



Australian Government
Department of Veterans' Affairs

Businessline

Action Required: Compensation claims staff to use the new Medical Impairment Assessment (MIA) forms for assessing compensation claims under the *Military Rehabilitation and Compensation Act 2004* (MRCA) and the *Veterans' Entitlements Act 1986* (VEA)

To: Client Benefits Division (CBD) delegates, Claim Support Officers (CSO) and Medical Advisers Compensation (CHO).
CBD Directors and Assistant Directors

For information:

Secretary
Deputy Secretaries
Deputy President
First Assistant Secretaries
Assistant Secretaries
Deputy Commissioners

SUBJECT: Utilising updated MIAs forms for assessing compensation claims under the MRCA and VEA.

Purpose: To inform CBD staff of seven updated MIAs forms that will need to be generated when requesting medical evidence from treating practitioners to assess compensation claims.

Key Points:

- The Claims Processing Improvement Division (CPID) has commenced reviewing MIAs forms covered by all acts, currently focusing on those utilised under the MRCA and VEA
- 19 commonly used forms have been reviewed and consolidated into seven.
- The seven consolidated MIAs are on the [Compensation Claims Support Site](#) under the Medical Impairment Assessment (MIA) tile.

Form Ref	Form Name
CIA-13-ISHDISBP	Disfigurement and Social Impairment – Chapter 17 of GARP
CIA-01-ISHADLBP	Activities of Daily Living – Chapter 16 of GARP
CIA-31-ISHINTBP	Intermittent Impairment – Chapter 15 of GARP
Form 19	Treatment, Aggravations & Historic Injuries
MIA-44-CPENTEAR	Ear Condition – Chapter 7 of GARP
MIA-45-CPENTHGL	Hearing Loss and Tinnitus – Chapter 7 of GARP
CIA-36-ISHNASTC	Upper Respiratory Tract – Chapter 7 of GARP

- Delegates and CSOs are to insert the applicable form/s into the Provider Medical appointment letter manually until they are uploaded in R&C ISH.
- Only the applicable form/s specific to the conditions being assessed need to be inserted.
- The revised forms have also been added to the DVA Medical Provider webpage ([For providers | Department of Veterans' Affairs \(dva.gov.au\)](https://dva.gov.au)) which is accessible to the general public. Individuals, Advocates and medical providers can be directed there if they want more information or copies of the reviewed forms.

Background:

- The Medical Forms Review Project, was funded as part of the Modernisation Program announced in the 2022-2023 budget, is aimed at improving the administration of the claims process by simplifying, consolidating and making more consistent medical forms that medical professionals fill out.
- The Medical Forms Review Project will review 203 forms that are routinely completed by medical practitioners and used to support assessment of veteran compensation claims.
- The review directly responds to Recommendations 2 of the Royal Commission “Enhancements to support claims processing. It also aligns with work currently underway to identify opportunities to make the provision of Medical Reports to the Department faster and simpler.
- The primary requirement of the review is that form changes are to support Delegates in obtaining the information required to make a decision on a given claim. This includes:
 - asking only the questions required to assess a claim and not asking similar or repeated questions which may result in conflicting information
 - phrasing questions in a way that will allow the delegate to assess responses against key legislative instruments like GARP M



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