PSPINM001 Process claims

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPIM301A Process claims. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to process compensation claims for employment related injuries. It includes confirming claim details, processing payments and maintaining files.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently, while performing routine tasks in a familiar context.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Injury management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. Confirm details	1.1 Complete documents, and obtain authorisation/s for claims.
	1.2 Assess the reasonableness of accounts to ensure accounts that are paid are relevant to disability.
	1.3 Record account details.
	1.4 Notify relevant personnel when accounts are rejected.
2. Process payments	2.1 Produce and post cheques or process electronic transfer of funds.
	2.2 Batch accounts where required for traceability.
	2.3 Confirm authorisations for periodic payments to avoid overpayments.
	2.4 Process claims within time limits.
3. Maintain files	3.1 Maintain records.
	3.2 Document all contacts.
	3.3 Maintain evidence of file management for audit purposes.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPIM301A Process claims.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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