

Claim Management Level Guide

	Definition	Claim Characteristics	Claim Management Protocol	Goal
CML 1	Claim processing – lowest complexity level	<ul style="list-style-type: none"> • Allowed by Auto Adjudication • Minor Injuries • Marine Fund • Black Lung • Covered Self-Insured (excludes Bankrupt) • Medical only with medical payments • Medical Only, Occupational Disease/ongoing treatment • Inactive claim with no open applications • Resolution: out of statute; settled (indemnity and medical); death (unrelated to claim) - all compensation issues resolved; dismissed, disallowed • RTW 90 days full duty and greater, no compensation issues • Claim Reactivation 	<ul style="list-style-type: none"> • No open CCP goal • Claim reactivation issues may be staffed at the CCT's discretion. 	<ul style="list-style-type: none"> • Remain at Level One
CML 2	Claim processing - minor complexity	<ul style="list-style-type: none"> • Unrelated death with accrued compensation • RTW less than 90 days modified/light duty • PTD / PP / LSA (Claim processing for PTD/LSA) • Claim with no other activity except, C92 or C240 application in process • Claim with outstanding additional conditions requested (proactive or clarification of ICD, with no comp issues requested, C9/C86) • Death with dependents, ongoing compensation • Lost time, Not receiving compensation, no RTW or MMI 	<ul style="list-style-type: none"> • Staffing and/or CCP <i>may</i> be required to resolve issues at the CCT's discretion. 	<ul style="list-style-type: none"> • Resolve outstanding issues/applications • Claims are managed in order to reduce to level 1

NOTE: Only claims with a scheduled staffing date will be staffed for CML changes. Staffings will not be scheduled just to change a CML. 1

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CML 3	Claim Management/Med to High Complexity	<ul style="list-style-type: none"> Any compensation is being paid (except C240 or C92) Salary continuation that is initiated and is being paid IW in a rehabilitation plan or on LM Claim with outstanding additional conditions/comp requested 	<ul style="list-style-type: none"> Required CCP and staffing 	<ul style="list-style-type: none"> Meet CCP goal Claims are managed in order to reduce to a lower CML
CML 4	Claim Management/Very High Complexity	<ul style="list-style-type: none"> Catastrophic or life-threatening conditions including TBI All triage level 4 ICD codes Death with benefits to be determined and payable to dependents 	<ul style="list-style-type: none"> Required CCP and staffing 	<ul style="list-style-type: none"> Claims are managed in order to reduce to a lower CML
CML 9	Converted claim	<ul style="list-style-type: none"> Claim prior to triage Has to be an active claim (conversion) 	<ul style="list-style-type: none"> Only claims with a scheduled staffing date will be staffed for CML changes. Staffings will not be scheduled just to change a CML. May remain a CML 9 indefinitely if no staffing occurs. Will change CML if claim needs to be staffed. 	<ul style="list-style-type: none"> Appropriate CML assigned

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