

# 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:

icare™

Workers Insurance

Accessibility

Faq

Contact icare



1



Log out

2



Claims Portal

Manage your details on the claims portal

3



Your details

Contact details, contact preferences, role and policies



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

Add new user

5

Add new staff member

# 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 \*

eg. email@email.com

## 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

Cancel

Save changes

10

Cancel

Add user

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



#### Open claims

Open claims. View your claim details and injury management plans.



#### Saved claims

Saved claims. View all initiated claims that are not yet open.



#### Closed claims

Closed claims. View all claims that are no longer active.



#### Claims made in last 30 days

Claims made in last 30 days. View all recent claims.

### Key actions



#### Start a new claim

Notify us about an injury. Let us know if there has been an injury.




#### Search claims

Search claims. Look for claims by name or claim number.






# Viewing your claims


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

 Workers insurance claims

AccessibilityPolicy PortalResourcesContact icare

[Logout](#)

Search claims 


Notify us of an injury 

**Search all claims**


Claim number


First name

Last name



Found 4 results

Filter results 

Sort results 

**Claim 4011185 - Janet Barnes**

Managed by Allianz

ALZpolicy001 - Policy 197975001

open17/06/2020Injury notified

**Claim 4011599 - Support Claim**


Managed by Allianz

ALZpolicy001 - Policy 197975001




open06/07/2020Provisional weekly's and treatment can start

# Details of claims

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

 Workers insurance claims

AccessibilityPolicy PortalResourcesContact icare



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



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





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



## Claim details

### To view correspondence sent to you:

**icare**™ | Workers insurance claims

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Claim 4011599 - Support Claim



Search claims  Notify us of an injury 

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



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 v **Health & recovery plans** ^ Wage payments v Medical & other payments v Manage documents v

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 Workers insurance claims portal. At the top, the icare logo is on the left, and navigation links for Accessibility, Policy Portal, Resources, and Contact icare are on the right. User icons for home, profile, and a Logout button are also present. Below the header, a pink bar displays 'Claim 4011599 - Support Claim'. To the right of this bar are 'Search claims' and 'Notify us of an injury' buttons. A secondary navigation bar contains 'Claim details', 'Health & recovery plans', 'Wage payments' (which is circled in red), 'Medical & other payments', and 'Manage documents'. Below this, a third pink bar features three links: '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


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  [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


# Medical & other payments


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

 Workers insurance claims

AccessibilityPolicy PortalResourcesContact icare

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

Upload 



Cancel

Submit


# Manage documents


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






**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 **

Upload documents | Certificate of capacity | Wage payments | Medical payments | Health & recovery | 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>