

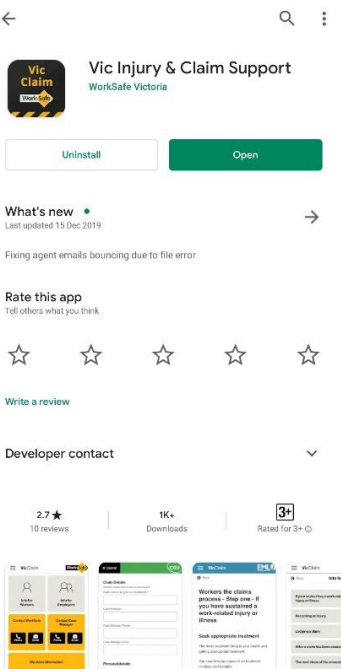
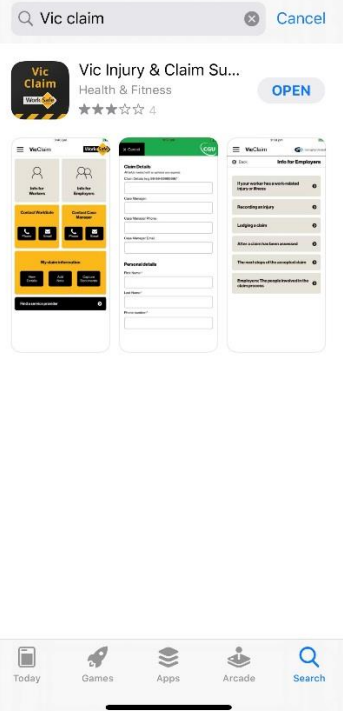


Worksafe Victoria have designed an application for your Android or iPhone device to assist you in managing your workers compensation claim and entitlements.

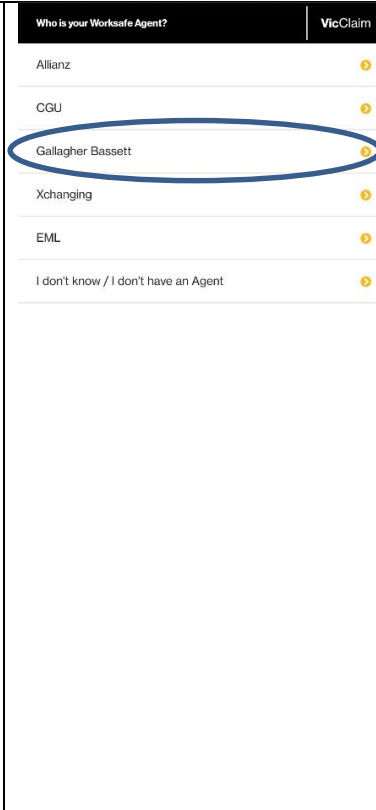
The app can help you keep track of details relating to your claim, case manager contacts and you can even capture and send documents to Gallagher Bassett such as invoices, reimbursements and requests for medical or other services.

The below guide can help you get up and running with the app.

How to	Steps to Follow	Screen shots - Android	Screen shots - Apple
<p>Download the WSV Claims App</p>	<p>If you have an Apple device, visit the App Store and search for “Vic Claim”</p>  <p>If you have an Android device, visit Google Play and search for “Vic Claim”</p> 		

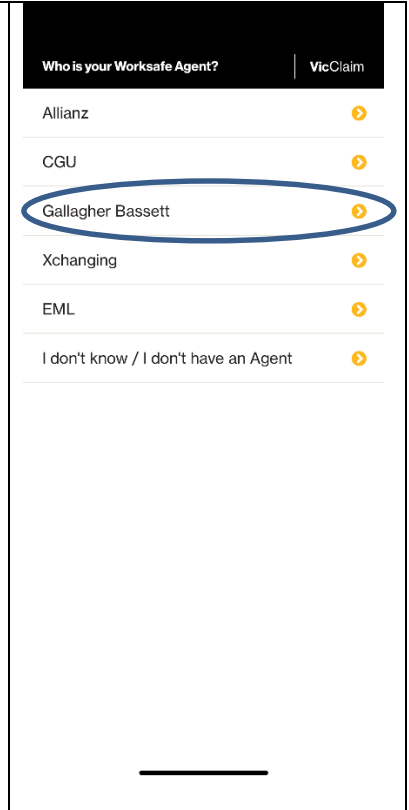
Selecting Gallagher Bassett as your claims manager

- Once Downloaded to your device, click on the **“Vic Claim”** icon to launch the App
- There will be a brief loading screen
- Once loaded a list of WorkSafe Agents will appear. Choose **“Gallagher Bassett”** from the list
- If you are unsure who manages your claim, click **“I don’t know”**



Who is your Worksafe Agent? | VicClaim

- Allianz
- CGU
- Gallagher Bassett**
- Xchanging
- EML
- I don't know / I don't have an Agent

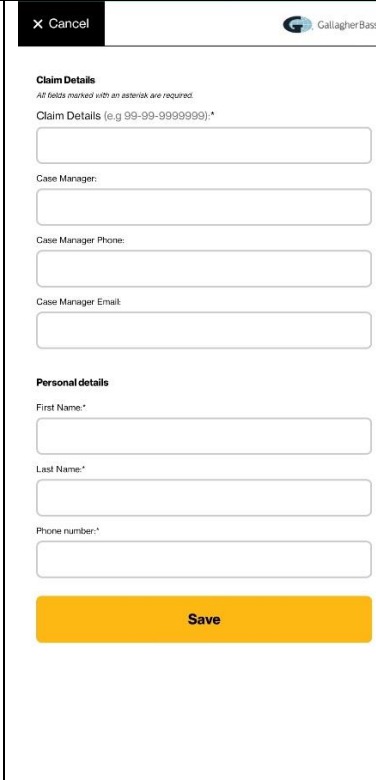


Who is your Worksafe Agent? | VicClaim

- Allianz
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Enter your claim information

- Before you can start sending Gallagher Bassett claims documents and information, you need to complete the **“My Claim Information”** section
- The fields that are marked with an asterisk are required to continue



× Cancel | GallagherBassett

Claim Details
All fields marked with an asterisk are required.
Claim Details (e.g 99-99-999999):*

Case Manager:

Case Manager Phone:

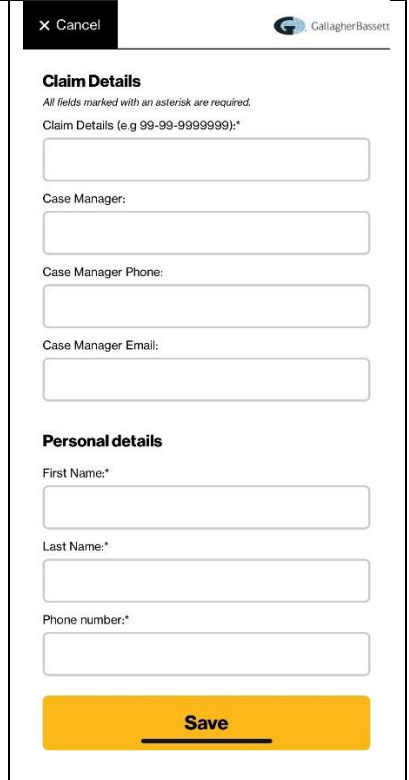
Case Manager Email:

Personal details
First Name:*

Last Name:*

Phone number:*

Save



× Cancel | GallagherBassett

Claim Details
All fields marked with an asterisk are required.
Claim Details (e.g 99-99-999999):*

Case Manager:

Case Manager Phone:

Case Manager Email:

Personal details
First Name:*

Last Name:*

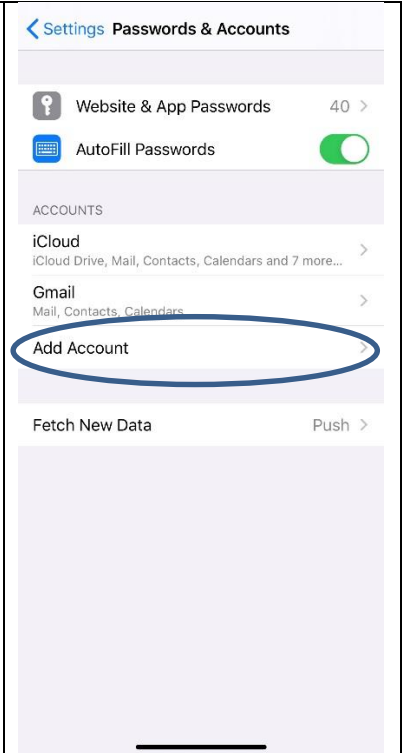
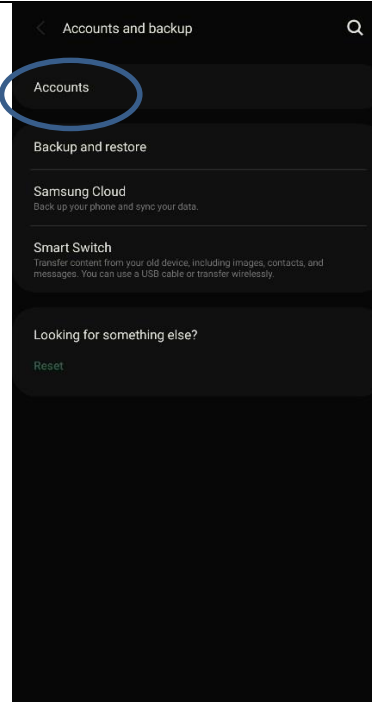
Phone number:*

Save

Set up a default email account on your device

Before you can use the **“Capture Document”** function in the App, you will need to set up a default email account on your device.

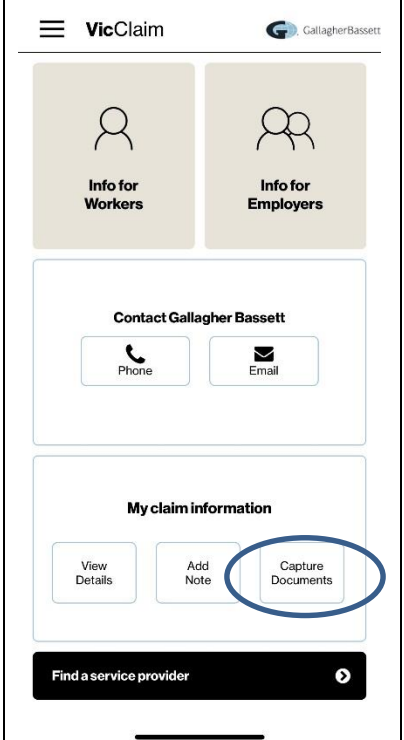
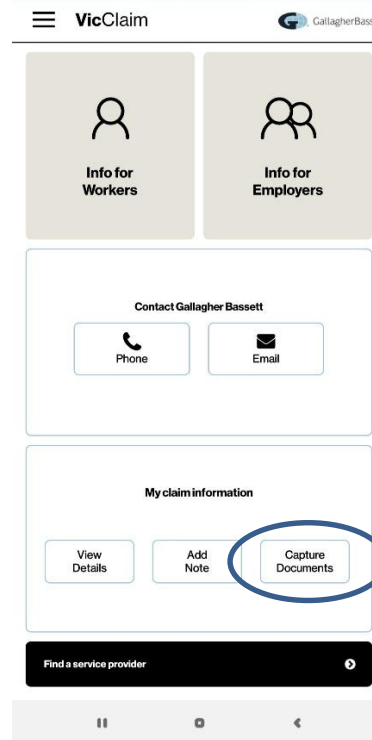
This is usually completed via the settings or accounts category on your device.



Capturing and Sending documents to Gallagher Bassett

Step 1

- After you have set up your claim information and a default email account you can start electronically sending documents to Gallagher Bassett
- Click on the **“Capture Documents”** button from the App home screen
- The first time you use the capture function you must accept the terms & conditions. The details can be found under “terms and conditions”



Step 2

When sending electronic documents, you will need to select the document type. The categories to choose from are:

- Invoice/ Receipts
- Med. Certificates
- Other

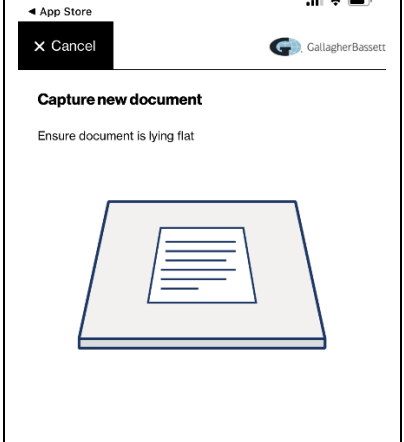
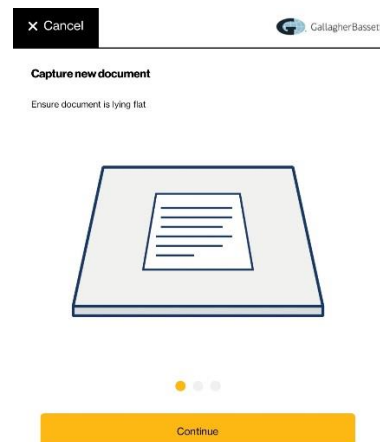
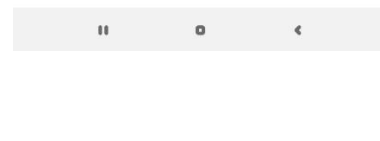
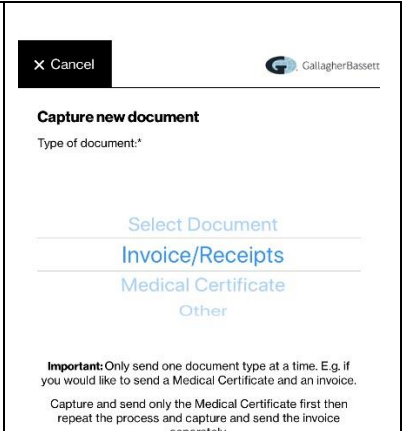
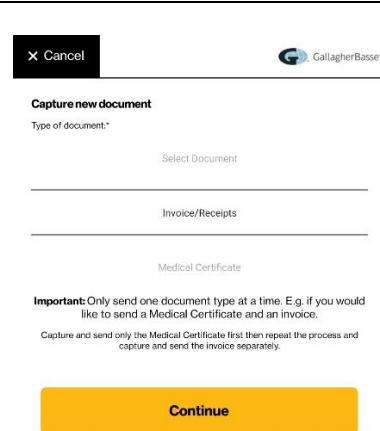
Ensure you take a good quality photo of anything you are uploading and sending so there are no delays in processing.

Its important that you only send one document at a time, repeat the process for multiple documents.

Step 3

Once the document category has been selected, you can take a photo. For best results ensure you are directly above the document, its lying on a flat surface and there is plenty of light.

There is a tutorial to assist you in capturing images.



Step 4

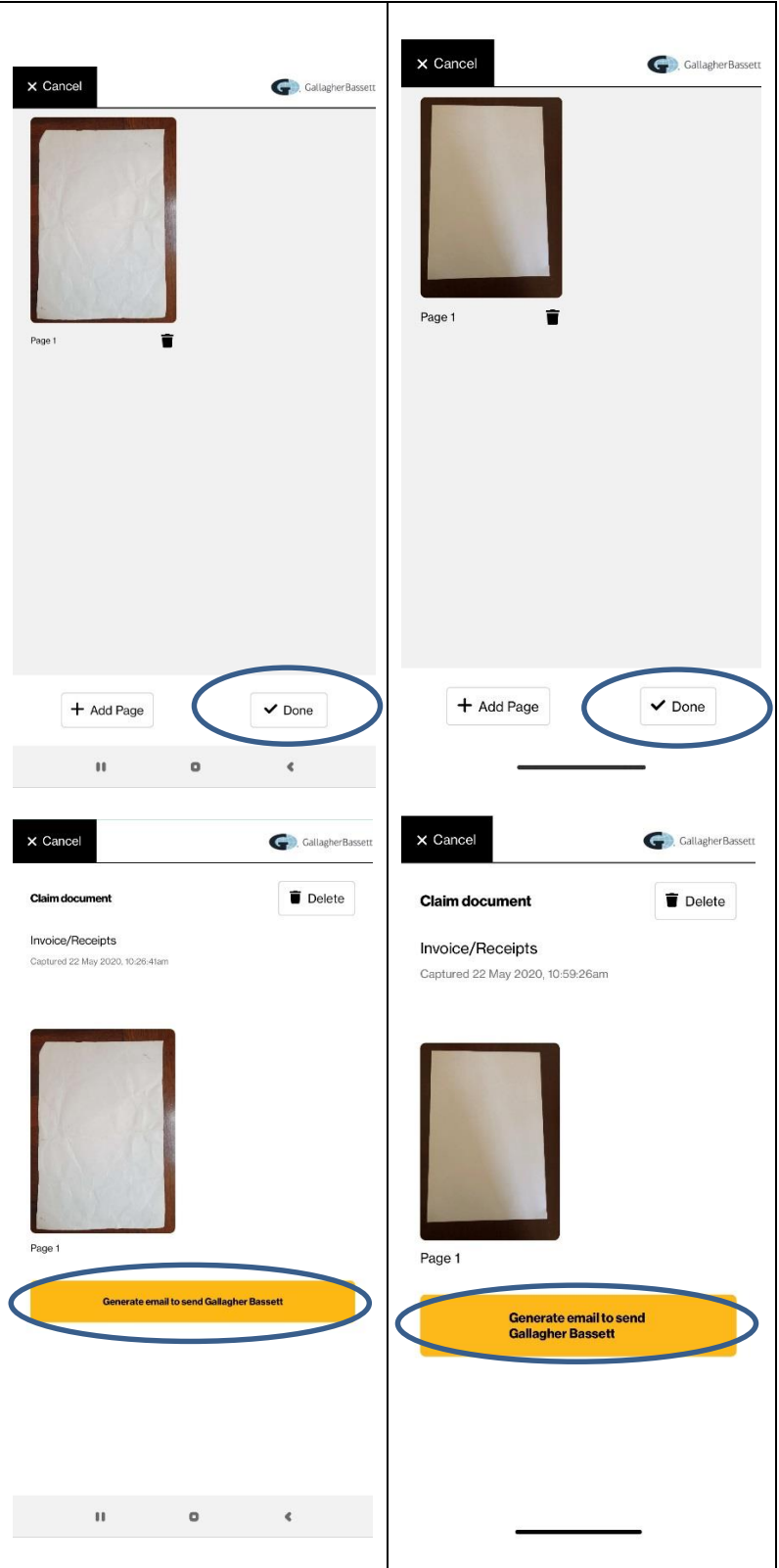
After you have taken photos of the relevant pages for a document, click on the **“done”** button.

You can take pictures of multiple pages for the same document, however its recommended that you don't add multiple different documents to the same submission.

You can now generate and email and send the images directly to Gallagher Bassett electronically.

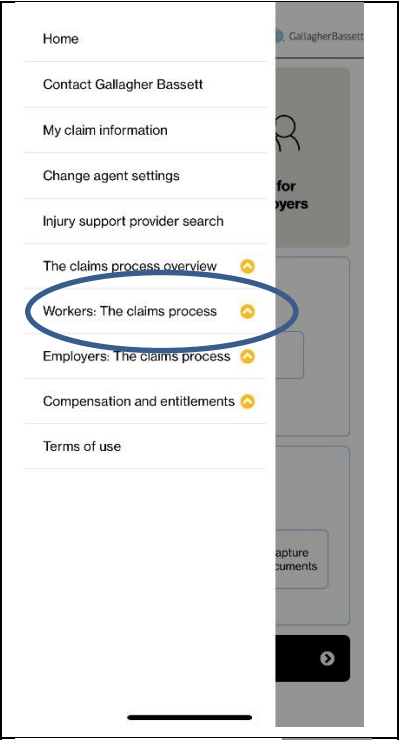
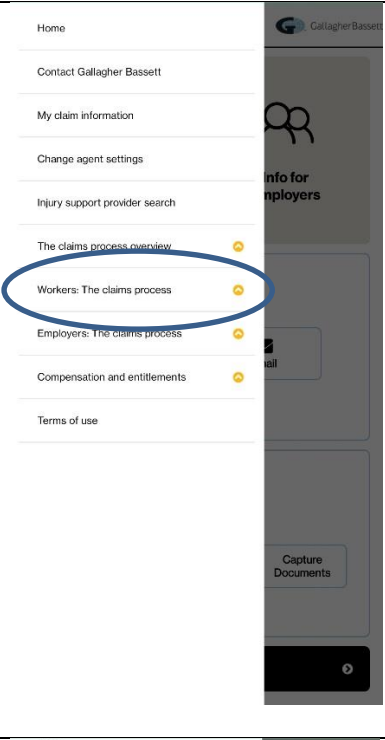
Its important to note that the image wont be saved to your device, however you will receive a date stamp confirming the date and time your document was submitted to Gallagher Bassett.

If you would like to view details of what you have submitted, click **“View Details”** in the **“My Claim Information”** section of the App.



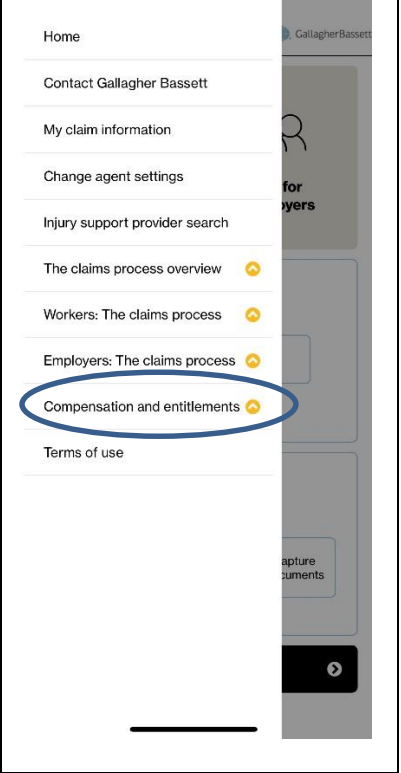
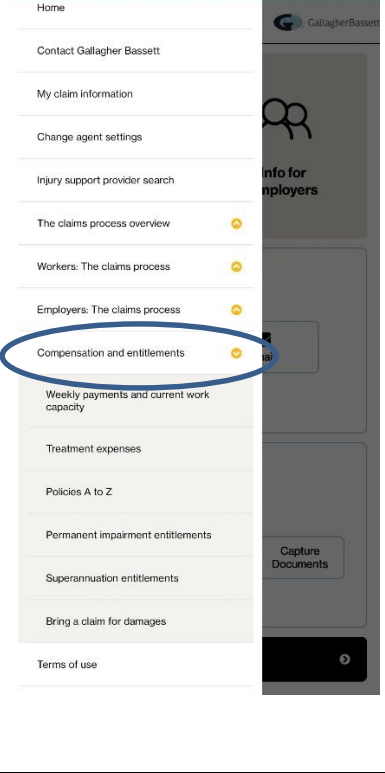
To submit a New Claim

- From the home screen, click on the menu button. Scroll down to **“The Claims Process Overview”**
- Follow the listed steps, you can select whether you are following the worker or the employer process
- Review and choose any of steps to proceed to other pages with more detailed information.
- **Step 2** includes a link to the claim form which you will need to download and complete to submit a new claim



To View claims entitlement information

- From the home screen, click the menu button. Scroll down to **“Compensation and Entitlements”** and choose the relevant heading.
- You can select a heading to view more detail in regards to your entitlements



Are you looking for Home Help, Gym, Gardening or Attendant Care providers?

- From the home screen click on **"Find a Service Provider"** located in the white section at the bottom of the screen
- Select the Service Provider type you are looking for from the drop down list
- You can use a default location or choose another location
- When the results are displayed, scroll down to view the closest providers to you. Click on the provider of your choice for further details.

