



CLAIMS ADMINISTRATION

Cogent Thinking's claims administration solution takes control of your claims process; taking care of your employees while driving cost reduction, meeting legislative requirements and reducing the administrative burden.



Workcover claims administration can have a significant impact on a company's premium. Cogent Thinking claims experts ensure that decisions are made to minimise costs, legislative obligations are met and employees are cared for, removing the impact of Workcover paperwork on your business.

Importantly, our claims administration takes control of claims to drive outcomes instead of being dictated to by the system. Our communication processes involve both the employee and the agent to allow shared decisions and clear goals to be established. Services include:

Claims submission

With one call to Cogent Thinking's claims experts, we simplify the process of submitting a Workcover claim. We take care of the claims paperwork, prepare supporting documentation, lodge the claim with the relevant authority and outline to all stakeholders what to expect moving forward.

Liability determination

If further investigation is required, our experts will conduct required discussions and review the employees medical, work and social history to provide information to the required investigator. Whether a claim is investigated or simply accepted, Cogent Thinking will start planning and facilitating a return to work.

Ongoing claims management

We make a speedy transition to ongoing claims management, facilitating a return to work with a clear plan of treatment interventions, milestones and goals, as well as communicating expectations to all parties. We utilise the right medical and legislative tools at the right times to provide evidence to support the return to work and claims cessation strategies and our management of the process significantly reduces the administrative burden on your staff. We also liaise with the agent regarding claim strategy and supporting documentation and actions.

Dispute resolution

If a decision made in the claims management process is not favourable to each individual party's ideal, or if a dispute is raised, or conciliation required, Cogent Thinking experts are able to examine the decision in line with the relevant section of legislation, provide further information to strengthen a decision or attend conciliation to negotiate mutual agreements and resolve the situation.

