CCI
Catholic Church Insurance

Your guide to

myCCI

Welcome to Workers
Compensation Reports

Welcome to myCCI

Welcome to myCCI – an online hub that allows you to take control of your insurance policies in your own time.

Through myCCI, you'll have access to *Workers Compensation Reports.*

This powerful online analytics platform allows you to review your Workers Compensation claims history at the click of a button. With the ability to filter reports to target particular date periods, injury types or claim cohorts, you can track and review your overarching claims performance metrics when and how it suits you.

Visit mycci.org.au
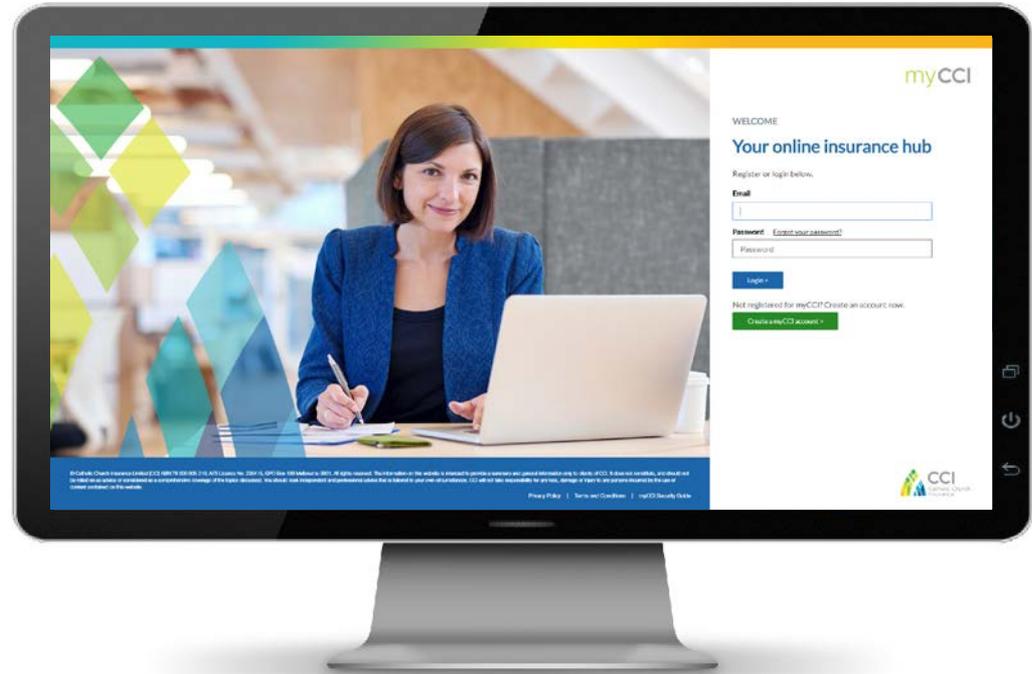
Understanding User Roles and Permissions

myCCI Workers Compensation Reports has several built-in roles that allow different levels of access:

Authorised Representative
❖ Authority to appoint an Administrator

Administrator
❖ Access to your Workers Compensation Reports
❖ Authority to add and remove Standard Users

Standard User
❖ Access to your Workers Compensation Reports

Getting Started

Registering for access to myCCI Workers Compensation Reports

1. To register your organisation for access to myCCI Workers Compensation Reports, an Authorised Representative from your organisation needs to complete and return the Authorised Representative Declaration Form. If you haven't already completed this form you can download a copy via our website and return it to myccisupport@ccinsurance.org.au

2. When completing the Declaration Form, the Authorised Representative is required to confirm their role as an Administrator and/or delegate additional Administrator privileges. Our Client Support Team will then set up the requested Administrator within 1 business day.

3. Administrators will receive a welcome email with instructions on how to complete their registration.

Getting Started

Registering as an Administrator

1. Administrators will receive a welcome email with instructions on how to register for both a myCCI account and Workers Compensation Reports. Visit myCCI.org.au and follow the prompts to complete the initial myCCI registration.

2. It's important that you use the same details provided by your Authorised Representative and noted in your welcome email.

3. Now you've created your myCCI account, you will need to register for access to Workers Compensation Reports. Login to your myCCI account and click the 'Reports' link on the Workers Compensation Reports tile. Complete the registration process using the client number associated with your Workers Compensation policy, which you can find on your Workers Compensation invoice.

Important: After registration, your data will be synchronised, so you may not see data in the reports for up to 2 hours. We apologise for the inconvenience, but this will only happen the first time you register a client.

Need help registering?
Click here to watch our myCCI tutorial videos ▷

Managing User Permissions

Administrators have the ability to manage user permissions, including adding or removing Standard Users, along with updating personal information.

To add or remove a Standard User

1. Click the menu in the top right corner, select the Workers Compensation drop down, then select the Manage Users drop down. You can then select either 'Add User' or 'Remove User'.

2. Follow the prompts to complete the form and click 'Submit'.

3. We'll endeavour to complete your request within 1 business day and you'll also receive a confirmation email once your request has been actioned. New Standard Users will also receive a welcome email with instructions on how to complete their registration.

    Important: Due to the private and sensitive content within your Workers Compensation reports, all requests for new users must be made via the 'Add User' form in myCCI. We cannot unfortunately take requests over the phone or via email.

To update a user's personal information

Administrators can update a Standard User's personal information by emailing a request to our Client Support team on myccisupport@ccinsurance.org.au

Need help managing permissions?
Click here to watch our myCCI tutorial videos

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Registering Another Client

If you work for multiple organisations, you have the ability to register additional clients using a single myCCI account. Follow these simple steps:

1. The Administrator for the additional organisation's reports you wish to view must first request you be given access via the 'Add User' form.

2. Wait until you receive the welcome email from CCI

3. Log in to myCCI and select 'Register Another Client' on the Workers Compensation Reports tile.

4. Enter the Workers Compensation client number of the additional organisation you require access to and select 'Validate'

5. When you see the green 'validated' tick, select 'submit'.

6. You should now have access to your Workers Compensation reports!

Important: After registration, your data will be synchronised, so you may not see data in the reports for up to 2 hours. We apologise for the inconvenience, but this will only happen the first time you register an additional client.

Need help registering another client?
Click here to watch our myCCI tutorial videos

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An overview of Claims Reports

Claims Financial Performance

This suite of reports provides a comprehensive overview of claims costs by claimant, payment category, and premium impacting expenditure.

❖ **Cost of Claims:** A breakdown of claims expenditure by payment category, cost centre or by date of injury. Export features allow further analysis of the data in Microsoft Excel.

❖ **NSW Premium impacting claims cost report:** Identify premium impacting claims expenditure by filtering dates within premium period (3 year standard) and weekly compensation categories.

❖ **Detailed Claims Experience by Date of Injury:** Comprehensive list of injured workers, their contact details, claim, liability and return to work status.

An overview of Claims Reports

Injury Analysis

Assess the leading causes of injury by mechanism and common diagnoses, ideal for risk and prevention initiatives.

❖ **Claims by Mechanism:** Visual overview of total expenditure by mechanism of injury

❖ **Claims by Master Cost Centre:** Visual display of total number of claims registered by cost centre and by month

❖ **Cost Centre Summary:** Target injury prevention using cost breakdown by cost centre and by injury mechanism

❖ **Claim Liability Status:** Snapshot of claim portfolio to track liability status and closure dates

❖ **Claim Count by Industry:** Visual display of total number of claims registered by industry and by month

An overview of Claims Reports

Claims Experience

These reports provide detailed descriptions of active and closed claims in your Workers Compensation portfolio.

❖ **Detailed Claims Experience:** Total data capture by individual claim, including payment category, age, occupation and estimated time loss.

❖ **Time Lost & Incapacity:** List of claims indicating total hours lost by claim and result of injury.

An overview of Claims Reports

Claims Dashboard

❖ **Claims Registered by Industry:** Filter by industry codes to identify emerging trends and claims performance between industry types.

❖ **Claims Costs by Nature of Injury:** Identify the cost impact of each injury, enabling the assessment of return on investment of injury prevention initiatives.

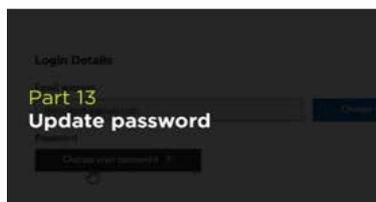❖ **Claims Registered by Nature of Injury:** Obtain a visual representation of the most frequent injury types resulting in workers compensation claims.
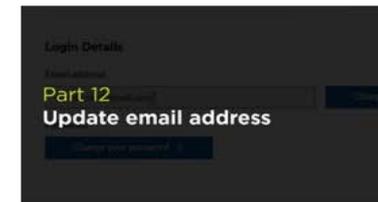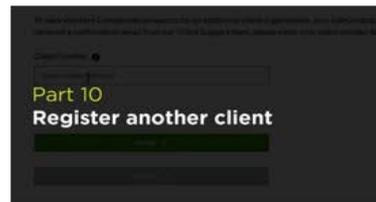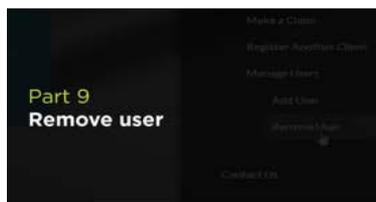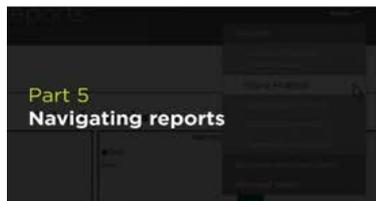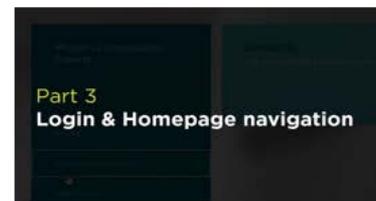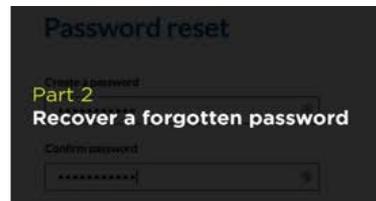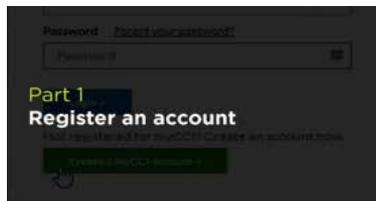
Claim Payments

❖ **Detailed Claims Experience by Mechanism:** Breakdown of mechanism, body location and injury codes by claim.

Navigating Reports

We've put together a series of video tutorials that showcase common tasks including navigating, filtering and exporting reports, along with the registration process, and managing user permissions.

Click on the tiles below to view the individual tutorials.

Part 1
Register an account

Part 2
Recover a forgotten password

Part 3
Login & Homepage navigation

Part 4
Register for Workers Compensation reports

Part 5
Navigating reports

Part 6
Using filters in reports

Part 7
Exporting reports

Part 8
Add user

Part 9
Remove user

Part 10
Register another client

Part 11
Update details

Part 12
Update email address

Part 13
Update password

Important information you should know

Workers Compensation reports contain sensitive medical information, so CCI is vigilant in protecting and respecting claimants' privacy in accordance with Australian privacy laws. CCI will not provide access to Workers Compensation reports ('Reports') without formal instruction from your designated Administrator(s). Please refer to the instructional videos on how to request a new user be added or an existing user be removed.

myCCI accounts provide access to Reports at a policy level. This means that Reports contain data for ALL claims covered under your workers compensation policy/ies. CCI cannot provide accounts with filtered Reports for individual organisations covered under your policy. For example, if your policy, covers multiple schools and parishes, adding a user from School X will give them access to Reports for all schools and parishes, which is not allowed under Privacy Legislation. It is therefore important for your Administrator to consider data privacy implications when deciding who to give access to Reports.

Please consider the sensitive nature of information when exporting and distributing Reports. In accordance with the privacy laws, you must not send any private and confidential data to individuals who do not have the right of access for the primary purpose for which the personal information has been collected. Please note that you or your organisation could incur penalties for a breach of privacy laws.

To receive a list of all myCCI users for your organisation, your Administrator must email myccisupport@ccinsurance.org.au. We'll endeavour to complete your request within 1 business day.

We'd love to hear your feedback!

If at anytime you would like to provide feedback on your experience using myCCI Workers Compensation Reports, you can share this via the 'Contact Us' function within myCCI, or contact either your CRE or our Client Support Team on **1300 110 445**

Need support?

We're here to help!

❖ Watch our tutorial videos

<div style="background-color:green; color:white; padding:20px;">
Click here to view myCCI tutorial videos ▷
</div>

❖ Contact our Client Support Team
    Phone: 1300 110 445
    Email: myccisupport@ccinsurance.org.au