

# Scheduling and Referrals – Adding a Claim/File Number



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Quick Reference Guide

## This Quick Reference Guide will explain how to:

This QRG guides you on how to add the mandatory **Claim/File Number** field when a patient's Account Class is "WorkCover - Non-Acute", "TAC - Non-Acute" or "Department of Veterans' Affairs".

## Adding a Claim/File Number

If a patient Account Class is one of the listed types, a **Claim/File Number** must be added.

1. Add Referral via **Referral Add/Modify**
2. Select **Referral and Encounter Info** and update referral details as normal
3. When you select one of the below **Account Class**, mandatory field **Claim/File Number** will appear.

The screenshot shows the 'Referral and Encounter Info' tab in a software interface. The 'Account Class' dropdown is set to 'WorkCover - Non-Acute', and the 'Claim/File Number' field is highlighted in yellow. Other fields include 'Referral Add Type' (New Referral), 'Referral Received Date' (06/05/2024), 'Date on Referral' (06/05/2024), 'Waiting Start Date', 'Referral Type' (External), 'Referral Source' (GP/Local Medical Officer), 'Referral Length' (12 Months), 'Referral Expiry Date' (31/12/2100), 'Wait List Status' (Requested), 'Referral Status/Priority' (Schedule Appt - Routine < 365...), 'Proposed Priority', 'Referral Status/Priority Date' (06/05/2024), 'VINAH - Referral In Outcome' (Referral Accepted - New Appo...), 'Referral Accepted Date', 'Last Clinical Review Date', 'Breach Date', 'Referral Details' (Facility: Sunshine, Reason for Visit: Claim Number, VINAH - Referral In Reason: Diagnosis, assessment, treatme..., Referral In Stream: Plastic Surgery, Referral (Episode) Stream: Plastic Surgery, Speciality: ASC Plastics Surgery, Referral Appointment Type: Plastics Surgery New, VINAH - Health Conditions: Injuries to hand).

4. Claim/File Number can be found by opening patient demographics in **iPM**
5. Go to **Insurance** tab
6. Check **Policy Number** and enter under **Claim/File Number**. If unknown, enter **C-U**

The screenshot shows the 'Insurance' tab in a software interface. The 'Policy number' field is highlighted in red. Other fields include 'Company' (Victorian Workcover Authority), 'Eplan type' (Not Applicable), 'Policy holder' (Patient), 'Fynd UPI', 'Insurance Reccheck', 'From' (18/03/2024), 'Last verified', 'Policy Excess Amount' (0), and 'General comments'.

7. Once updated and all other Referral Encounter information has been added, click **Complete**

The screenshot shows three buttons: 'Return To Search', 'Complete', and 'Cancel'. The 'Complete' button is highlighted with a red border.



## Handy Hint

For VINAH Correction:

WC: WorkSafe Victoria (Victorian WorkCover Authority)

- C-U Reported where a VWA File number is not known by the Health service OR
- Claim/File number format XXYYXXXXXXXX
  - XX: Two digit claim agent code
  - YY: Two digit year
  - XXXXXXX: Seven digit field with the unique ID

TAC: The Transport Accident Commission

- C-U Claim number unavailable. Reported where a TAC Claim Number is not known by the health service.
- Claim/File number format YYXXXXX
  - YY: Financial year of claim acceptance.
  - XXXXX: Numeric characters allocated by TAC

VX: Department of Veterans' Affairs

- A[XXX]NN[NNNN][X] example
  - A: State identifier (Q, N, V, T, S or W, where ACT is included in N (NSW) and NT with S (SA))
  - [XXX]: War Group Code (0 to 3 alphanumeric characters in length)
  - NN-[NNNNN]: Serial Number (May be 2 to 6 numeric characters in length)
  - [X]: Spouse or Dependent Identifier (May be 0 to 1 character in length)