



AUSTRALIAN COMMUNITY SERVICES EMPLOYERS ASSOCIATION

## Workcover Claims – Fax Fee

WorkCover has implemented a new approach that will allow employees to lodge new claims within 24 hours of being seen by their General Practitioners.

General Practitioners and Medical Practices will be encouraged to provide the completed Application for Compensation form, Workers' Compensation Medical Certificate and Doctor's invoice for initial consultation in a facsimile to WorkCover within 24 hours of the consultation. In return, WorkCover will process the payment *immediately*, and pay an administrative fax fee to the provider. This fax fee will be \$11.00 (inclusive of GST).

These fees are to be paid on receipt of all three (3) documents by facsimile only. The fax must be sent to the centralised fax number in Brisbane – 1300 651 387. This \$11.00 fee will be paid irrespective of liability.

The Underlying Rules:

- The fax fee will only be paid when the completed application for compensation, WorkCover medical certificate and doctor's invoice are received by WorkCover by close of business on the next day following the initial consultation. OR
- For medical certificates on accepted claims accompanied by the doctor's invoice that are faxed to WorkCover and received by close of business on the next business day following the consultation/examination.
- The fax free item number is only to be paid if it is present on the invoice. WorkCover will not add the item number to invoices as this will interfere with the provider's billing process.
- The fee is only applicable to documents that are faxed to the centralised fax number in Brisbane. Documents that are received through the mail will not be eligible.
- The fax fee is applicable only if all documents have been completed.
- The fax fee will only apply to those GP's that are paid via EFT.

It is envisaged that this initiative will result in faster decision, speed up the statutory claim process and earlier payments to employees.

For employers, it means that WorkCover can act promptly with early intervention focused on return to work and should result in decreased claims costs and durations.

Please contact the ACSEA if you need any further information.

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