

Category	Your Questions	Our Response
Allocations	In instances where an initial conference has not been allocated, can the respondent request that a conference be listed? And if so how?	These requests will be able to be made using the messages function in myPathway. Your message will go to the Commission case owner who will alert the member.
	Does the same apply for the situation where a party has an issue with the referral to a medical assessor?	
Page limits	Given the looming 500-page limit, is there a way of automatically counting pages?	The Pathway Portal will be enhanced in advance of the 500-page limit to help facilitate that process and make that as easy as possible for all users.
Reply Requests	If a claims service provider insurer receives a reply request, who can assign it to a claims officer to action?	Anyone in your organisation can assign the Unassigned Reply Request to the appropriate claims officer in your organisation.
	If a claims service provider insurer receives a reply request, can they assign it to a claims officer in another one of the organisation's business unit to action?	Yes. If the Unassigned Reply Request needs to go to a claims officer in another of your organisation's business unit, anyone in your organisation can assign it to a claims officer in the other business unit.
	If a claims service provider insurer receives a reply request, but you have legal representation, how do you let the legal representative know about the matter and that they need to submit a reply on your behalf?	You cannot do this in the Pathway Portal. You will need to advise your legal representative and provide the relevant matter number and documents to them offline.
	Who receives the reply request from the Commission?	In Pathway, an application is filed by an applicant (worker) and, if compliant registered. At that point, it is accessible to the insurer and legal representative (if one is listed in the application.  When a reply request is created, the reply is e-served (via automated email) to the legal practitioner (if named in the application) or directly to the respondent insurer.
	From the insurer perspective, we usually receive the ARD and we refer it out to the solicitors to do the whole reply.	If an application form has both the insurer and the legal representative including a primary contact listed, the reply request will go directly to the legal representative.

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	<p>Would that mean once we review the documents, we assign it back to our solicitors?</p>	<p>If a legal representative is not listed on the application form, the reply request will go to the insurer.</p> <p>If a matter is referred to your solicitors to lodge a reply, they can still lodge a reply using their own Pathway Portal account but they will need to select the appropriate reply form to lodge a reply as the reply request will still be assigned to the insurer.</p> <p>Both the insurer and their legal representative will be able to view the matter in the portal and will have access to the documents.</p>
	<p>Can a reply be partly prepared by legal assistants and then saved as a draft for a solicitor to review and submit?</p>	<p>Yes, however everyone involved would need to be a 'Super User' that allows you to view and act on all matters in your organisation.</p>
	<p>Do you communicate with both the insurer and the insurer's solicitor when you are seeking a reply?</p>	<p>If an application form has both the insurer and the legal representative listed, the reply request will go directly to the legal representative. The insurer will not be notified, however will be able to see the files and access the matter documents from when the dispute application is registered.</p> <p>If a legal representative is not listed on the application form, the reply request will go to the insurer.</p>
	<p>Does a Reply or an application to admit late documents need to be served or is it the same as for the ARD?</p>	<p>The reply and application to admit late documents do not need to be served, they will be visible by all parties.</p>
	<p>If the insurer representative (usually the case manager) is not a registered portal user, will the reply request default to a registered portal superuser for the organisation ?</p>	<p>When a reply request is sent to an insurer party, this reply request will be unassigned.</p> <p>When the insurer party sees the unassigned reply request in the portal, you will have the ability to assign it to a user who is actually the correct case manager handling the claim.</p> <p>If the correct case manager is not a registered portal user, you will need to advise them to register so that you can assign the reply request to them.</p>

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	Will an insurer super user have to go into the Pathway Portal daily and see if there are any unassigned replies and reassign them?	Yes.
<b>Super Users</b>	How many super users can an insurance company have?	There is no limit, but there must be at least one.
	If I was a super user in the Online Portal, do I need to do anything to remain as a super user in the Pathway Portal?	No. Your super user access will be migrated to the Pathway Portal.