



BUSINESS RULE

Enterprise Business Rules Portal

Complicated claim definition

Business Rule

Rule Purpose This ensures claims are identified accurately as complicated claims so that ACC makes a cover decision within the relevant legislative timeframes.

A claim must be considered to be a complicated claim if at least one of the following is true:

- the claim type assigned to the claim is any of the following:
 - a treatment injury complex claim type
 - a sensitive complex claim type
 - a work-related mental injury complex claim type
 - a work-related gradual process complex claim type
- the date of lodgement of the claim is greater than 12 months from the date of injury of the client for that claim

Business Terms

Date of lodgement

Date of injury

Work-related mental injury complex claim type

Work-related gradual process complex claim type

Claim

Claim type

Complex claim type

Complicated claim

Treatment injury complex claim type

Sensitive complex claim type

Tags

[Claim: Cover Decision](#)

[CovDec](#)

[Claim Type](#)

[Timeframes](#)

Related Policy

[Timeframes to determine cover](#)

Other Data ∨

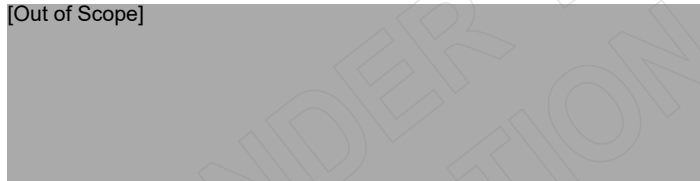
Owner

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Approvers

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Feedback

Approval Date: 24/12/2018

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BUSINESS TERM

Business Terms Glossary

Maximum cover decision timeframe

Business Term

Synonyms cover decision timeframe

The greatest amount of time permitted for ACC to make a cover decision on a claim.

Tags

[Deemed cover](#)[Claim: Cover Decision](#)

Source

[Accident Compensation Act 2001, s57](#)[Accident Compensation Act 2001, s56](#)

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