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 Format of a Procedure Manual page

COAL MINE (BLBA) PROCEDURE MANUAL

Chapter 2-303

Part 2 - Claims

Diary Action Screen

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1. Purpose and Scope. Accurate, timely, and complete entry of information to the DIARY ACTION screen, in conjunction with information entered in the CLAIM MASTER screen, provides several things: a comprehensive on-line history of actions on a claim; statistical data that can be analyzed for reports and to project Program workloads, needs and costs; and the means to ensure prompt payment of determination medical bills. This chapter defines each Diary Action Code (DAC) and discusses the use of valid codes, their relationship to actions taken in a claim file, and proper entry to the DIARY ACTION screen which is a part of the Claimant and Payment Subsystem (CAPS).

Detailed data entry instructions are not within the scope of this chapter. Instructions for the Diary Action screen may be found in the System User Manual (SUM) at 1.6.4, and for batch data entry in the SUM at 1.17.

2. Policy. The district director, or his/her designee, is required to maintain accurate automated records that correspond with data in the claim file. The claim development action, the case review action and other actions indicated by a DAC are not finished until the appropriate DAC and date are entered into the system. The appropriate Start Date and End Date should be entered into the system within five days of the action. At times, it may be necessary to enter the data in a more timely manner; for example, DAC 929 End Dates must be entered prior to the next mailing of the CM-929 or a follow-up form will be sent. Also, because of the timing of various MIS reports, the district director may impose stricter time frames. The requirements for data entry are monitored by an accountability review.

In addition, the Hearings and Appeals Section (HAS) in the National Office utilizes certain unique Diary Action codes to assist in monitoring actions required on appealed claims.

3. Definitions.

a. CM-1084: Diary Action & Claim Master Data Update, the data input form that may be used to post information to the Diary Action screen. (BLBA PM Resource Book - Exhibit 75.)

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1

See BLBA PM 0-003

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Exhibit 1