

Frequently asked questions

General questions

1. **Who do I contact when I have a query about a claim?**
Please call the worker's case manager at either EML, Gallagher Bassett Services, ReturnToWorkSA's EnABLE Unit or the self-insured employer.
2. **Who do I contact when following up an outstanding invoice?**
Please call the accounts department at either EML, Gallagher Bassett Services, ReturnToWorkSA's EnABLE Unit or the self-insured employer.
3. **What services does GST apply to?**
Most health services are exempt of GST, but you should contact the Australian Tax Office or your tax advisor for specific advice. Our fees do not include GST, so any services attracting GST will require you to calculate and insert the additional charge on your invoice.
4. **Can I be paid in advance for reports or other services?**
No. Payment will only be made following submission of the report or delivery of the service. ReturnToWorkSA's policy states that we will not pay for services in advance.
5. **I have been asked to provide a report on one of my patients and I believe that the report will be complex. Can I charge a higher fee due to this additional complexity?**
The report requestor (e.g. case manager, worker's advocate etc.) should specify in their letter to you which type of report they require. If you believe the incorrect report type has been requested or you require additional time to complete the report, this should be referred back to the case manager or self-insured employer and clarified prior to writing your report.
6. **If I receive a request from a worker's solicitor to provide a report, do I still charge ReturnToWorkSA fees?**
Yes. Gazetted fees apply in this case as the legal representative is requesting the report on behalf of the worker.
7. **I have participated in a teleconference with a case manager, a return to work consultant and an employer regarding a patient's recovery and return to work strategies. How can I charge for this?**
Essentially this is a case conference conducted over the telephone, so you may charge for a case conference.
8. **When a case manager or employer calls me, am I able to charge for this time?**
Yes, this is billed as a telephone call. Please refer to the relevant fee schedule for specific details.
9. **If I need to speak to a worker's referring/treating practitioner, am I able to charge for this time?**
Yes, this is billed as a telephone call. Please refer to the relevant fee schedule for specific details.

10. I attended a case conference (or any hourly rate service) for 45 minutes. How do I charge for this?

For any service charged at an hourly rate, you apportion your charge according to the time spent, using the hourly rate for your specialty group. The formula is:

Hourly rate ÷ 60, multiplied by the number of minutes (rounded to the nearest 6 minutes).

The pro rata calculation is based on the application of an hourly rate across ten, 6 minute intervals (6, 12, 18, 24, 30, 36, 42, 48, 54, 60 minutes).

Example based on a 45 minute service which is rounded to the nearest 6 minutes = 48 minutes:

- general practitioners, $\$298.10 \div 60 \times 48$ minutes = \$238.50
- specialists/physicians, $\$584.20 \div 60 \times 48$ minutes = \$467.40
- physiotherapist, $\$217.70 \div 60 \times 48$ minutes = \$174.20.

Medical Schedule 1A and 1B

11. How can I find out what fees apply for new Medicare (MBS) services that are introduced after fees are published in the Government Gazette?

You can visit our website at www.rtwsa.com to view the most up-to-date fee or contact ReturnToWorkSA on 13 18 55. All relevant new Medicare item numbers will be included in ReturnToWorkSA’s Medical fee schedules with a relevant update date provided.

12. I have been asked to watch a video of a worker. Can I charge for this?

Yes. You can use the third party consultation item and charge at a pro-rata hourly rate, using the formula provided in question 10.

13. When can I bill for a cancellation fee for a case conference, worksite assessment, dispute resolution or third-party consultation?

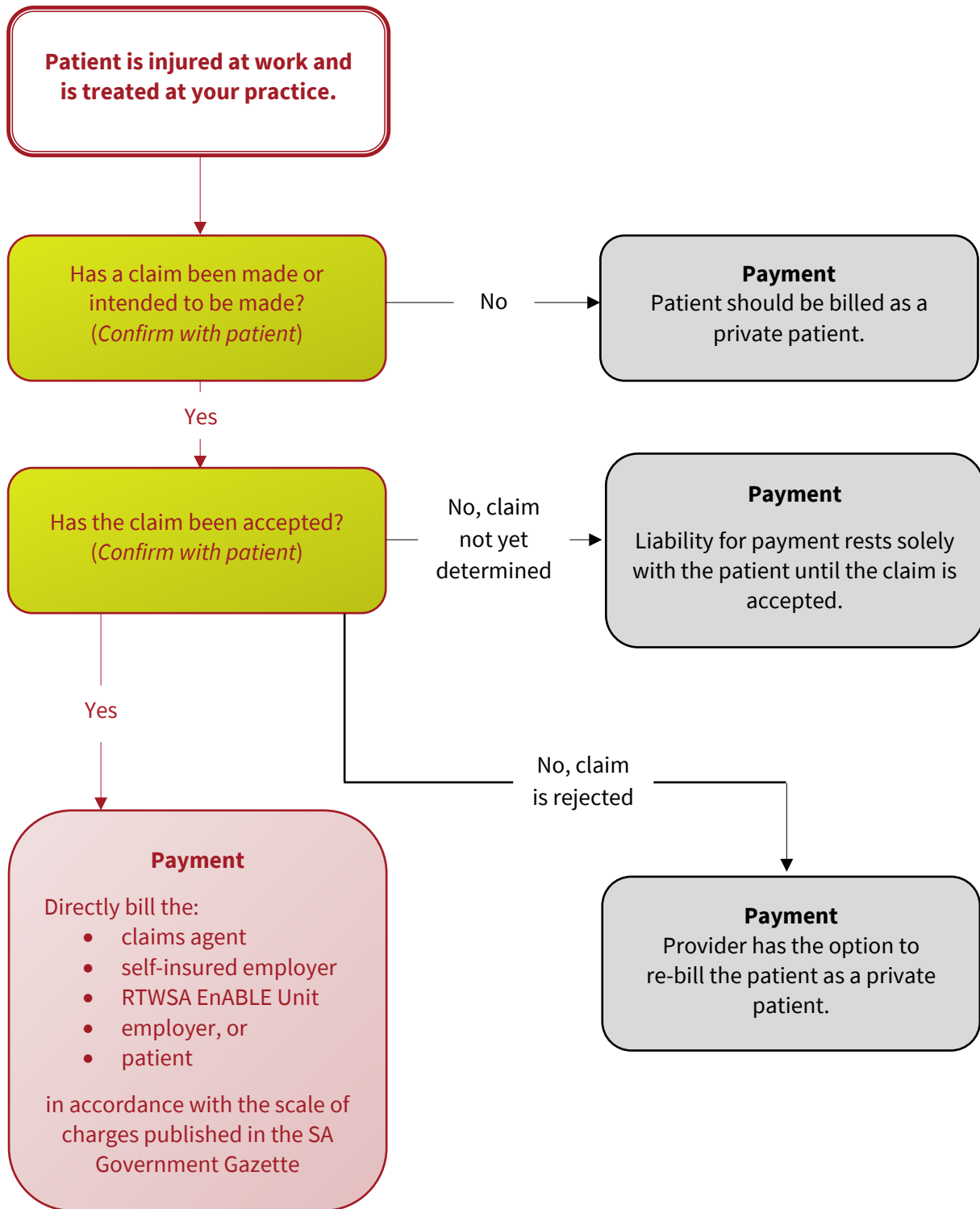
A cancellation fee is payable only if the cancellation occurs less than 2 business days (excluding weekends and public holidays) before the time of the proposed attendance.

14. Can an independent medical examiner charge for a subsequent consultation in order to complete a medical report?

No. Only one consultation fee is payable. Occasionally a psychiatrist will require more than one consultation with a patient to write a report. We recommend the psychiatrist contact the case manager or self-insured employer prior to providing a second consultation, to determine whether this is appropriate in the circumstances of the case (e.g. time constraints). Where an additional consultation is required it must be provided within 10 business days of the first consultation.

If you have any further questions please call ReturnToWorkSA on 13 18 55.

Account process for patients with a work injury



Note: If the worker requires time off work, a *Work Capacity Certificate* (WCC) must be issued.