

BASIC MRCA CLAIM PROCESS (Claims post 1 July 2004)

1. PRE-CLAIM STEPS

- Source Medical Documents
- Source Service History
- Source supporting documentation
- Speak to your GP about what you are about to do
- Analysis of Medical Documents for each injury / illness and package them together to begin claim prep for each
- FIND AN ADVOCATE OR PENSIONS OFFICER**

2. CLAIM PREP

- Proof of Identity (if not claimed within 3 years)
- Service Record (1st claim only)
- Entry medical (1st claim only)
- AC563 (relating to this claim)
- Medical Documentation
 - On-line
 - Hard copy
 - Combination
- Claim form (D2051)
- Stat decs or other supporting documents
- Doctor diagnoses (form D2049)

3. CLAIM SUBMISSION

- Submission
- Acknowledgement of claim (by mail)
- Additional correspondence sent (if delayed)
- Specialist Doctors Appointment (some cases)
- Acceptance or Rejection Letter
 - Appeal
 - Acceptance
 - Re-application after 12 months

4. CLAIM ACCEPTANCE

- Needs assessment process
- Accept or Appeal

5. COMPENSATION

- Offer made
- Accept or Appeal