

Changes at Compensation Fund lead to admin headaches

Private Sector steps in to offer assistance

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EMPLOYEES who are injured on duty and are trying to process claims with the Compensation Fund, find that they are hitting their heads against a brick wall.

Recent system migration at the Compensation Fund is causing backlogs and consequently results in administrative headaches for employers, employees and healthcare service providers who struggle to get their money paid out from the Compensation Fund.

The compensation for employees who have been injured on duty is legislated by the Department of Labour.

The backlog of payments goes as far back as October 2011.

This situation has compelled CompSol, a company specialising in

providing end-to-end injury on duty (IOD) processes, to step in and assist claimants.

“As key players in the IOD industry, we welcome the fact that the Compensation Fund has decided to implement an electronic system, as literally millions of documents need to be captured each day. We also accept that any system migration has difficulties, but – as an industry – we need to put our heads together and find a way to address the current situation which is becoming unmanageable,” said Fritz Lüttich, managing director of CompSol.

“Not a single medical account submitted to the Compensation Fund since October 2011 has been paid to medical service providers treating injured workers,” said Lüttich.

Lüttich added that compensation payments to injured workers did commence on the new system, but

was discontinued shortly afterwards due to a glitch in the system.

“CompSol have undertaken to maintain their service standards to their medical service providers and employer clients who use their systems, thereby enabling both parties to receive payments due to them. CompSol is also in contact with the Compensation Fund to find a way for all stakeholders in the IOD industry to collaborate and overcome the current system glitches,” Lüttich said.

CompSol will continue to engage with the Compensation Fund and offer their expertise to reduce the pressure.

“In the meantime our priority and focus will be to assist our medical service providers, employers and employee clients to ensure that they go through the claiming process as easily as possible and receive compensation timeously,” said Lüttich.