

A Day in the Life of CSS Claims Assistant:

A day in the life of a CSS Claims Assistant varies each day depending on what tasks and responsibilities you are required to complete. Typically, I would start by reviewing my outlook emails and MS team messages, catching up with my colleagues and planning my workload for the day.

Each morning, the Team Managers send an email allocating all the CSS tasks alongside providing an overview of the rota. The rota highlights which mailboxes you will be working on for the day.

Using the spreadsheet, I allocate my CSS task from to team pool to my name. The CSS tasks can vary. I usually start my day by doing these tasks, the volume of these tasks varies, therefore it's important we keep up to date with our tasks. Some tasks require chasing information via telephone, so I usually bulk these tasks together into one call, therefore saving time.

Alongside the CSS tasks, I manage my own individual caseload which consists of Cost files and Delegated Authority files. I regularly update my tasks completing the next steps as well as chasing for updates. On a monthly basis I manage complex Periodical Payment files ensuring the correct process is completed and raising the payments in a timely manner.

Being a Claims Assistant involves individual work but mainly teamwork with the other Claims Assistants. Although we manage our own tasks list on our Case Management System, our main role involves managing several mailboxes. As the mailboxes are a mammoth task it requires support and teamwork in order for the mailboxes to run smoothly.

The two main mailboxes are CNSGP and ELSGP - these GPI mailboxes are where we deal with new general practice cases relating to care provided post 1 April 2019 (CNSGP) and prior to 1 April 2019 from a GP who had membership with the MDDUS or MPS (ELSGP).

Within the GPI mailboxes, we are also tasked with triaging the emails, this involved logging the emails received into a spreadsheet and categories the emails determining what next steps are required.

Before the end of the day, I will ensure I review my own outlook emails and action them accordingly. It is also important to refresh my task list throughout the day, completing any new tasks, this can include payment requests or panel update reports to review.

Throughout my week I will also attend team meetings and our informal catch up with my colleagues. I also support new starters through buddying calls and answering ad hoc queries within the SME chat.



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