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| **Status glossary** |
| August 2022 |

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Claim status glossary

# Introduction

The following tables provide definitions for common status labels for ongoing claims with the Official Injury Claim system.

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# General claim status labels

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| **Status** | **Trigger Points** |
| Pending-New | A claim has been started. |
| Pending-Liability | Awaiting the compensator to make their liability decision. |
| Pending-LiabilityRejected | The compensator has denied liability of the claim. |
| Pending-Medical | Waiting for you to arrange a medical examination. |
| Pending-WaitPrognosisMedical | Claimant has selects to wait out prognosis when reviewing the medical report. |
| Pending-FirstOffer | Claimant selects to proceed to offer after reviewing the medical report. |
| Pending-ReviewOffer | - Compensator submits First Offer Review Screen - Compensator submits Updated/Final Offer Review Screen - Claimant submits Wait out Prognosis Screen after choosing to return to current offer. |
| Pending-WaitPrognosisOffer | Claimant request for an offer then decides to wait out prognosis. |
| Pending-UpdateOffer | An offer has been rejected and returned to the compensator. |
| Pending-CompensatorAssignment | The claim is being reviewed to identify the compensator who should review your claim. |
| Pending-CheckMedical | Your medical report is ready for you to review. |
| Pending-MedAppointment | Medical examination preferences and medical report provider is being selected. |
| Pending-RejectedLiability | You have withdrawn your claim following a full denial by the compensator. |
| Pending-Acknowledgement | Acceptance of the offer has been sent to the compensator. They will acknowledge this. |
| Pending-UpdateOfferFinancial | The compensator is updating your offer as new items have been added or an Interim payment made. |
| Pending-DecideNewMedical | You have requested a further medical assessment. |
| Pending-MedicalReportUpload | The Medical Report Provider accepts the medical instruction. |
| Pending-MRPReportReject | You have rejected the medical report after reviewing the content and returned this to the Medical Report Provider. |
| Pending-CompReportReject | Claimant has rejected the medical report following a review of what was uploaded due to factually incorrect information. |
| Pending-ChallengeLiability | You has chosen to challenge the liability response. |
| Pending-NVCClaimant | You has chosen to go to court you need to confirm if you have any non-protocol vehicle costs. |
| Pending-NVCResponse | You have added NVC costs and sent these to the compensator. |
| Pending-LiabilityCourtList | You have decided to go to court over a liability dispute. |
| Pending-LiabilityListReview | You have selected the documents to go to court at liability. The Compensator will review these. |
| Pending-LiabilityListAccept | The compensator has reviewed the documents selected for court at liability and agreed with the selection. |
| Pending-LiabilityListAdjust | The compensator has reviewed the docs the claimant selected for court at liability and disagreed with the selection. |
| Pending-LiabilityListAmend | The Compensator has amended the list of documents for court at liability and shared this with you. |
| Pending-OfferCourtList | The Compensator has finished reviewing the Non-protocol Vehicle Cost details. |
| Pending-OfferListReview | The claimant has submitted their documents to the compensator that they have selected for court at offer. |
| Pending-OfferListAccept | The compensator has reviewed the documents the claimant selected for court at offer and agreed with the selection. |
| Pending-OfferListAdjust | The compensator has reviewed the docs the claimant selected for court at offer and disagreed with the selection. |
| Pending-OfferListAmend | The compensator has amended the list of documents for court at offer and submitted the amended selection to the claimant. |
| Pending-MedicalPartLiable | You can select your medical preferences and select your Medical Report Provider, liability has been admitted in part. |
| Pending-MedCausation | You can select your medical preferences and select your Medical Report Provider. The compensator has disputed the accident caused any injury. Liability admitted in full. |
| Pending-MedPartCausation | You can select your medical preferences and select your Medical Report Provider. The compensator has disputed the accident caused any injury. Liability admitted in part. |
| Pending-RespondCounter | A claimant has provided a counteroffer to which the compensator needs to respond. |
| Pending-ReviewProp | Either a claimant has accepted an offer, or a compensator has accepted a counteroffer. Now the claimant needs to review the fees offer. |
| Pending-RespondCounterFees | The claimant has made a counter fee offer. The compensator needs to consider this. |
| Pending-DecideProp | The compensator has rejected the claimants counter fee offer. The claimant needs to decide if they want to accept the original offer or go to court. |
| Pending-FeesCourtList | The claimant has confirmed they want to go to court over the fees. |
| Pending-FeesListReview | The claimant has submitted their documents to the compensator that they have selected for court at Fees. |
| Pending-FeesListAccept | The compensator has reviewed the docs the claimant selected for court at Fees and agreed with the selection. |
| Pending-FeesListAdjust | The compensator has reviewed the docs the claimant selected for court at Fees and disagreed with the selection. |
| Pending-FeesListAmend | The compensator has amended the list of documents for court at fees and submitted to the amended selection to you. |
| Pending-Withdrawal | Claimant has withdrawn the claim and the compensator has to acknowledge this. |
| Pending-NewMedReportReject (Previous was Pending-AddMedReportReject) | The compensator rejects the request for a further medical report. |
| Pending-ReplaceOffer | The compensator has withdrawn their most recent offer BEFORE the claimant has rejected this offer. |
| Pending-ReplaceCounter | The Claimant has withdrawn their most recent counteroffer BEFORE the Compensator has rejected this counteroffer |
| Pending-FinalWithdrawn | The compensator has rejected the claimant’s 3rd (final) counteroffer AFTER they have already withdrawn their 3rd (final) offer |
| Pending-UploadOwnMedical | The claimant has selected to have the medical examination OUTSIDE of England or Wales and will upload the medical report once the examination is complete and report available. |
| Pending-OfferNVCDecision | The compensator didn't respond to NVC costs submitted within SLA time. |
| Pending-AcknowledgeNewMedical | The compensator has accepted the request for a further medical report and is now acknowledging the request and instructing a medical report provider. |
| Pending-FurtherReport | The compensator has now instructed a medical report provider and the claimant will need to upload the report once it is received and they're happy with the content. |
| Pending-ClaimantFurtherMedical | The claimant has chosen to obtain their own report when choosing to get a further report. |
| Pending-ProceedClaim | This can occur when:   * The claimant has uploaded the further report they have either arranged by themselves or have requested the compensator to arrange. Now this report is uploaded they need to decide how to proceed. * When a claimant has been unable to obtain their own further medical report and needs to decide how to proceed. |
| Pending-MedicalAfterCourt | The claim has been re-opened following a court liability decision which has allowed the claim to continue to the medical stage. |
| Pending-FeesOffer | The compensator has not made a fees offer as no fees were added to the claim by the claimant. Once injury/losses offer has been accepted, the claimant has an opportunity to add fees and request the compensator to make an offer. |
| Pending-CausationNoOffer | The compensator has decided to dispute causation and not to make an offer after receiving the medical report. |
| Pending-CausationFinalOffer | The compensator has decided to dispute causation but is making a final offer for the protocol damages and any fees. |
| Pending-MedicalChallengeRejected | The medical report provider has rejected the factual errors challenge. |
| Pending-OfferFeesCourtList | The Compensator has finished reviewing the Non-Protocol Vehicle Cost details. |
| Pending-OfferFeesListReview | The claimant has submitted their documents to the compensator that they have selected for court at offer. |
| Pending-OfferFeesListAccept | The compensator has reviewed the documents the claimant selected for court at offer and agreed with the selection. |
| Pending-OfferFeesListAmend | The compensator has amended the list of documents for court at offer and submitted to the amended selection to the claimant. |
| Pending-DecideFeesOffer | The compensator has rejected the claimants counter fees offer. The claimant needs to decide if they want to accept the original offer or go to court. |
| Pending-ReviewFeesOffer | The claimant has accepted an offer, or a compensator has accepted a counteroffer. Now the claimant needs to review the fees offer. |
| Pending-DecideNonWhiplash | Claimant has initiated a non-whiplash injury decision challenge, and the compensator needs to decide what to do. The OIC case is paused while the challenge is being progressed. |

# Interim Payment

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| **Status** | **Trigger Points** |
| New | Claimant has initiated a new interim payment request and the compensator needs to decide what to do. |
| Pending-Review | Compensator has accepted the request, and the claimant needs to decide what to do. |
| Resolved-InterimCancelled | The claimant has rejected the proposal for an interim payment by the compensator. |
| Resolved-InterimCompleted | The claimant has accepted the offered interim payment from the compensator. |
| Pending-InterimCourtList | A claimant has confirmed they want to go to court over an interim payment dispute. |
| Pending-InterimListReview | The claimant has submitted their documents to the compensator that they have selected for court at Interim. |
| Pending-InterimListAccept | The compensator has reviewed the docs the claimant selected for court at Interim and agreed with the selection. |
| Pending-InterimListAdjust | The compensator has reviewed the docs the claimant selected for court at offer and disagreed with the selection. |
| Pending-InterimListAmend | The compensator has amended the list of docs for court at interim and submitted to the amended selection to the claimant. |
| Resolved-CourtInterim | A claimant has reviewed the agreed OR amended list of documents for court at interim. |
| Resolved-InterimNonPayment | You’ve decided to go to court because you have not received the payment. As this is for the interim payment, the OIC claim remains open but the Interim payment sub-case has been resolved. |
| Pending-Rejected | Compensator has rejected the request, and the claimant needs to decide what to do. |
| Resolved-InterimRejected | The Claimant has accepted the decision of the compensator to reject the request. |
| Resolved-OICOfferAccepted | The claimant has accepted an offer for injury/loss so any interim cases still open should be automatically resolved. |
| Resolved-CourtNoDriverAddress | If the claim continues to court without a driver address and Insurer capacity is RTA Insurer, Article 75 on behalf of MIB or MIB, the case cannot continue in the portal and must be resolved. |

# Partial Liability

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| **Status** | **Triger Points (from which step does the claim have this status?)** |
| Pending-NewChallengeLiability | the Claimant has initiated a Partial Liability Challenge |
| Resolved-CompletedLiabilityChallenge | The Partial Liability Challenge is completed  Resolved sub-cases aren't shown on screen so no text/button are required |
| Resolved-OICOfferAccepted | The claimant has accepted an offer for injury/loss so any liability challenge still open should be automatically resolved. |

# Non-Whiplash

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| **Status** | **Trigger Points** |
| Pending-NonWhiplashChallenge | The claimant has initiated/continues with non-whiplash injury decision challenge, and the compensator needs to decide what to do. |
| Pending-NonWhiplashReview | The compensator has accepted the request, and the claimant needs to decide what to do. |
| Resolved-NonWhiplashAccepted | The claimant has accepted the explanation given by the compensator. |
| Pending-NonWhiplashRejected | The compensator has rejected the request, and the claimant needs to decide what to do. |
| Resolved-NonWhiplashRejected | The compensator has rejected the request and claimant has no more attempts to challenge. |
| Resolved-NonWhiplashAmended | The claimant has reviewed the compensator's acceptance and case is now closed. |

# Compensator to Compensator only transfer

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| **Status** | **Trigger Points (from which step does the claim have this status?)** |
| Pending-Approval | Compensator-A has submitted the transfer case and the Compensator-B to decide what to do. |
| Pending-TransferCompletion | Compensator-B has approved the transfer request and OIC is being transferred to Compensator-B. |
| Open-Transferred | Compensator-B has approved the transfer request and OIC has been transferred to Compensator-B. |
| Open-TransferRejected | Compensator-B has rejected the request, and Compensator-A is notified of rejection. |
| Resolved-Accepted | Compensator-A has been notified of the transfer accepted and transfer case is closed. |
| Resolved-Rejected | Compensator-A has been notified of the transfer rejected and transfer case is closed. |
| Resolved-Withdrawn | Compensator-A has initiated a transfer request and then later progressed with the OIC claim.  or  Compensator-A has initiated a transfer request which was not accepted within the 30 days SLA time by Compensator-B. The pending transfer case will be automatically withdrawn. |

# Check Liability

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| **Status** | **Triger Points** |
| Pending-WaitPrognosisMedicalPart | Liability has been accepted in part and claimant selects to wait out prognosis when reviewing the Medical report |
| Pending-CheckMedicalPartLiable | Liability has been accepted in part and medical report provider uploads medical report for review |
| Pending-MedAppointmentPart | Liability has been accepted in part and claimant enters their medical preferences and has selected a medical report provider |
| Pending-ClaimantFurtherMedicalPL | Liability has been accepted in part and the claimant has chosen to obtain their own report when choosing to get a further report. |