



Paper documents are scanned

Indexing
The claim number and document type are attached to the image.

COGEN enquiry
Name, address etc are automatically retrieved from COGEN.

Phone/fax notifications
Entered directly into system and actioned

Non-image work
Users start work items in response to COGEN diaries etc.

WORK
Worklists display mail, payments and other items that need action

Enquiry
Retrieve documents by searching index information

User views information to perform work

The Payments process

Approving the payment

When you select a payment item from the queue the account will be displayed along with this form. You must check that the payment is valid and answer the questions on the form. This is your guarantee that the payment is correct.

Make the payment on COGEN in the normal way.

If you are unsure about the payment, ask for advice.

If you are waiting for other information before making the payment, you may pend it for up to 10 days. You might do this, for example, if you receive an account for an x-ray but have not yet received the x-ray report.

There are some situations where you will close the item without making the payment. You will need to make a work item note to explain this action. It may also be appropriate to tell the provider why you have done this.

When the payment is released it goes to the Certification step.

Certifying the payment

The payment certification form displays the information entered at the approval step. The certifier checks that the details are correction and certifies the payment.

If the payment is not certified the reason is recorded and the work item is returned to the queue of the group approving the payment.

The screenshot shows a software interface titled "Form Designer: PAYMT01-STEP7". The interface includes a menu bar with "Form", "Edit", "Conditions", "Field", "Use File", and "Help". Below the menu bar, the word "Payments" is displayed. The main area contains a form with the following fields and controls:

- Claim Number: Text input field with a green arrow button to its right.
- Policy Number: Text input field.
- Assessor Code: Text input field.
- Claimant Surname: Text input field.
- Claimant Given Name: Text input field.
- Employer Name: Text input field.
- Document Code: Text input field.
- Document Type: Text input field.
- Date of Injury: Text input field with slashes for separators (/ /).
- Due Date: Text input field with slashes for separators (/ /).
- Significant: Text input field.
- Is this a duplicate?: A checkbox followed by a dropdown arrow and a question mark icon.
- IF duplicate="No": A blue text label.
- Is liability accepted?: A checkbox followed by a dropdown arrow and a green arrow button.
- IF liability="yes": A blue text label.
- Is estimate OK?: A checkbox followed by a dropdown arrow and a green arrow button.
- IF estimate="yes": A blue text label.
- Cogen Entry Approved?: A checkbox followed by a dropdown arrow and a green arrow button.
- IF payment_approve="yes": A blue text label.
- Cogen Batch Number: A text input field.
- ELSE: A blue text label.
- IF payment_approve="No" and advice<>"yes": A blue text label.
- Forward to: A text input field followed by a dropdown arrow.
- Reason: A text input field.
- ENDIF: A blue text label.
- ENDIF: A blue text label.
- ELSE: A blue text label.
- IF estimate="No" and advice<>"yes": A blue text label.
- Forward to: A text input field.
- Reason: A text input field.
- ENDIF: A blue text label.
- ENDIF: A blue text label.
- ELSE: A blue text label.

At the bottom of the window, there is a status bar that reads "Line: 1 Column: 1".