ANNEXURE A

CLAIMS DESKTOP APPLICATIONS PORTING AND MIDDLEWARE DEVELOPMENT

ORIGINATION MODULE

This module will enable the RAF business to originate claims lodged via different claims lodgement channels. This is the first stage of claim registration within the RAF. It involves the submission of statutory claims documents in compliance with the claims procedure manual. At this stage of the claims processing, most of the tasks are to capture the claims details as received from the claimant. The system must perform validations of these details based on the existing data model to improve data quality and data consistency.

The following systems will constitute part of the Origination module:

- Claims Registration system
- Verification and Validation system
- Merits system
- Claims Estimate system

The following high level functions form part of the Origination module:

- Search Existing claim
- Load Claim Type
- Check Duplicate Claims
- Register Personal Claim
- Register Supplier Claim
- Add Claim Details
- Add Claimant Details
- Add Injured Person Details
- Capture dependent details
- Add Invoices
- Add Claim Amount Breakdown
- Verify Personal Details with the Home Affairs population database
- Print Claims Registration Report
- Capture Claimed amount

- Capture Claims document types
- Verify compliance per claim type
- Print Objection letter
- Print Repudiation letter

Integration Points

- Home Affairs Web Service

CLAIMS DETERMINATION MODULE

This module will enable the RAF business to settle claims that have reached the claims adjudication stage. This phase deals with the quantum determination, drafting of offers and creation of payment requests. This is the final stage(s) of claim processing before settlement and finalization of a claim. There's an electronic document exchange between the parties involved in a claim. Once payment requests have been made on a claim, the process moves towards the ERP module (SAP) of claims payment. The system must comply with the mandates defined in the delegation of authority framework to execute tasks assigned in the claims workflow. The workflow has predefined timelines on when some actions need to be performed in compliance with the Claims procedure manual.

The following systems will constitute part of the Determination module:

- Claims View System

- Offer Control system

- Manual Payment System

- Supplier Invoice System

- Claims Utility System

- Supplier Bulk Approval System

- Batch R System

The following high level functions form part of the Determination module:

- Search Existing claim

- Update Existing Claim

- Capture Offer for a Claim

- Approval of captured Offers

- Request Settlement Payments

- Request Supplier Payments

- Batch Payments

- Reallocate claims as per DOA

- Capture Court Orders

Integration Points

- Home Affairs Web Service

- Vendor Master Data

- SAP

- SharePoint

LITIGATION MODULE

This module will enable the business to process claims that are litigated as a way of settlement. This stage of claim processing deals with settling disputes between the RAF and the claimants regarding their lodged claims. It involves the exchange of legal documents and information pertaining to the disputed facts of a claim. It is one of the prolonged processes in claims settlement and its workflow is dependent on the outcomes of a legal process. The RAF has a Litigation Management System (Web based), which deals with Summons Management. This module will integrate with that module to extract data captured at the inception of the litigation process.

The following systems will constitute part of the Litigation module:

- Vendor Rotation System

- Writs Management System

- Legal Cost Management System

- Claims Trial Register System

The following high level functions form part of the Litigation module:

- Search Existing claim

- Search Existing Summons

- Generate Legal documents

- Process legal invoices from practitioners

- Create payment requests

- Capture Writs

- Payment of Writs

- Appoint vendors to cases

- Capture trial notices.

- Update trial details.

Integration Points

- Home Affairs Web Service

- Litigation Management System

- SharePoint

POST-SETTLEMENT MODULE

This module will enable the RAF business to process payment of invoices, caregivers and undertakings emanating from settled claims. This process is meant for claimants who have been identified as requiring ongoing support from the RAF through the assessment of their medical needs. It involves the submission of invoices and timesheets to request compensation for the services rendered to claimants who have an RAF undertaking for continued support. The system must perform validations of an existing RAF undertaking and contract to process these invoices.

The following systems will constitute part of the Post Settlement module:

- Medical Invoice System

- Caregiver Management System

- Undertaking Management System

The following high level functions form part of the Post Settlement module:

- Search Existing claim

- Link Claim to Caregiver

- Register Contract

- Update Caregiver details

- Load Invoices

- Approve Invoices

- Load Tariffs

- Update Caregiver contract

- Get Linked Matters

- Get user mandates

- Load Timesheets

Integration Points

- Home Affairs Web Service

- Vendor Master Data

- Sharepoint