, Powerpoint, Word, Excel formats, up to 10MB in size (per document, or smaller) to the 'Manage Documents' section instead

Date of weekly reimbursement \* ?

Did the injured person work during the week? \* ?

Yes

No

Please provide the total amount you are seeking for this weekly wage reimbursement. \* ?

**Upload supporting documents**

Supporting documents can include a wage summary, payslips, pre-Injury average weekly earnings (PIAWE) form, or a wage reimbursement schedule.

Drag and drop or select a file Upload 📎

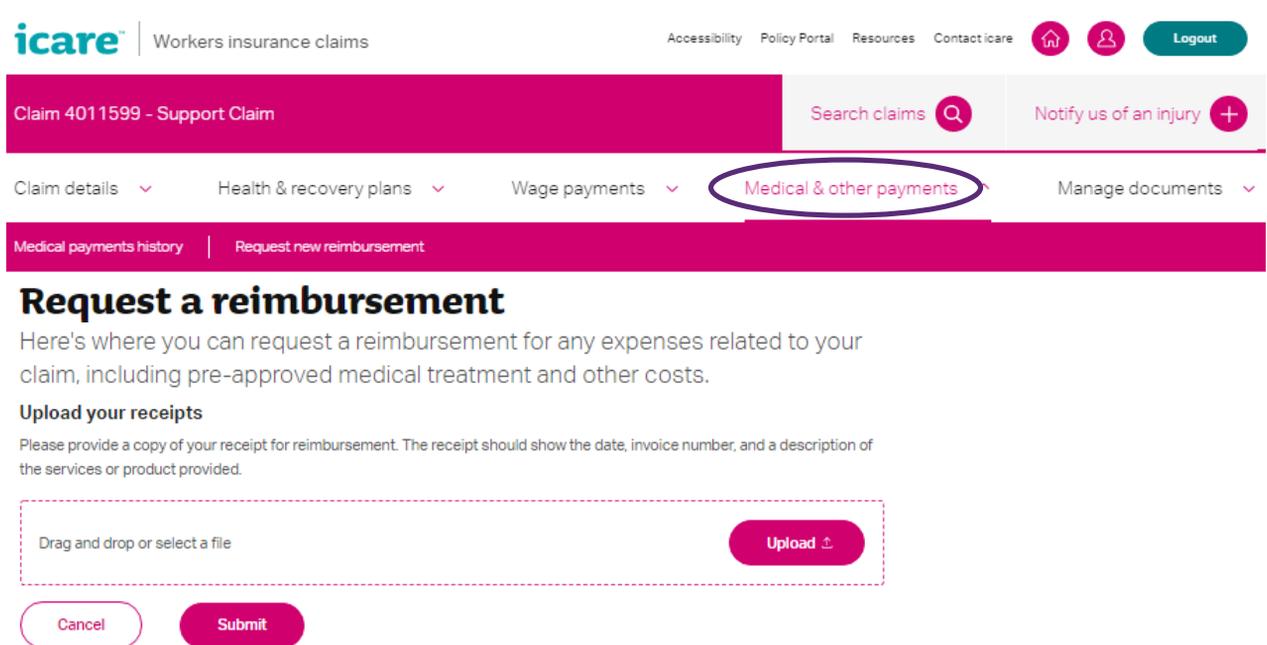
Cancel Submit

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Insurance and Care NSW

# Medical & other payments

To view past medical payments and reimbursements or request a new reimbursement:



The screenshot shows the icare website interface. At the top left is the icare logo and the text 'Workers insurance claims'. On the right, there are links for 'Accessibility', 'Policy Portal', 'Resources', and 'Contact icare', along with icons for home, user profile, and a 'Logout' button. Below this is a navigation bar with 'Claim 4011599 - Support Claim', a 'Search claims' search bar, and a 'Notify us of an injury' button. A secondary navigation bar contains 'Claim details', 'Health & recovery plans', 'Wage payments', 'Medical & other payments' (circled in purple), and 'Manage documents'. Below this is a sub-navigation bar with 'Medical payments history' and 'Request new reimbursement'. The main content area features the heading 'Request a reimbursement' followed by a paragraph: 'Here's where you can request a reimbursement for any expenses related to your claim, including pre-approved medical treatment and other costs.' Below this is the section 'Upload your receipts' with a sub-heading 'Upload your receipts' and a paragraph: 'Please provide a copy of your receipt for reimbursement. The receipt should show the date, invoice number, and a description of the services or product provided.' A dashed red box contains a file upload area with the text 'Drag and drop or select a file', an 'Upload' button, and 'Cancel' and 'Submit' buttons below it.

icare™ | Workers insurance claims

Accessibility Policy Portal Resources Contact icare   Logout

Claim 4011599 - Support Claim Search claims  Notify us of an injury 

Claim details  Health & recovery plans  Wage payments  **Medical & other payments**  Manage documents 

Medical payments history | Request new reimbursement

## Request a reimbursement

Here's where you can request a reimbursement for any expenses related to your claim, including pre-approved medical treatment and other costs.

### Upload your receipts

Please provide a copy of your receipt for reimbursement. The receipt should show the date, invoice number, and a description of the services or product provided.

Drag and drop or select a file 

Cancel 

# Manage documents

To upload other claim-related documents and view any documents you have uploaded:

The screenshot shows the icare portal interface. At the top left is the icare logo and 'Workers insurance claims'. On the right are links for Accessibility, Policy Portal, Resources, and Contact icare, along with home, user, and Logout icons. Below this is a navigation bar with 'Claim 4011599 - Support Claim', a search icon, and a 'Notify us of an injury' button. A secondary navigation bar contains 'Claim details', 'Health & recovery plans', 'Wage payments', 'Medical & other payments', and 'Manage documents' (circled in purple). At the bottom is a menu with 'Upload documents', 'Certificate of capacity', 'Wage payments', 'Medical payments', 'Health & recovery', and 'Other documents'.

## Upload your documents

Providing the right documentation throughout the course of a claim can help us ensure the right level of support is provided to an injured person.

Please upload documents in PDF, JPEG, Powerpoint, Word, Excel formats, up to 10MB in size (per document) or smaller. When you have uploaded your documents, please select submit at the end of the page.

### Certificate of capacity

A report from your nominated treating doctor outlining the injured person's treatment needs and capacity for work.

Drag and drop or select a file

Upload 

# Any questions?

Go to:

<https://www.icare.nsw.gov.au/workers-insurance-claims/claims-portal-features-and-benefits>