Old Mutual Retirement Fund Administration

eClaims User Guide

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Content

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1. Introduction

We, at Old Mutual Retirement Fund Administration aim to provide an efficient and cost effective service to the Employer Administrators and the Members of the Scheme.

The eClaims functionality improves efficiency in the Benefit Payment process. 80% of the electronic claim form is pre-populated, using data that was submitted via the Payroll Web. This assists with reducing the number of unprocessed claims due to outstanding information.

Advantages of the eClaim capability include:
- A simplified and secure claims process
- Added governance with regards to benefit submission - claims are initiated via the Payroll Web and the claim form is co-completed by the member thereby managing the risk of fraudulent claims.
- Greater efficiency during normal and potential bulk exits
- Reduced risk of information being entered incorrectly or incomplete, thereby causing service delays.
- A Greener process that eliminates unnecessary paperwork.

1.1 OBJECTIVE OF THE USER GUIDE

The objective of this guide is to assist with the on-line submission of benefit claim forms. The guide should be used in conjunction with the rules, policies and administration manual of the Scheme.

1.2 DOCUMENT HISTORY

Version	Date updated	Author	Approved by
1.0	15 June 2011	Amanda Schmidt	Take-on Team
1.1	25 August 2011	Amanda Schmidt	Take-on Team
1.2	25 November 2011	Amanda Schmidt	Take-on Team
1.3	27 March 2012	Amanda Schmidt	Take-on Team
1.4	17 August 2012	Amanda Schmidt	Take-on Team

1.3 SOFTWARE REQUIREMENT

Internet Explorer 7 or later. It is however advised that Internet Explorer 8 or later be used for optimal performance.

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1.4 CONTACT DETAILS

Payroll Support Services

For Payroll Web, Member Web and eClaims Web queries

Shared Number   0860 466 466 (South Africa only)
                   +27 21 504 9438 (International)

Email address   **pss@oldmutual.com**

Operating hours   Mon – Fri 08h00 –17h00

Old Mutual Retirement Fund Administration Service Centre

For General Member enquiries/scheme information

Telephone number **Mosaic clients**
                   0860 455 455 (South Africa only);
                   +27 21 503 1727 (International)

                   SuperFund clients
                   0860 20 30 40 (South Africa only);
                   +27 21 509 1006 (International)

Email address   **rfamembers@oldmutual.com**

Operating hours   Mon – Fri 08h00 – 17h00

Self Service Support Centre

Online registration / password support

Telephone number 0860 60 6500 (South Africa only)
                   +27 21 503 1710 (International)

Email address   **help-secure@oldmutual.com**

Operating hours   Mon – Fri 08h00 – 17h00

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2. eClaims process

2.1 PROCESS AND ACTIVITIES

The eClaims Servicer will be required to submit **Withdrawal**, **Retiral** and **Death** Claim forms as well as supporting documentation via the web enabled eClaims application.

The current process remains unchanged for **Disability Claims**, i.e. paper claim forms must be submitted to Old Mutual.

It is important to note that a claim will only be initiated when it is submitted with the monthly data update process via the Payroll Web. This will trigger the claim process on Old Mutual's administration system. If a claim is submitted via eClaims prior to submitting it via the Payroll Web, it will remain in a pending status with Old Mutual. The claim will only be processed by Old Mutual once it has been submitted via the Payroll Web.

The eClaims activities are:
- After the monthly data update has been authorised on the Payroll Web, create a claim on the eClaims application
- Print the draft claim form
- Inform the member of his/her options in terms of the rules of the fund.
- The member must verify the detail already captured, complete all outstanding detail and return the form to their HR department
- Capture the member's benefit option and all other outstanding information on eClaims
- Load the required supporting documents
- Save and submit the claim via the eClaims application
- Print the completed form
- A copy of the required claim documentation, signed by the member, must be kept in the member's personnel file for audit purposes.

2.2 eClaims Process Summary

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┌─────────────────────────────────────────────────── Process Model ───────────────────────────────────────────────────┐

  ┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ◇
  │ 1. Log on to │──▶│ 2. Select    │──▶│ 3. Select    │──▶│ 4. Disclaimer│──▶◇
  │ Secure       │   │ Retirement   │   │ Eclaims      │   │              │   ◇
  │ Services     │   │ Scheme       │   │              │   │              │
  │              │   │ Administration│  │              │   │              │
  └──────────────┘   └──────────────┘   └──────────────┘   └──────────────┘
                                                                   │ Accepts
                                                                   ▼
                                                            ┌──────────────┐
                                                            │ 5. Search    │
                                                            │ Scheme & Bill│
                                                            │ Group        │
                                                            └──────────────┘
                                           ┌──────────────┐        │
                                           │ 6. View      │◀── ◇◀──┘
                                           │ Reports      │    ◇
                                           └──────────────┘    ◇
                                                                   │
                                           ┌──────────────┐   ┌──────────────┐
                       ┌──────────────┐    │ 8. Select    │◀──│ 7. Member    │
                       │              │◀───│ Member       │   │ Search       │
                       ▼                   └──────────────┘   └──────────────┘
                ┌──────────────┐
                │ 9. Create    │
                │ Claim form   │
                └──────────────┘
                       │
                       ▼
                ┌──────────────┐
                │ 10. Save &   │
                │ Print draft  │
                │ claim form   │
                └──────────────┘
                       │
                       ▼
                ┌──────────────┐
                │ 11. Receive  │
                │ confirmation │
                │ of Member's  │
                │ Benefit      │
                │ options      │
                └──────────────┘
                       │
                       ▼
   ┌──────────────┐ ┌──────────────┐ ┌──────────────┐ ┌──────────────┐ ┌──────────────┐ ┌──────────────┐
   │ 12. Select   │▶│ 13. Open     │▶│ 14. Complete │▶│ 15. Upload   │▶│ 16. Save &   │▶│ 17. Print &  │
   │ Member       │ │ draft claim  │ │ outstanding  │ │ Supporting   │ │ Submit claim │ │ Obtain       │
   │              │ │ form         │ │ information  │ │ documents    │ │ form         │ │ Member's     │
   │              │ │              │ │              │ │              │ │              │ │ signature    │
   └──────────────┘ └──────────────┘ └──────────────┘ └──────────────┘ └──────────────┘ └──────────────┘

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3. Accessing the system

3.1 LOGIN

- Go to http://www.oldmutual.co.za
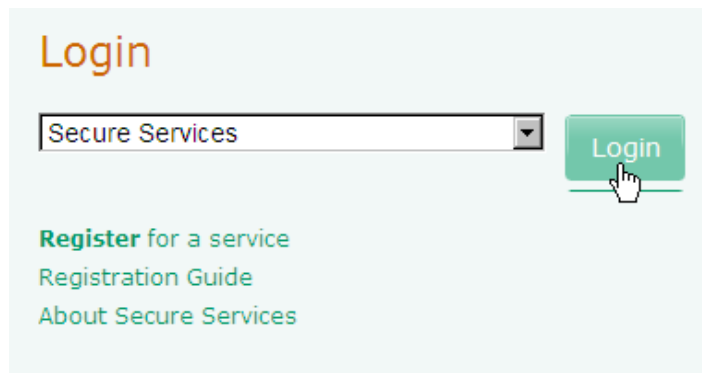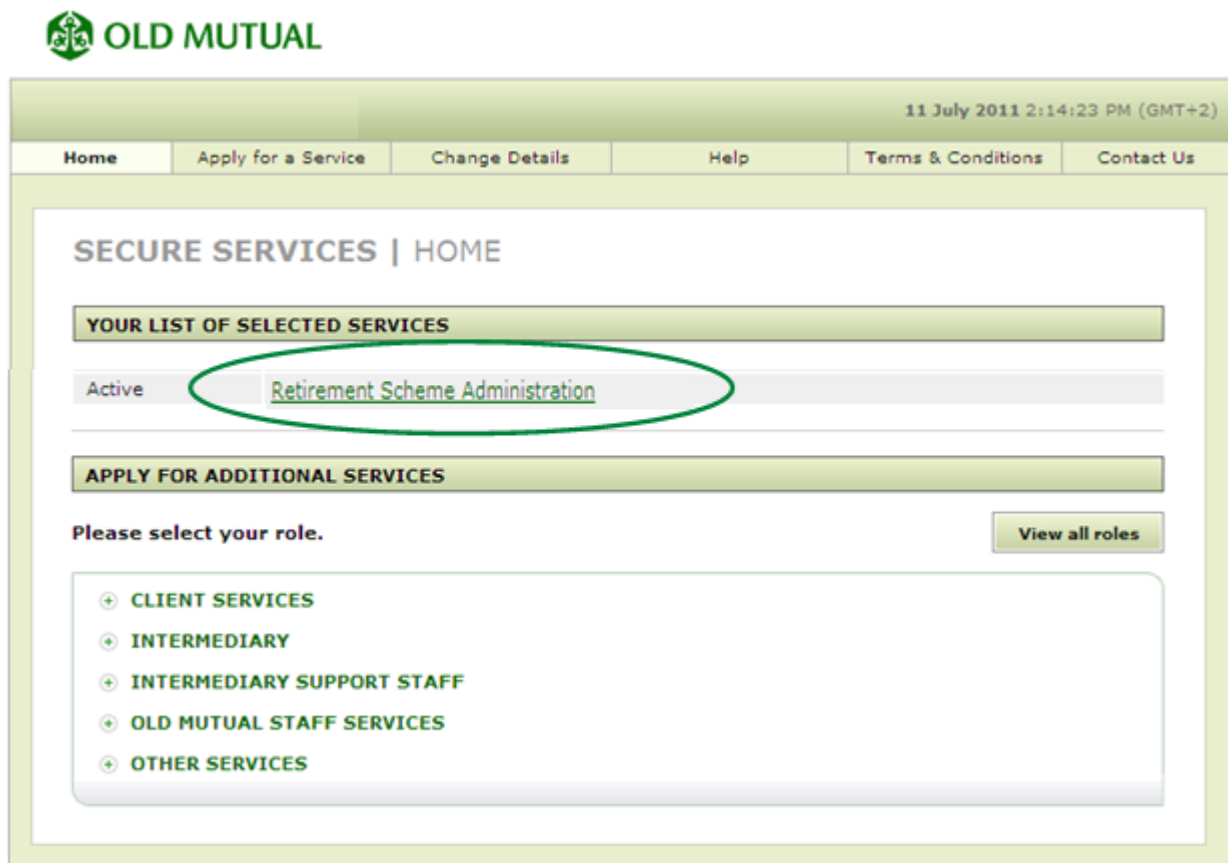
- Click on **Login**

- On the Login screen, click on **Login**
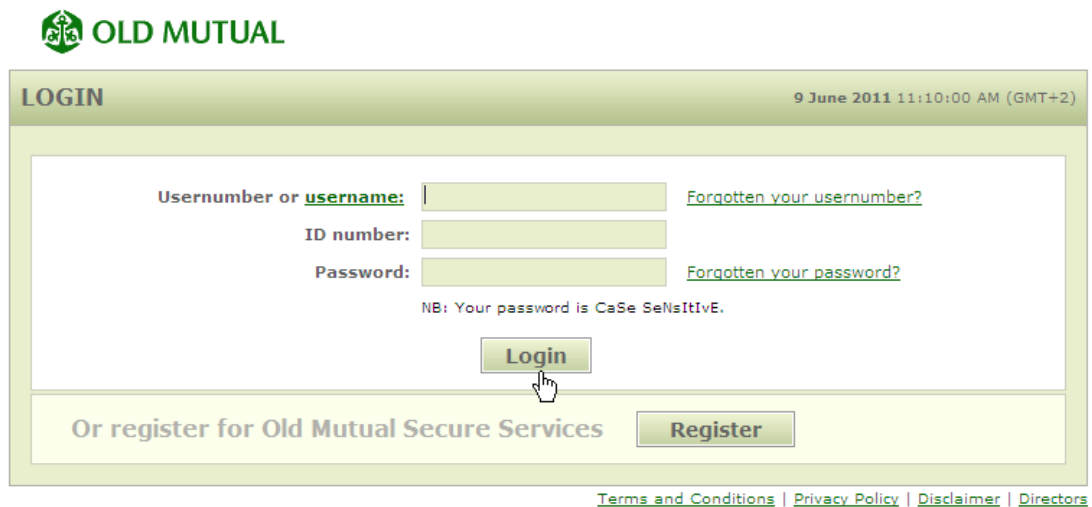
- Enter your Usernumber or Username received during registration, ID Number and Password and click on Login

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3.2 SELECT THE APPLICABLE SERVICE
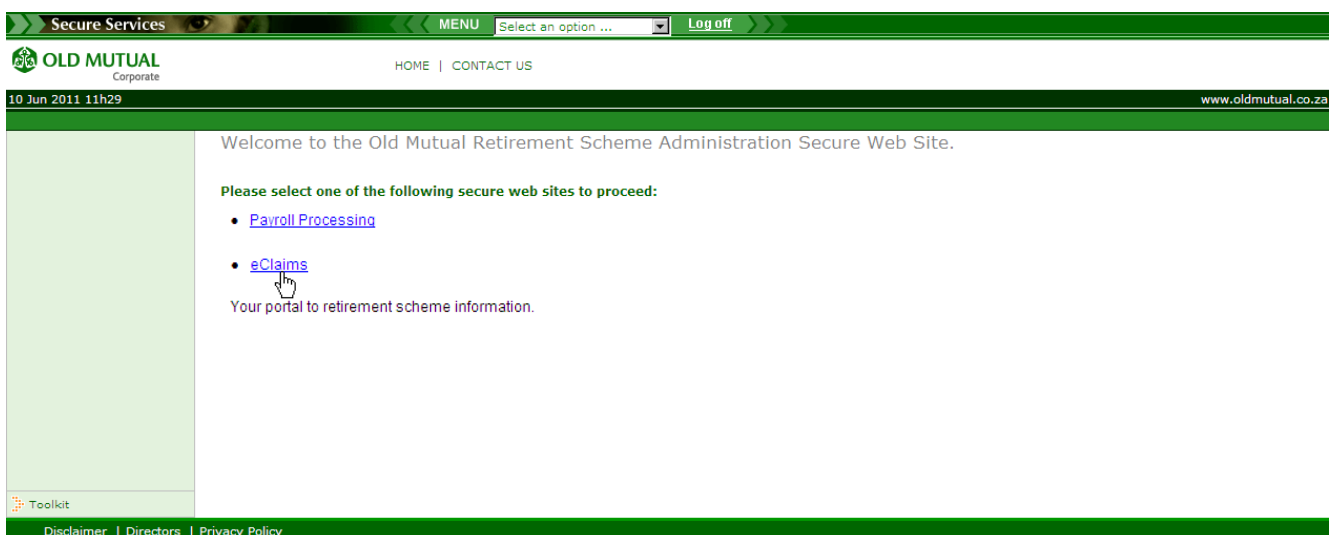
- Select **Retirement Scheme Administration**

3.3 SELECT THE APPLICABLE ROLE

- Click on **eClaims** to submit online benefit claim forms.

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4. eClaims application
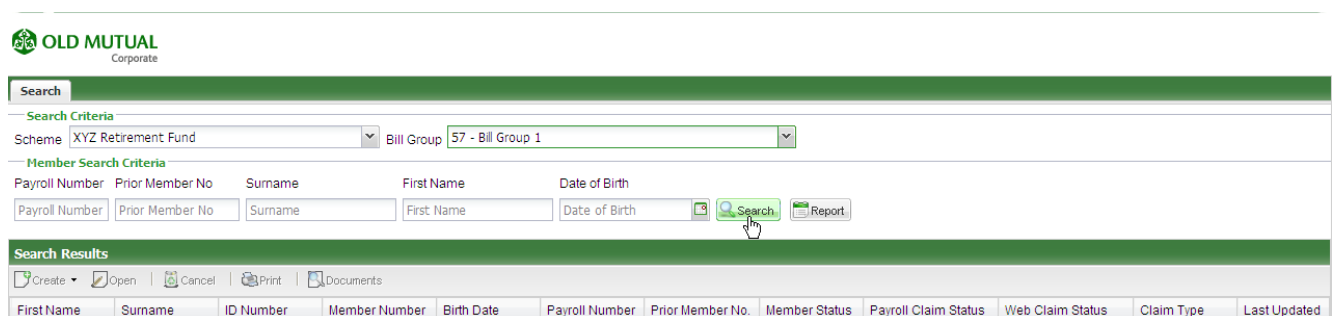
4.1 TERMS AND CONDITIONS OF USE

- Read and accept the Terms and Conditions of Use.
- Should you Decline, you will be directed back to the Retirement Scheme Administration Secure Web Site home page.

4.2 SEARCH FUNCTIONALITY

4.2.1 Search all members on the Scheme and Bill Group selected

- Click on the dropdown arrow to select the scheme.
- If you have access to a number of schemes (more than 15), you must search for the scheme by typing in the scheme code or first few letters of the scheme name.
- Select the Bill Group.
- Please note that you will only have access to the Scheme and bill groups relevant to your responsibilities as per the Web Security Access form.
- To display a complete list of all the active members and members whose claims have not been finalised by Old Mutual on the selected bill group, click the **Search** button next to the date of birth.

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- Only members with the following **Member Statu**s will appear on this screen:
  - ➢ **Active** – a member who has an active membership in the scheme
  - ➢ **Temporary absence** – a member who is currently not contributing to the scheme.
  - ➢ **Claim in Progress** – a member whose claim is being processed.

- Members whose claims have been finalised by Old Mutual will not appear on the search results screen.

4.2.2 Individual member search
There are a number of search criteria available, viz.

Payroll Number: The search will recognise information from the right hand side, i.e. if you type in 100, it will search for all Payroll numbers ending in 100.

Prior Member Number: The search will recognise information from the right hand side, i.e. if you type in 100, it will search for all Prior member numbers ending in 100.

Last Name: The search will recognise information from the left hand side. If you type in Mar, it will search for all surnames starting with Mar.

First Name: The search will recognise information from the left hand side. If you type in Chr, it will search for all first names starting with Chr.

Date of Birth: Type in the date of birth in the format: DD/MM/CCYY. If it is not in this format, you will receive an error message, indicating the correct format. Alternatively the date may be entered via the calendar.

- Complete one or more of the search criteria and click on the **Search** button.

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4.3 SEARCH RESULTS

4.3.1 Sorting

- Data can be sorted as per First Name, Last Name, etc. by clicking on the dropdown arrow on the header row and selecting to sort by Ascending or Descending order.

4.3.2 Displaying results

- You can select which columns to be displayed by clicking on the dropdown arrow on the header row and selecting **Columns.** Columns can be selected and deselected by clicking on the column names.
- Double click on the Search tab below the Old Mutual Corporate logo to enlarge the search screen. Double click again to return to the original screen size.

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4.3.3 Payroll Claim Status

- The Payroll Claim Status indicates whether a claim has been submitted via the Payroll Web and also what type of claim was submitted.
- If the claim has not been submitted via the Payroll Web, then this field will be blank.

4.3.4 Web Claim Status

- The Web Claim Status indicates whether a claim has been submitted via eClaims and the status of such claim.
- Once work on the Web Claim form has started, the status will change to Draft.
- In the Draft status the user is able to
  - ➢ Open the claim form again and continue to work on the form;
  - ➢ Cancel the claim;
  - ➢ Print the claim form;
  - ➢ Upload supporting documentation
- When the Web Claim form has been submitted, the status will change to Submitted
- In the Submitted status, the user is able to
  - ➢ Print the claim form;
  - ➢ Upload supporting documentation
  - ➢ Cancel the claim if there is no Payroll Claim Status for the member

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4.4 SUBMITTING A CLAIM

Step 1 Create a new Web claim

- To submit a claim via eClaims, select the member, click on Create and select the type of claim.
- If a claim was submitted via the Payroll Process, then only the relevant claim type that was submitted via the Payroll Web will be highlighted.
- If no claim was submitted via the Payroll Process for a member, then all three claim types are available for selection.

- The Exit Details section of the claim form will be displayed.
- All information that was submitted via the monthly data update process on the Payroll Web will be pre-populated on the claim form.
- Click on the links to open the various sections of the claim form.
- ✓ indicates that the section has been completed.
- ✗ indicates that there are outstanding information
- ? indicates that you haven't opened that particular section.

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Step 2 Print the claim form

The draft claim form must be printed and the member must complete all outstanding information and supply supporting documentation.

- Click on **Print.**
- You have the option to open or save the document.
- The form will open as a .pdf document which you can print and save.
- Request the member to verify the detail and complete all outstanding detail.

Note: The claim form will automatically save when the print button is clicked.

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Step 3 Save the claim form

The user can at any stage save the claim form and continue to work on it at a later stage.

- Click on **Save**.
- If you want to close the claim form, click on **Close**. All changes will automatically be saved.
- Click on **Yes** to continue.
- You will be taken back to the search result screen.

- The member's Web Claim Status is now **Draft**.
- The User Name and ID number of the user who last updated the claim will be displayed.

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Step 4 Capture all outstanding information received from the member

- Search and select the member and click on **Open**
- Proceed to capture all information on the claim form

A. Exit Details

- Mandatory fields will be highlighted in red if it is not completed. There is also a ⚠ sign next to the field. Hover the cursor over the sign to read the message.
- Date of service termination defaults to the termination date submitted via the Payroll Web. This date may be changed.
- Once you have completed a section of the claim form, you can select the next section by clicking on the links.

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B. Offshore Services

- If the member has offshore service, click on **Add Row** to open the Country drop-down list.
- Choose the relevant country and insert the period.
- Click on **Save**

C. Member Personal Details

- A check is done on the member's ID Number and Income Tax Numbers. If the ID number is not a valid RSA numbers or the Income Tax number is not a valid SA tax number, then the fields will be highlighted in red and have a 🛇 sign.

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D. Address Detail

- If you indicate that the Residential Address must be used as the Postal Address, the Postal Address will be greyed out as there is no need to complete it.

E. Court Orders

- If there are divorce or maintenance court orders again the member's benefit, select **Yes**.
- Certified copies of the relevant court orders must be submitted. This can be done via the **Add Documents** link (see Step 6).

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F. Benefit Options

- When completing values (rand amount), only enter the amount. The currency symbol will not be accepted.
- When completing a Cash percentage, enter the percentage without the "%" sign.

G. Payment Details

- This section must be completed if a part or full cash option was selected as a benefit payment option.

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H. Add Documents

Copies of the required documentation must be submitted, e.g. a certified copy of the member's ID document.

- Documents applicable to the claim type will be listed.

- **Standard forms**
  - The following standard forms are available to download
    - ➢ Admission of Liability and acknowledgement of debt
    - ➢ Release from Liability form (if payment by cheque is required)
    - ➢ Prior claim form
    - ➢ Details of dependants/beneficiaries form (applicable to Death claims)
    - ➢ Trustee resolution for disbursement of death benefit to dependants/beneficiaries (applicable to Death claims)

  - To download a standard form, click on **Download**. You have the option to open or save the document.

- **Upload a document**

- To upload a document, select the type of document under the Document list and then click on **Upload**.
- Browse for the document that must be uploaded in the location where you have saved it. Select the Document Type from the dropdown list and click on Upload.
- The following document types can be uploaded:
  - ➢ .pdf, .txt, .csv, .jpg, .gif, .bmp, .jpeg, .tif and .png.

- **View updated documents**

- Select the type of document under the Document list. A list of uploaded documents for that particular document type will be listed.
- Click on **Download** to view the document. You have the option to open or save the document.
- Click on **Remove** of you want to delete an uploaded document.
- To exit the **"Upload a Document"** menu, click on **Close**.

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I. Validate

Validations are performed to highlight the sections with outstanding information.

- Click on **Validate**
- The sections of the Claim form with outstanding information will open.
- Complete the outstanding information before continuing with step 5.

Step 5 Save and Close the claim form

You can at any stage save the claim form and continue work on it at a later stage.

- Click on **Close**. All changes will automatically be saved.
- Click on **Yes** to continue.
- You will then be taken back to the search result screen.

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Step 6 Upload additional supporting documents

Additional supporting documents can be uploaded if the claim is in a Draft or Submitted status.

- Select the member and click on **Documents**.
- Refer to Step 4H for detail on the uploading of Documents.

Step 7 Submit a claim

When all mandatory fields are completed and all relevant forms attached, the claim may be submitted.

- Select the member and click on **Open**
- Click on **Submit**
- You will receive the following validation error message if you submit the form when there is still outstanding information required.

- You will have the option to open and print the claim form. You also have the option to save the print version of the claim form.
- Once the claim form has been submitted, additional supporting documents can still be uploaded.

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Step 8 Print claim form and obtain member's signature

A copy of the required claim documentation, signed by the member, must be kept in the member's personnel file for audit purposes.

4.5 CANCEL A CLAIM

- If a claim was submitted via the Payroll Process, it can only be cancelled if the Web Claim Status is **Draft**. Once a claim has been submitted, it cannot be cancelled via the Web. An email must be sent to the Old Mutual Administration team requesting the claim to be cancelled.
- If no claim has been submitted via the Payroll Process, then the claim can be cancelled in the Draft and Submitted status.

- Select the member and click on **Cancel**.
- Click on **Yes** to confirm. Please note that the action cannot be undone.
- A new claim can be created once the claim has been cancelled.

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4.6 PRINT THE CLAIM FORM

The employer is required to keep a printed and signed copy of the claim form in the members file.

The form can be printed at any time.

- Select the member
- Click on **Print**.

- The form will open as a .pdf document which you can print and save.

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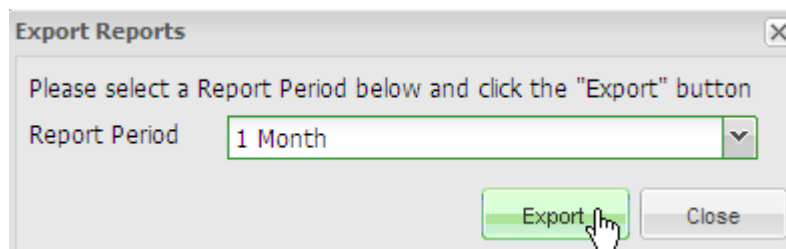
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4.7 CLAIMS IN PROGRESS REPORT

The reports will display all information i.r.o. **Web claims in progress** for the specific bill group.

- Select **Report**.

- Select the report period. One, two, three and six month periods are available for selection.
- Click on **Export**

- Select **OPEN** to open the report in Excel or select **SAVE** to save the report.

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| | | | | | Claims in Progress Report | | | | | | | | |

XYZ Retirement Fund

57 - Bill Group 1

| Period | 18/07/2012 - 17/08/2012 |
| Date Requested | 17/08/2012 11.15.57 |

First Name	Surname	Payroll No	Prior Member No	Member No	National ID No	Date of Birth	Member Status	Payroll		Web Claim				Last Modifier
								Exit Date	Claim Type	Create Date	Claim Type	Claim Status	Last Update	
R	Funny	768768	67776	B154553B	7806065013081	06/06/1978	Active Member			17/08/2012	Withdrawal	Draft	17/08/2012 11:03:09	
L	Jumppy	454654	8788	B154554B	831015060084	11/10/1983	Active Member			30/07/2012	Withdrawal	Draft	15/08/2012 09:36:42	

- The report opens as an excel document.

4.8 EXIT THE ECLAIMS WEB

- Click on **Logoff** if you want to log out of Old Mutual's Secure Services.
- Click on **Home** if you want to go back to the Retirement Scheme Administration home page.