



Workers Compensation Assistance

Company Overview

Background and Vision

WCA Workers Compensation Assistance offers a variety of solutions to employers and employees grappling with occupational injuries and diseases (IODs).

We are proudly distinct in our field in that we have developed our services from the help we have given over the years to thousands of injured employees. We have therefore acquired valuable insight into the numerous difficulties that can thwart an IOD claim.

Our skills lie in claims processing and employer registration matters. Our offerings also include training and our computerised Workplace Accident Management (WAM) claims processing System.

Personnel

In addition to an enviable track record of assisting injured employees, our staff have many years of experience in broader injury on duty insurance matters. These include

- Extensive experience in claims administration within the Office of the Compensation Commissioner
- Extensive experience in Employer registrations, returns of earnings assessments and Letters of Good Standing
- In-depth experience in the design and development of computer systems used in injury on duty administration
- Extensive, practical expertise in dealing compassionately with injured employees

In total, our staff complement stands at 30 permanent members.

Services

Our services are aimed at recovering losses; financial,

administrative or both, that arise in the processing of injury on duty claims or in paying annual assessments.



HAND-HELD INFORMATION PORTAL

Our services are both pre-packaged and customised. They include:

Claim Management Services

- Recovery of IOD leave pay advances (TTD)
- Ad-hoc resolution of problematic claims
- Supply of our computerised WAM Workplace Accident Management system
- IOD claims training
- Outsourcing of IOD claims administration

Assessment Review Services

- Review of Annual Assessments
- Revising Registrations with the Compensation Fund
- Obtaining discounts and/or rebates on Assessments.
- Obtaining Letters of Good Standing

We deal with matters arising under the Compensation for Occupational Injuries and Diseases Act, 1993 (COIDA) as well as the Occupational Diseases in Mines and Works Act, 1973 (ODMWA).



ON-LINE CLAIMS REPORTING



MICROSOFT POWER BI DASHBOARD



OUR COVID-19 FAQ PAGE
AT WWW.WCAWCA.CO.ZA

Benefits

Employers will enjoy the following benefits:

Core focus

The employer can focus on its core competencies without the distractions and frustration of IOD claims processing and annual assessments.

Efficiencies

Our efficiencies in dealing with IOD matters are passed onto our clients through better staff utilisation and proper IOD cost management.

Continuity

Whilst The employer's IOD staff may move, we will continue to provide a service of consistently high standard;

Automation and Computerisation

We process all client claims on our computerised WAM Workplace Accident Management System.

Data Focus and Statistics

Clients can use their computers, tablets or cell phones to:

- Report accidents
- Follow up on enquiries
- Draw graphs and statistics
- View their dashboard
- Check on claims statuses
- See tasks and actions outstanding
- Check on their good standing

Monthly Management Reporting

We report monthly on:

- Value of TTD that can be recovered on claims lodged or to be lodged with the Compensation Commissioner:
- Tasks outstanding
- TTD paid and recoverable (IOD leave pay)
- TTD recovered (for the month and to date)
- Claims reported, underway and resolved

Crucial COIDA Functions Performed for You

By retaining us, you will be assured that your crucial COIDA functions are performed:

- Funds due by the Compensation Commissioner are not left languishing without receiving proper attention
- Serious accidents (including fatalities) are given expert attention, minimising risks of industrial action or misinformed (and expensive) attempts at legal action by family members
- Valid and timely letters of good standing
- Annual returns of earnings are correctly and efficiently submitted
- Instalment agreements are obtained if required
- Annual assessments are checked for correctness

Legal compliance

Delays or failure to submit assessment-related information or payment carries heavy penalties that are avoided when we take over the IOD function. Failure to report accidents within statutory deadlines can lead to employee dissatisfaction and even to industrial action and penalties. With our assistance, penalties will be avoided

Recoveries

The motivation for outsourcing is most convincing when one considers the value of TTD that we recover on the employer's behalf.

Summary

Whilst we cannot guarantee turnaround times, we do assure our clients that:

- They will always be informed of the status of their matters, whether they are claims related or related to annual assessments
- They will not waste time and effort in meaningless COIDA-related enquiries and tasks

Contact Us

For more details, contact Celia Coetzer by telephone on 0861 WCA IOD (0861 922 463) or by email on celia.coetzer@wcawca.co.za.

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