

CMI

Enquiry System Instructions



Coal Services Pty Limited



Enquiry System Instructions

Coal Mines Insurance provides policyholder access to claims information online via the CMI Enquiry System. Access to the CMI Enquiry System is available to all CMI policyholders.

Access:

Access is provided to authorised personnel within your company. It is recommended that due to the sensitive nature of the information accessible access is restricted only to authorised personnel.

To obtain access a Request for Internet Access Form must be completed and returned to CMI. The form is accessible on the Coal Services website www.coalservices.com.au or by contacting the Business Services Manager on (02) 8270 3211 or via email: chris.sparsis@coalservices.com.au

You will then be issued with a User Id and a Password.

User Id:

The User Id is usually the surname of the user. Exceptions might occur where there is already a registered User Id with that surname. The User Id may contain up to 12 characters and is non-case sensitive.

Password:

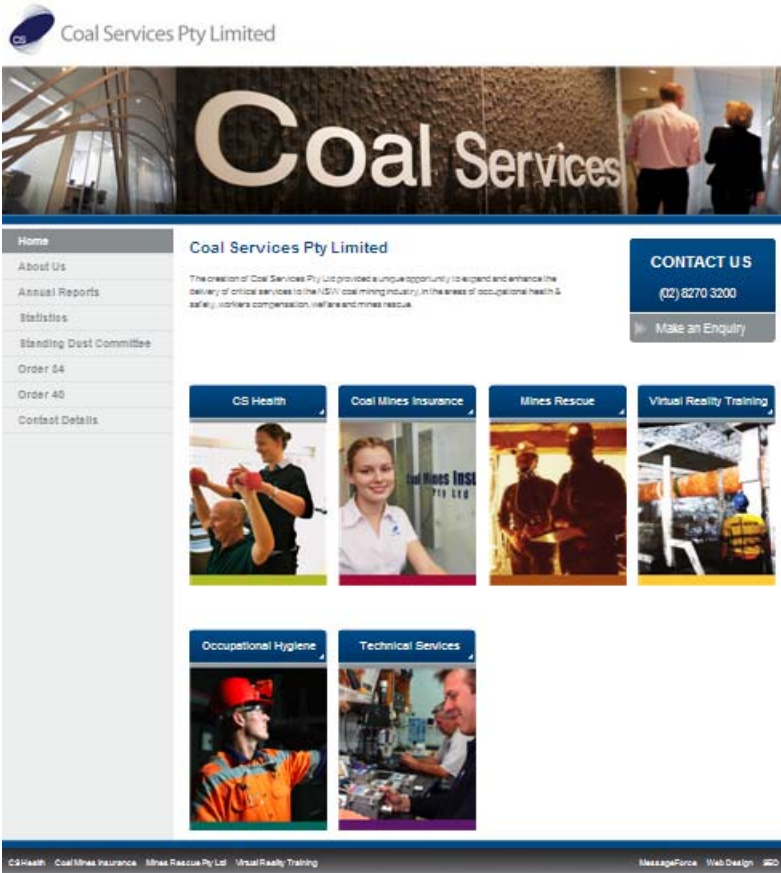
The password is made up of 8 alphanumeric characters and is non-case sensitive. The password issued by CMI cannot be changed and should not be disclosed to unauthorised personnel.

If you forget or misplace your password please contact Business Services Manager on (02) 8270 3211 or chris.sparsis@coalservices.com.au and a new password will be issued to you.

Instructions:

To access the CMI Enquiry System please follow the following steps:

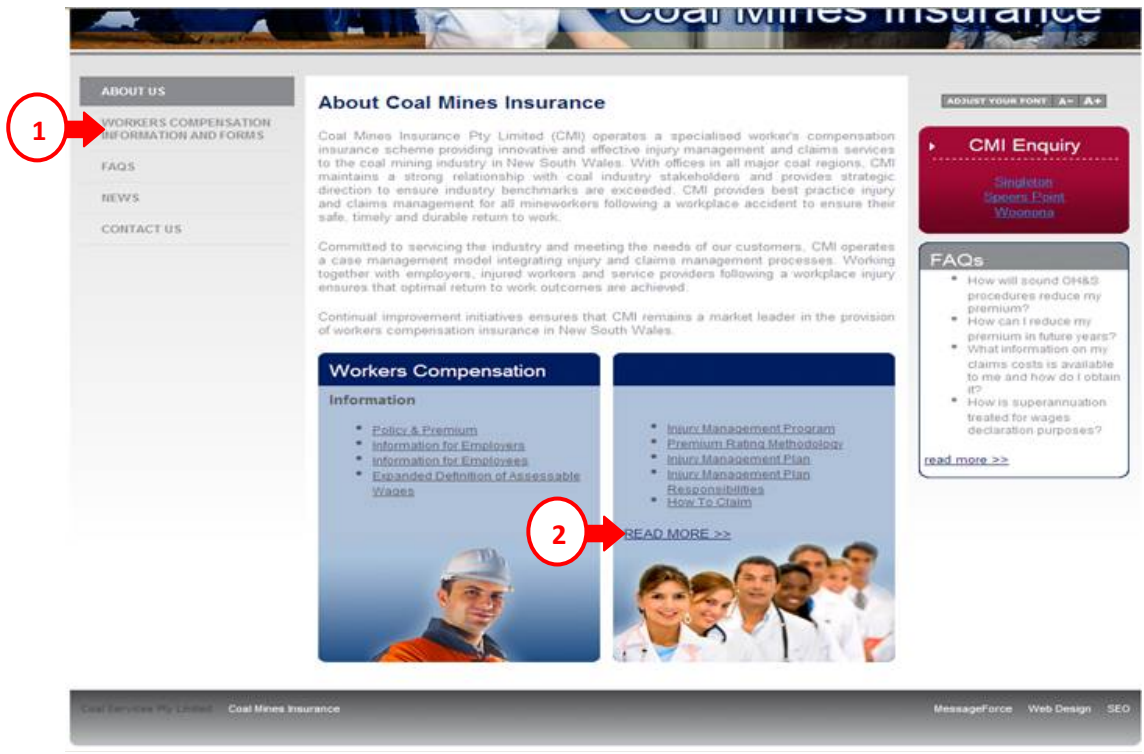
1. In your internet browser navigate to www.coalservices.com.au



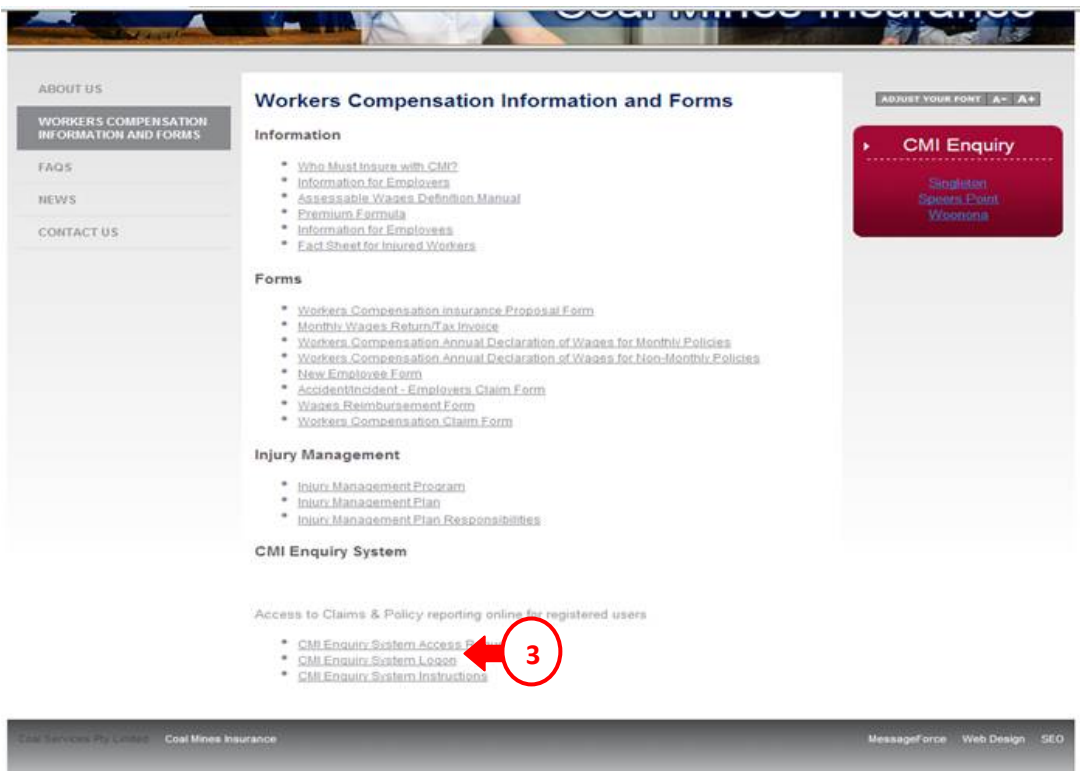
2. Click on Coal Mines Insurance



2. Select the Workers Compensation Information Forms link (1), or select Read More link (2).



3. Select "CMI Enquiry System Logon" (3) .



4. Clicking on the CMI Enquiry System Logon link will prompt you for your User Id and Password.



5. Once the CMI Enquiry System has been accessed the system will allow you to access up to 16 Reports detailing claims information for a policy or policies.



Notes:

Time for running a report

The time required for a report to download depends on many factors such as our Servers' loadings during the processing of the report, the complexity of the report selected, number of records retrieved, internet traffic from our Web Server to user's client PC - browser. Under normal conditions, the user should get the report in less than one minute after clicking on the submit button.

Select a Policy

All policies the user has access to will be displayed in this box. For multiple policies using the scroll bar will allow list all policies accessible.

Select Report Usage:

There are two different report formats that the user can choose, depending on the usage required. The minimum requirement for generating an Excel file for download is Microsoft Excel 2003.

1. View Printable Report

This option is for user to print out the data directly on the local printer. The format of the report will be as it is shown on the web page, which is closely to the original reports that were generated by CMI.

Before you select PRINT, change Page Set-up parameters in your browser in order to print the whole report.

Paper Size: A4

Orientation:

Landscape

Left and Right Margins:

5mm **Top and Bottom**

Margins: 5mm

Header and Footer: delete any text in these two fields.

After the above settings are saved, user can select the browser Print option to print out all pages or a range pages in the report.

2. Generate Excel file for download

This option will save the data as an Excel 2003 format file in our server. A web page will be displayed with an icon (see right) linking to that file. There are two ways to transfer the Excel file to user's PC.



The first option is to double click on the above icon to download and display the Excel file within the browser. The EXCEL software should be installed in user's PC for this option to be functional. User can then select the File - Save As option from the menu bar to save the Excel file in a selected local folder.

The second option is to right click on the above icon and select 'Save Target As' option from the popup menu.

An open file window will be displayed for user as in the first option to select the folder location or change the target file name for the download Excel file. After user click on the save button, the Excel file will be transferred from our server to the target file in the folder selected.

Enter Date range

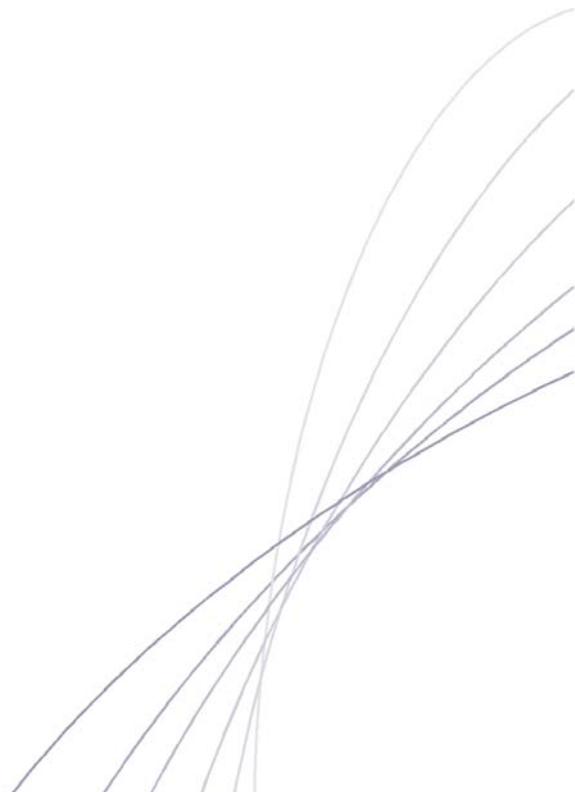
For report options - Claim Registered and Lump Sum Payments details, user will be prompted to enter the claim registration date range and cheque date range respectively. The date format entered is in DDMMYYYY and separators are not required. The date range is optional. If user does not enter any date range, all data will be retrieved for the mine selected.

Submit another request

After the User's request has been completed the browsers back button will return you to the main screen to select another report or another policy.

User Logon Session

There is an inactivity period of 15 minutes after which the CMI Enquiry System will terminate the session and the user will be required to repeat the log in process.



Error handling

If there are error occurs during the processing of the report, the system will return a web page that contains the error message to user's browser. In case of our Web Server is down or the Internet line is being disconnected, the user will not be able to receive any web page from this system. If user gets any unresolved error message or cannot receive the report within one minute, user can contact CMI to help resolve the problem.

Codes descriptions in reports

Liability Status:	
A	Liability has been Admitted
B	Further Denied
C	Claim has been no-claimed
D	Liability has been Declined
M	Medical Only
N	Not yet Admitted
P	Provisional Payments Accepted
Q	Provisional Payments Discontinued
S	Reasonable Excuse
V	Deafness under threshold
U	Liability Disputed
X	Ex-gratia payments
Z	Z – Suitable Duties/ Partial

Employee Status:	
D	Deceased
E	Employed
L	Resigned
R	Retired
S	Retrenched
T	Terminated
U	Unknown
V	Voluntary Retrenchment

Claim Costs Payment Categories:	
Total Comp	Weekly total comp payments which includes Accident Pay, Bonus, and weekly payments to dependents of deceased miners.
Partial Comp	Weekly partial compensation and Loss of Earnings.
Medical	Treating LMO, Specialists, Certificate Fees, Hospital, Chemist expenses, Radiology.
Treatment	Chiropractic, Massage Therapy, Hydrotherapy, Physiotherapy Remedial Therapy.
Legal	Common Law Plaintiff, Common Law Defendants, Workers Compensation Applicants, Workers Compensation Insurers Costs.
Lump Sum	Common Law Verdicts, Redemptions, Section 66, Section 67, Section 25 Death Benefit, Section 27 Funeral Benefit.
Other	Travelling, Loss of Wages, Dental, Artificial Aids, Ambulance, Report Fees, Occupational Rehabilitation, Investigation Fees.

Lump Sum Payment Codes:

WC66	Permanent Injury
WC67	Pain & Suffering
WC15	Redemption
CL15	Common Law Redemption
C/LAW	Common Law Verdict
WC25	Death Benefit
WC27	Funeral Benefit

Codes descriptions in reports (continued)

Settlement Methods for Workers Compensation Matters

Insurer Negotiated
Solicitor Negotiated
Insurer Conciliated
Solicitor Conciliated
At Court Negotiated
Judgement/Award

Settlement Methods for Common Law

Negotiated
Pre-Trial Conference
Pre-Trial at Court
Arbitration
Judgement
Post Court Hearing

For further help please contact Coal Mines Insurance on (02) 8270
3211 or email: chris.sparsis@coalservices.com.au

