

## Claims Processing – QA

### General/CAAPS Information Screens

Is the stakeholder information (DOB, Address, SIN, Phone, etc) entered and correct?

Are the Accident Particulars descriptive enough?

Are the NWISP codes correct?

Is the Event Tracking Screen completed?

On pay & close and Claims Officer files: Has the Late Reporting Screen been completed? Claims Reps: Is the file record initialed to show the information has been confirmed/checked over?

Were requested reports received? If not was there a follow-up phone call?

Are the worker and employer reports signed?

Is claim assigned to correct employer?

If there was a delay in processing, is there a note to file to explain why?

### Wage Calculation

Is the wage calculation based on file information? (employer report, note to file about conversation, name and number of employer contact, etc)?

does the compensation rate appear to be correct?

If the worker is seasonal, has the season end date been noted? (where? Not sure about this one)

Is the wage calculator screen printed and on the file

### Notes to File

Are the ntf professional and objective?

Is the wage calculation ntf easy to understand?

### Comments: