COID: New Umehluko Electronic Integrated Claims Management System

By Tinus Boshoff

Good news for employers and medical service providers; no more lost or misplaced compensation forms and documentation.

In an attempt to improve service delivery the Compensation Fund has implemented a new Integrated Claims Management System called the Umehluko system.

The new system went live from the 4th of August 2014.

The purpose of the new system is to allow employers and/or medical service providers to capture COIDA related information electronically. By making use of the new system a representative of your organisation can now electronically report and capture COID related information online.

Through the implementation of the new electronic system the Compensation Fund seeks to move away from a paper based system. The Compensation Fund aims to process 80% of new claims within a period of 30 days. This may drastically improve the turnaround time for claims.

The new electronic system provides the following benefits to employers and medical service providers:

- Internet based submission of forms
- Cost and time savings
- Improved turnaround time for claims
- Automatic e-mail notifications
- Immediate feedback as claims status changes
- Registration of claims
- Adjudication of claims
- Approval for payments
- Reduction in the submission of paper forms and medical invoices
- Electronic submission of medical invoices via switching houses

For the sake of this newsletter, we will have a brief look at the operation of the new system.

Simply visit www.labour.gov.za, go to online services on the main page and click on Umehluko (ICM Submission).
The duly authorised person acting on behalf of your organisation must first be registered as an employer representative. Once the authorised person logs in, he/she will be able to link to your organisation with your Compensation Fund Registration Number.

After your organisation’s representative have registered and logged in he/she will be able to utilize the online submission application. The Employer Representative will be allowed to register WCL 2 and WCL1 information on the Umehluko Website. Representatives will also be able to capture and update claims and medical reports like first medical and progress reports.

Interactive messaging will take place while the claim is being captured. An e-mail will be sent to your organisation’s authorised person’s e-mail account confirming successful registration.

The new Electronic Integrated Claims Management System also allows employers to track their claims progress online. This would be relevant to newly as well as previously registered claims. The Compensation Fund is currently migrating old claims into the system.

The system also accommodates hospitals, clinics, medical practitioners and medical service providers. It allows these providers to capture medical reports for compensation fund claims, thus ensuring early or quick payment of medical accounts.

When medical providers apply treatment to an injured employee, the registered representative of these providers will be able to log online and make submission applications to capture and update medical reports.

Hospitals and doctors will for example be able to electronically complete and submit medical reports such as the WCL4 (First Medical Report) on the Umehluko Website and then submit the medical invoice electronically via Switch Houses.

The hospital or doctor will then receive a Remittance Advice of payments via e-mail. Providers will also be able to electronically monitor the progress of claims. The system will enable them to conduct electronic enquiries on medical invoices on the Umehluko Website.

In order to assist employers and medical service providers, the following manuals/guides were made available from the Compensation Fund.

**C OID downloads:**

**User manuals for employers**

Chapter 1 - Getting Started

Chapter 2 - Searching the System

Updated Umehluko Employer User guide

**User manuals for medical service providers**

Chapter 1 - Getting Started

Chapter 2 - Searching the System

Chapter 3 - Service Provider Functionality
Other important information

Form for registration on the new system

Umehluko System helpdesk contact details:

Email: ccms@labour.gov.za

Help Desk: 086 010 5350

Other online services include the generation and the verification of Letters of Good Standing.

Visit www.labour.gov.za, go to online services on the main page and click on:

**LOGS Letter Of Good Standing**

**Verify Letter of Good Standing**

I trust that the above mentioned information will would be helpful.

For more information please contact tinus@labourguide.co.za or safety@labourguide.co.za