

CONFIDENTIAL

WorkCover SA

# Email Procedure for Lump Sum Checks by Self Insured Employers

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## **Disclaimer**

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## Introduction

In administering Sections 35, 42, 43 and 44 of the *Workers Rehabilitation and Compensation Act 1986* (the *Act*) claim managers are required to take into account any previous lump sum payments made to a worker.

Claim managers are therefore required to obtain details of any previous lump sum payments made to a worker. This information is sourced from WorkCover to ensure that any payment made by the South Australian workers' compensating authority has been considered.

Self Insured employers (SI) normally request a Lump Sum Check (LSC) on a claim using a carbonated paper form. This form is posted to WorkCover's Lump Sum Information Officer (LSIO). The LSIO performs the LSC and returns the form with any relevant compensation findings using the postal system.

WorkCover's Self Insured Operations have now provided an alternative and preferred method to the postal system called the eLump Sum Procedure (eLSC). By using our pro-forma (excel template) you can now communicate requests for a LSC to and from WorkCover using Microsoft Outlook (email).

## Testing

Before a SI is permitted to commence using the new system, WorkCover requires that they test their antivirus programs. To do so, please complete the pro-forma and email it to [lumpsumdata@workcover.com](mailto:lumpsumdata@workcover.com). Ensure that you use a valid request, or for those who do not have a valid request, use the word **test** in the worker's first and last name fields. Once the email has been successfully processed, you will be advised that you can commence with the new eLSC system.

## Security

As security risks are associated with transmitting personal details on-line, the pro-forma has been password protected. The allocated password is LSSEARCH. The password is case sensitive and **is not to be removed**.

- Where a SI is unable to use the new system for an eLSC (such as where an email is quarantined by their antivirus program) the SI will be permitted to continue with the postal system. However we recommend that you investigate the possibility of resolving this issue with your ICT department.

## Procedure

When a SI requires an eLSC they will complete the pro-forma with the mandatory information and email it to WorkCover for actioning. **The pro-forma must not be re-formatted**, however renaming of the file is allowed.

Requests from a SI are to be listed on one pro-forma and emailed once a week. To facilitate a quick turnaround, we recommend the email be sent either on a Friday afternoon or a Monday morning.

**Note:** The LSIO completes a check of the Industrial Relations Commission 1971 Act records (IRC) once a week, generally being a Tuesday. All requests received up to the day prior to this are completed that week. All requests received on/or after the IRC day will be completed the following week.

Where a SI has more than one Claims Manager, the requests must be amalgamated onto one pro-forma. The LSIO will forward the reply to the email address that the eLSC was sent from.

However where a SI administers compensation on more than one employer registration, the eLSC can have multiple worksheets to represent each registration. In such cases the Claim Manager must list workers under each relevant registration.

**Mandatory fields on the pro-forma appear in green text and must be completed.** If any mandatory fields are not completed the pro-forma will be returned to obtain the missing details.

The email address to be used for requesting lump sum checks is [lumpsumdata@workcover.com](mailto:lumpsumdata@workcover.com). This generic address must be used to ensure the eLSC is completed in a timely manner.

The LSIO will perform the required checks and complete the pro-forma with any relevant findings and return it to the SI via email.

Note: Where multiple claimants are listed on a pro-forma and a hard copy is required for each file, the excel function *hide and unhide* is to be used to print the individual's details.

If you experience any problems with the eLSC process please direct your enquiry to [lumpsumdata@workcover.com](mailto:lumpsumdata@workcover.com) for action.

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**Free information support services:** TTY (deaf or have hearing/speech impairments): (08) 8233 2574. Languages other than English: call the Interpreting and Translating Centre - (08) 8226 1990 and ask for an interpreter to call WorkCover on 13 18 55. Braille, audio, or e-text: call 13 18 55 and ask for help in an alternative format.

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