



A Guide for Medico-legal Providers using Online Services

Version 1

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Do you need support?

Registration: Register for Online Services [here](#) or go to www.rtwsa.com and click on the Online Services login button. Refer to page 4 or the [service providers](#) page on our website for more information.

Issues with log in: Send the IME or WPI Provider details to prov.main@rtwsa.com and they can provide further support.

Overview and purpose

Purpose

This guide is designed to support you to complete Independent Medical Examination (IME) and Whole Person Impairment Assessment (WPI) referrals via Online Services.

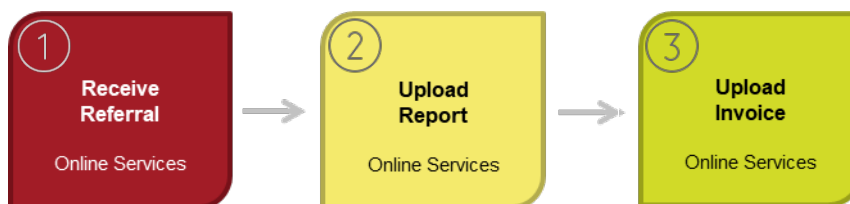
It provides you with details on:

- [How to register for Online Services](#)
- [Step 1: Receive a referral](#)
- [Step 2: Upload your report](#)
- [Step 3: Upload your invoice](#)
- [Frequently Asked Questions \('FAQs'\)](#)

Each section of this guide gives you step by step instructions, with the last section compiling answers to commonly asked questions.

Completing a referral in Online Services

To successfully complete a referral, complete the 3 steps below:



The steps are described in more detail in the next section of this guide.

Access Online Services

To access ReturnToWorkSA's Online Services, visit www.rtwsa.com and click the red login button.



Register for Online Services

1. Go to Online Services by clicking the red login button on www.rtwsa.com
2. From the login page, click 'register here for Online Services'
3. Complete your details and submit
4. You will then be prompted to login and select your organisation
5. Your registration will now go through a verification process and your access will be activated
6. IMPORTANT: Once your account has been activated, you will need to update your notification preferences to receive email notifications when you receive a referral. See the 'how to set up email notifications for referrals' for steps. **This step can only be done on or after 4 February 2024.**

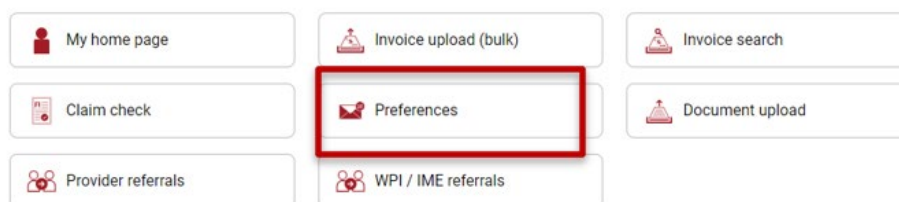
If you have any issues, questions or would like some assistance, please contact Provider Maintenance on (08) 8233 2056 or prov.main@rtwsa.com.

Set up email notifications for referrals

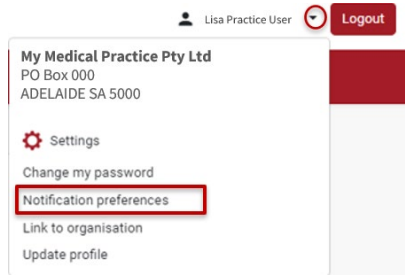
You must update notifications to ensure they go to the right place

To receive email notifications when you receive a referral, you MUST update your notification preferences on or after 4 February 2024.

1. From your home screen, click on the preferences tile:



2. Or: Click on your username at the top right of the screen and, from the drop-down menu, click settings and select notification preferences:



3. Update each of the four bottom WPI /IME notification preferences by clicking the toggle to 'on' (if not already on), checking that the email address is the one you wish referral notifications to go to, and clicking the 'save' button.

Note: the two invoice notifications at the top relate only to the Invoice Bulk Upload feature, not to single invoices uploaded against the referral. The next two referral notifications relate to return to work services. Only the last four are relevant for these referrals.

Notification preferences

Update your notification preferences for this organisation below and click 'Save'.

These notification preferences are related to this organisation only. If your user account is connected to more than one organisation, you will need to update preferences for each organisation.

Notification	Active	Frequency	Emails
Invoice upload error	<input checked="" type="checkbox"/> ON	Immediate	To: finance@mymedicalpractice.com CC:
Invoice denied	<input checked="" type="checkbox"/> ON	Daily	To: finance@mymedicalpractice.com CC:
New referral received	<input checked="" type="checkbox"/> ON	Immediate	To: admin@mymedicalpractice.com CC:
Referral not actioned	<input checked="" type="checkbox"/> ON	Daily	To: admin@mymedicalpractice.com CC:

WPI/IME documentation updated	<input checked="" type="checkbox"/> ON	Immediate	To: admin@mymedicalpractice.com CC:
WPI/IME referral withdrawn	<input checked="" type="checkbox"/> ON	Immediate	To: admin@mymedicalpractice.com CC:
WPI/IME referral received	<input checked="" type="checkbox"/> ON	Immediate	To: admin@mymedicalpractice.com CC:
WPI/IME location updated	<input checked="" type="checkbox"/> ON	Immediate	To: admin@mymedicalpractice.com CC:

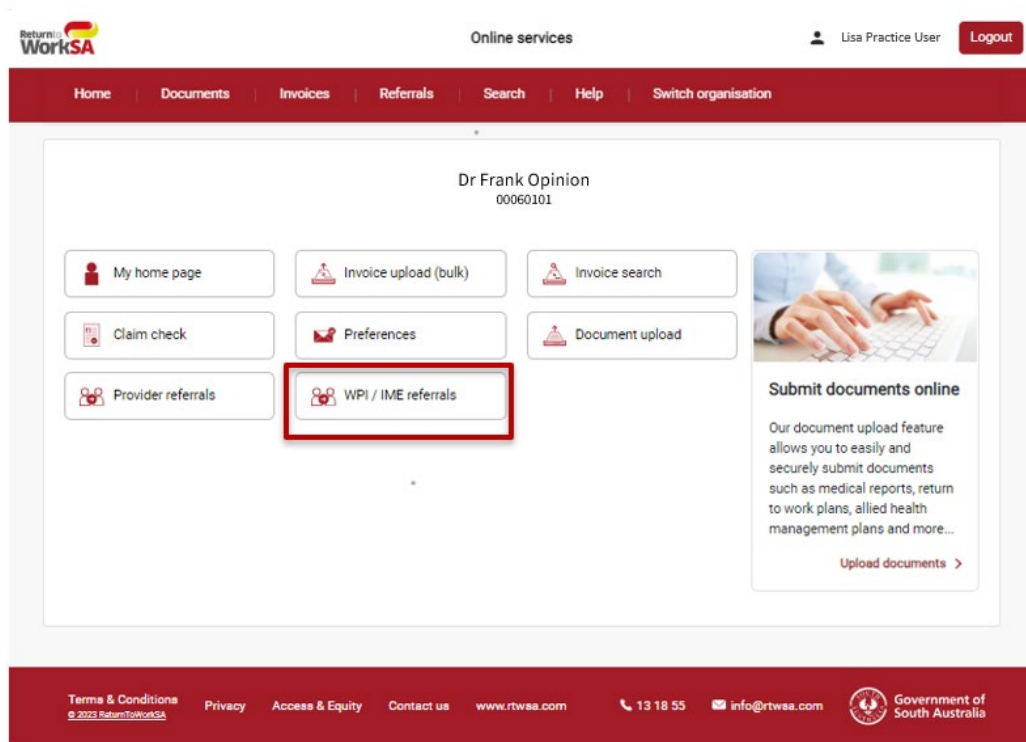
[Cancel](#)

[Save](#)

Receive a referral

You or your nominated contact, as set up in your [preferences](#), will receive an email to tell you when you have been sent referral documents, you can use the link within the email or go direct to the page on our website.

1. Log into your account
2. From your online services home page, click 'WPI / IME referrals'.



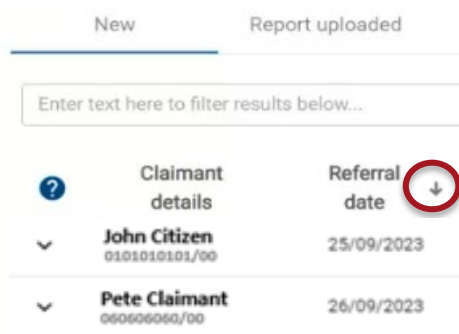
Search for a referral

New referrals will automatically be displayed at the bottom of the list.

There are two options to search for a referral. You can either re-order the list to display new referrals at the top, or you can search for a referral by key words/dates relevant to the claim.

Re-order referrals by date

1. Click the arrow to re-order referrals by newest to oldest



Search for a specific referral

1. Click in the text box. When you click, it will turn yellow

2. Type either a key word or date relevant to the referral you're looking for. You can search for the assessor/examiner name, claims agent, date, claimant name, etc.

?	Claimant details	Referral date	Appt
✓	John Citizen 0101010101/00	25/09/2023	01/
✓	Pete Claimant 060606060/00	26/09/2023	21/

View documents supporting the referral

To view the documents attached to a referral:

1. click the three dots next to the referral
2. select view documents

?	Claimant details	Referral date	Appointment date	Agent contact	Assessment type	Assigned assessor
✓	Pete Claimant 060606060/00	26/09/2023	21/12/2022 01:00 PM	Penny Lane Employers Mutual	WPI Assessment	Dr Frank Opinion ...
✓	Pete Claimant 060606060/00	29/09/2023	21/12/2022 01:00 PM	Penny Lane Employers Mutual	WPI Supplementary	Dr Frank Opinion ...

- The 'documents for download' screen will appear. Once the screen has loaded, you will be able to see a list of documents attached to the referral and are available to download. You can download the documents individually or select multiple.
- To download an individual document, click the download icon.

documents for download - Pete Claimant (060606060/00)

Listed are the documents available for this referral. To download, click the document name.
Alternately, you can select multiple documents for download as a zip file. Multi select is limited to 2 GB of files, however we recommend that you only download up to 400MB at a time.

The download speed will depend on the size of the document and your practice internet connection.
For more information, visit the [Online services provider FAQ](#) on our website.

☐ Document name

<input type="checkbox"/> WPI Referral Letter #3 (25/09/2017, PDF, 48 KB)	
<input type="checkbox"/> WPI Additional Document #2 (25/09/2017, PDF, 48 KB)	
<input type="checkbox"/> WPI Additional Document #1 (25/09/2017, PDF, 48 KB)	

Download selected

- To download multiple documents, tick which documents you want to download and click 'download selected'.

WPI documents for download - Pete Claimant (060606060/00)

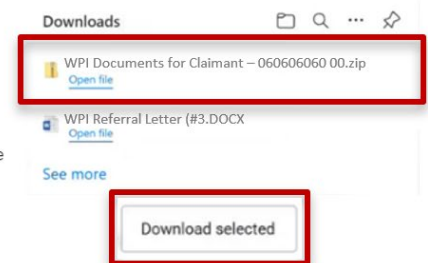
Listed are the documents available for this referral. To download, click the document name.
Alternately, you can select multiple documents for download as a zip file. Multi select is limited to 2 GB of files, however we recommend that you only download up to 400MB at a time.

The download speed will depend on the size of the document and your practice internet connection.
For more information, visit the [Online services provider FAQ](#) on our website.

☒ Document name

<input checked="" type="checkbox"/> WPI Referral Letter #3 (25/09/2017, PDF, 48 KB)	
<input checked="" type="checkbox"/> WPI Additional Document #2 (25/09/2017, PDF, 48 KB)	
<input checked="" type="checkbox"/> WPI Additional Document #1 (25/09/2017, PDF, 48 KB)	

Download selected



Note:

- Multiple documents will save into a zip file with the name and claim number to keep the relevant documents together
- This will take longer than a single document to download

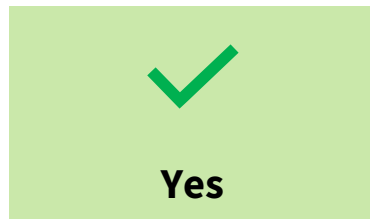
REMINDER:

We are currently working to improve the download speed of document downloads.

Best practice is to download **no more than 4 documents** at a time and with a combined size of less than 400MB in total.

Upload a report

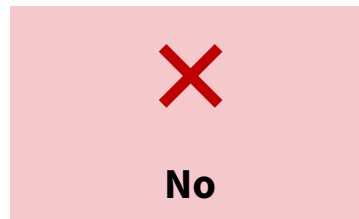
Do you have an Online Services referral for the injured worker?



You **must** upload your report against the referral

Stay in this section.

Instructions start on the next page.



Use existing 'Document Upload' function which has its own tile on the home screen

Upload documents against the referral

From the referrals screen, click on the three dots next to the relevant referral and select 'upload documents'. We encourage you to upload your report and any attachments as **one report file**, but if you need to upload a separate attachment, you can.

Online services

Home Documents Referrals Help Switch organisation

WPI referrals

Dr Frank Opinion
00060101

☒ WPI ☐ IME

Whole Person Impairment (WPI) assessment

New Report uploaded History

Enter text here to filter results below...

Claimant details	Referral date	Appointment date	Agent contact	Assessment type	Assigned assessor	
Pete Claimant 060606060/00	26/09/2023	21/12/2022 01:00 PM	Penny Lane Employers Mutual	WPI Assessment	Dr Frank Opinion	...
Pete Claimant 060606060/00	29/09/2023	21/12/2022 01:00 PM	Penny Lane Employers Mutual	WPI Supplementary	Dr Frank Opinion	...

Items per page: 15 1 - 2 of 2 |< < > >|



The '**document upload**' screen will appear.

Add the report or attachment details

The following fields automatically populate:

- Claim number
- Tick confirming if worker surname is correct
- Claimant surname
- Doctor's name

To add the document details, you will need to complete the following:

Field	You will need to:
Type of document	<p>Select the most relevant description from the drop-down list</p> <p>e.g.</p> <ul style="list-style-type: none"> • Independent Medical Examination Report • Independent Medical Examination Attachment • Whole Person Impairment Assessment Report • Whole Person Impairment - NIHL – Assessment Report <p><i><u>Note:</u> only descriptions relevant to the referral will be available to choose from</i></p>
Select doctor	<p>The doctor's name will automatically populate based on the referral; or</p> <p>If the referral did not specify which doctor (IME only), select from the drop-down list</p>
Description / notes (optional)	<u>Do not</u> enter any information in this box

Note: * will indicate a mandatory field

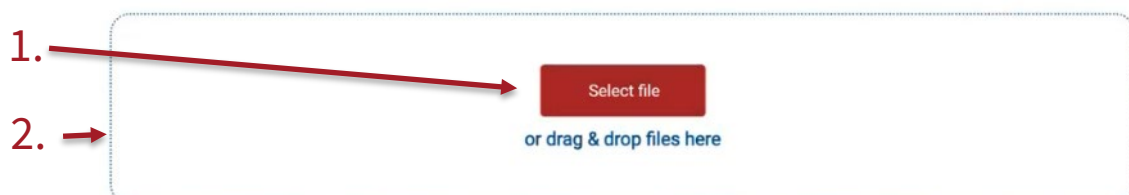
Upload the report/attachment

IMPORTANT:

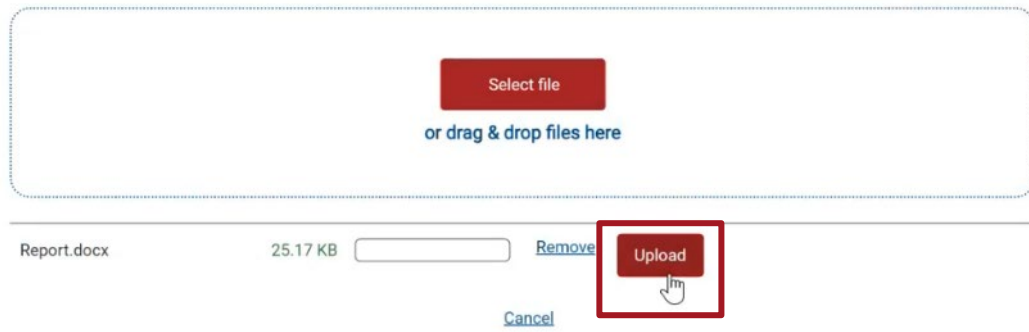
PDF - reports should be uploaded in PDF format to ensure security.

To upload a report, you can either:

1. click the 'select file' button and follow the prompts; or
2. drag and drop the document into the area within the blue rectangle border



- Once you have up selected or dropped in your report, you will still need to confirm the upload. To do this, select upload (indicated in red below) underneath the border:



When the report has been uploaded, you will receive the following confirmation:

IME	WPI
<p>Thank you, this file has now been sent to ReturnToWorkSA. This file has been saved as Independent medical examination report for claim no. 060606060/00 . If this is incorrect please contact the requestor of the report at the claims agent.</p>	<p>Thank you, this file has now been sent to ReturnToWorkSA. This file has been saved as Whole person impairment assessment report for claim no. 060606060/00 . If this is incorrect please contact the requestor of the report at</p>

Sending complete

The report is now uploaded.

You can close this screen. The referral will move to the 'Report uploaded' tab once the report is uploaded. If you need to upload additional documents, this is where you will find it for the following ten days, before it moves into the 'History' tab.

Upload an invoice

If you use another method to send your invoices, such as online bulk upload, you can ignore this step.

IMPORTANT:

PDF - Invoices should be uploaded in PDF format, unless you are using the bulk invoice function.

Select 'upload documents' in the relevant referral

Click the three dots next to the relevant referral and click 'upload documents'.

The screenshot shows the 'Online services' page for 'Return to WorkSA'. The user is logged in as 'Lita Practice User'. The navigation bar includes 'Home', 'Documents', 'Referrals', 'Help', and 'Switch organisation'. The main content area is titled 'WPI referrals' for 'Dr Frank Opinion' (00060101). It shows a table of 'Whole Person Impairment (WPI) assessment' reports. The table has columns for Claimant details, Referral date, Appointment date, Agent contact, Assessment type, and Assigned assessor. Two rows are visible, both for 'Pete Claimant' (06060606/00) with referral dates of 26/09/2023 and 29/09/2023, both assessed by 'Dr Frank Opinion'. The 'Assessment type' is 'WPI Assessment' and 'WPI Supplementary' respectively. The 'Agent contact' is 'Penny Lane Employers Mutual'. The table has a filter bar at the top and pagination at the bottom showing '1 - 2 of 2' items.



Add the invoice type

The following fields automatically complete:

- Claim number
- Tick / cross confirming if worker surname is correct
- Claimant surname
- Doctor's name

To add the document details, you will need to complete the following:

Field	You will need to:
Type of document	<p>Select the most relevant description from the drop-down list + invoice</p> <p>e.g.</p> <ul style="list-style-type: none"> • Impairment Assessment Examination – Invoice • Whole Person Impairment – Invoice <p><i><u>Note:</u> only descriptions relevant to the referral will be available to choose from</i></p> <p><i>You cannot upload an invoice against a clarification referral type</i></p>
Select doctor	<p>The doctors name will automatically populate based on the referral; or</p> <p>If the referral did not specify which doctor (IME only), select from the drop-down list</p>
Description / notes (optional)	Do not enter any information in this box

*Note: * indicates a mandatory field*

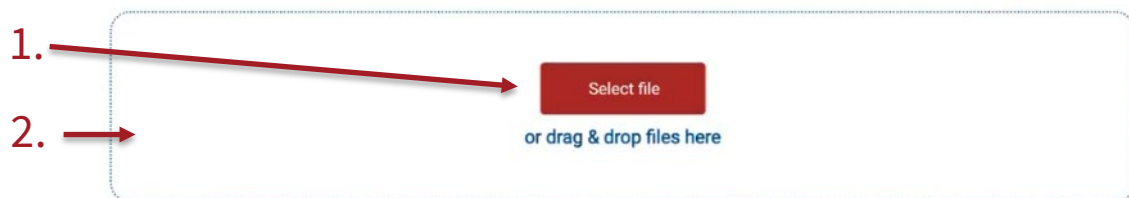
Upload the invoice

REMINDER:

PDF - invoices should be uploaded in PDF format to ensure security.

To upload an invoice, you can either:

1. click the 'select file' button and follow the prompts; or
2. drag and drop the document into the area within the blue rectangle border



- Once you have up dropped in or selected your invoice, you will still need to confirm the upload. To do this, select upload (indicated in red below) below the border:



- When the invoice has been uploaded, you will receive the following confirmation:

IME	WPI
Thank you, this file has now been sent to ReturnToWorkSA. This file has been saved as Independent medical examination - invoice for claim no. 51382724/00 . If this is incorrect please contact the requestor of the report at the claims agent.	Thank you, this file has now been sent to ReturnToWorkSA. This file has been saved as Whole person impairment assessment - invoice for claim no. 060606060/00 . If this is incorrect please contact the requestor of the report at the claims agent.
Sending complete	

- The invoice is now uploaded. You can close this screen.

What happens if I already use bulk invoice upload?

There is no change to bulk invoice upload. If you use this feature, you can continue to do so. If you do not use bulk invoice upload and would like to, please email prov.main@rtwsa.com.

In your request, please ask:

- for more information (this is to ensure you understand what is required); and
- to add bulk invoice upload to your online services account registration profile.

Frequently asked questions

How is Online Services more secure?

The ReturnToWorkSA Online Service is built upon modern technology and utilises best practice protocols to ensure protection and privacy of data. Access to the Portal is only available to registered and authenticated people.

Updating my profile

What can I update?

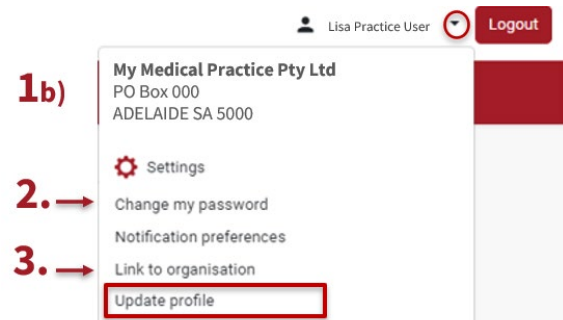
You can update details such as:

- Email
- Contact details; and
- Position

How do I update my details?

Starting from the home page, you can update your details by:

1. Click
 - a) 'Update my profile' option in Online Services; or
 - b) on the down arrow next to your name at the top right of the screen (circled in red in the image on the right)
2. Click on 'Settings'
3. Click 'Update profile' and make the required updates.



What can't I update?

For security reasons, you cannot update your name or mobile phone number.

If you need to update your mobile phone number, please call us on 13 18 55 between 9:00 – 5:00pm Monday to Friday or email info@rtwsa.com.

How do I remove an organisation from my account?

To remove an organisation from your account, please call 13 18 55 or email info@rtwsa.com.

How do I delete my account?

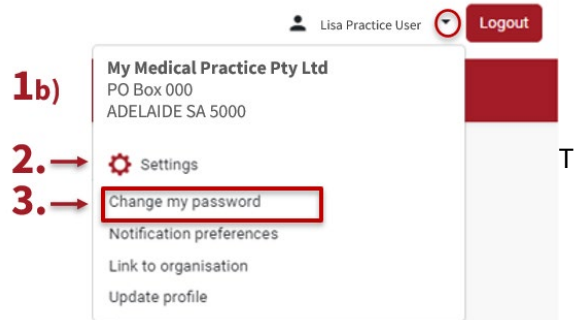
To delete your account, call 13 18 55 or email info@rtwsa.com.

Changing or resetting my password

Change Password

To change your password:

1. Click
 - a) 'Change my password' option in Online Services; or
 - b) on the down arrow next to your name at the top right of the screen (circled in red in the image on the right)
2. Click on 'Settings'
3. Click 'Change my password' and follow the prompts to confirm your new password



Reset Password

If you forget your password or wish to change your password, click, 'forgot password' on the login screen.

Why should I receive referrals via Online Services?

Receiving referrals (and submitting) documents via Online Services will result in a **secure transmission of records** between providers and agents.

This new referral method:



creates a **single approach** for referrals from claims agents and EnABLE



replaces emailing and sending documents through **provider Portal platforms**



Provides visibility over referral details and what stage they are at

What types of referrals are sent via Online Services?

The table below defines the types of referrals requested via Online Services:

Referral type:	Requests for
Independent Medical Examiner ('IME')	<ul style="list-style-type: none"> Report Supplementary report
Whole Person Impairment ('WPI')	<ul style="list-style-type: none"> Assessment Report Clarification request Supplementary Report

What will my email notification look like?

Dear Provider User

We have added a new referral for Dr Frank Opinion.

WPI Assessment for Pete Claimant 060606060/00

Please login to [ReturnToWorkSA online services](#) to review all details.

If you need help please phone (08) 8127 1100 from 8:30am – 5:00pm Monday to Friday.

Kind regards

EML

26 Flinders St, Adelaide SA 5000

P: (08) 8127 1100

E: TEST-ClientServicesSA@eml.com.au



Understanding the referral Screen

When you select the WPI / IME referrals tile on the main screen, you will open the referral screen – refer example below:

ReturnToWorkSA Online services Lisa Practice User Logout

Home Documents Referrals Help Switch organisation

WPI referrals

Dr Frank Opinion
00060101

☒ WPI ☐ IME

Whole Person Impairment (WPI) assessment

New Report uploaded History

Enter text here to filter results below...


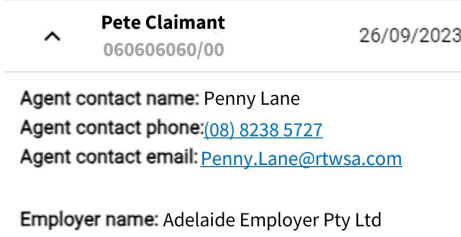
?	Claimant details	Referral date	Appointment date	Agent contact	Assessment type	Assigned assessor
▼	Pete Claimant 060606060/00	26/09/2023	21/12/2022 01:00 PM	Penny Lane Employers Mutual	WPI Assessment	Dr Frank Opinion ...
▼	Pete Claimant 060606060/00	29/09/2023	21/12/2022 01:00 PM	Penny Lane Employers Mutual	WPI Supplementary	Dr Frank Opinion ...

Items per page: 15 1 - 2 of 2 |< < > >|


The referral screen for both WPI and IME look and function the same.

What features does the referral screen have?

The referral screen has the following features:

#	Details
1	<p>Option to choose referral types:</p> 
2	<p>Ability to search for more information or a specific referral:</p> <ol style="list-style-type: none"> Search – refer 'Searching for a referral' section. Drop-down to access more details about the claimant (i.e. Agent case owner's contact details and Employer name) – refer example below: 
3	<p>Tracking the status of referrals over 3 tabs – New, Report Uploaded and History</p>

What are the different tabs for?

	New	Report Upload	History
When will a referral display here?	After Agent Contact completes their side of referral process	Upload of report against the referral	Automatic transfer after 10 days
How long will a referral stay in this tab for?	Until appointment with worker and report uploaded	10 days	3 months
Any exceptions?	✗	 WPI report review completion <i>(requires Agent Contact to complete additional steps on their end)</i>	✗

What information does the referral screen show?

Each tab of the referral screen details key information relevant to the referral as demonstrated by the screen and described in the table below:

WPI referrals

Dr Frank Opinion
00060101

☒ WPI ☐ IME

Whole Person Impairment (WPI) assessment

New Report uploaded History

Enter text here r results below

1	2	3	4	5	6	7
Claimant details	Referral date	Appointment date	Agent contact	Assessment type	Assigned assessor	
Pete Claimant 060606060/00	26/09/2023	21/12/2022 01:00 PM	Penny Lane Employers Mutual	WPI Assessment	Dr Frank Opinion	...
Pete Claimant 060606060/00	29/09/2023	21/12/2022 01:00 PM	Penny Lane Employers Mutual	WPI Supplementary	Dr Frank Opinion	...

Items per page: 15 1 - 2 of 2 |< < > >|

#	Field Name	Details
1.	Claimant details	Displays the following details relating to the claimant: <ul style="list-style-type: none"> First name Last name Claim number
2.	Referral date	The date the referral has been generated by the Claims Agent.
3.	Appointment date	Includes the date and time of the appointment. <u>Note:</u> <ul style="list-style-type: none"> This field does not automatically update if the worker changes the appointment time. Should you notice any differences between the appointment details and that on the screen, please let the Claims Agent know.
4.	Agent Contact	Displays the following details relating to the worker's case manager: <ul style="list-style-type: none"> First name Last name Agency
5.	Assessment Type	The same as the referral type. Refer to ' What types of referrals are sent via Online Services? '
6.	Assigned Assessor	Useful for practices with more than one assessor/examiner, to identify who the referral has been directed to.
7.	'...'	Links you to other functionality, such as: <ul style="list-style-type: none"> View documents Upload documents (Step 2)

Accepting a referral

Do I need to formally accept the referral via Online Services?



No.

A formal acceptance of the referral does not take place in Online Services. This occurs before the referral is sent to you.

Unable to complete a referral

I can no longer complete the referral, what do I do?

You will need to liaise with the Claims Agent, who will make changes on their end. The best person to contact is the person stated in the referral/request letter. Once the changes are made, the referral no longer appearing in the list of referrals under the 'New' tab.

You will receive an email notification confirming that the referral has been withdrawn.

What documents can I upload?

Only the pre-set document categories distinguished by the Referral type will appear in the document upload options for your referral:

Assessment type:	Documents which can be uploaded:
Independent Medical Examination	<ul style="list-style-type: none"> - Examination Report - Report attachment - Supplementary Report - Invoice
Whole Person Impairment Assessment	<ul style="list-style-type: none"> - Assessment Report - Assessment Report - Attachment - Assessment Report - Amended - Assessment Report - Supplementary - Invoice
Whole Person Impairment Assessment – NIHL	<ul style="list-style-type: none"> - Assessment Report - Assessment Report - Attachment - Assessment Report - Amended - Assessment Report - Supplementary - Invoice

My document isn't listed in the above table. Can it still be uploaded?

If you want to send a document that is not listed, please email or mail it direct to the requestor. A cover letter or scan can be uploaded using the 'attachment' types, but you are encouraged to combine all but the invoice into one document to upload using the 'report' types.

Do I need to enter a description / note?

No. If adding notes in the description field, please be aware that any important notes must be included in the report or as an attachment, this description is not recorded as official. If you have something that you need to ensure the requestor is aware of, please contact them directly.

What file types are accepted?

Documents uploaded must have one of these extensions:

avi, csv, doc, docx, eml, gif, jpeg, jpg, mp3, mpeg, mpg, msg, pdf, png, ppt, pptx, tif, tiff, txt, xls *and* xlsx

What is the file size limit?

There is a file size limit of 300mb per file.

I've made a mistake

If you make a mistake (such as uploading to the wrong referral, selecting the wrong document type or uploading the wrong document), please contact the requestor as soon as possible (i.e. claims agent or EnABLE) to arrange for this to be remedied. It would be extremely helpful if you can provide details of:

- the error; and
- what needs to be corrected.

Even after making a mistake, you should proceed to upload the document to the correct claim.

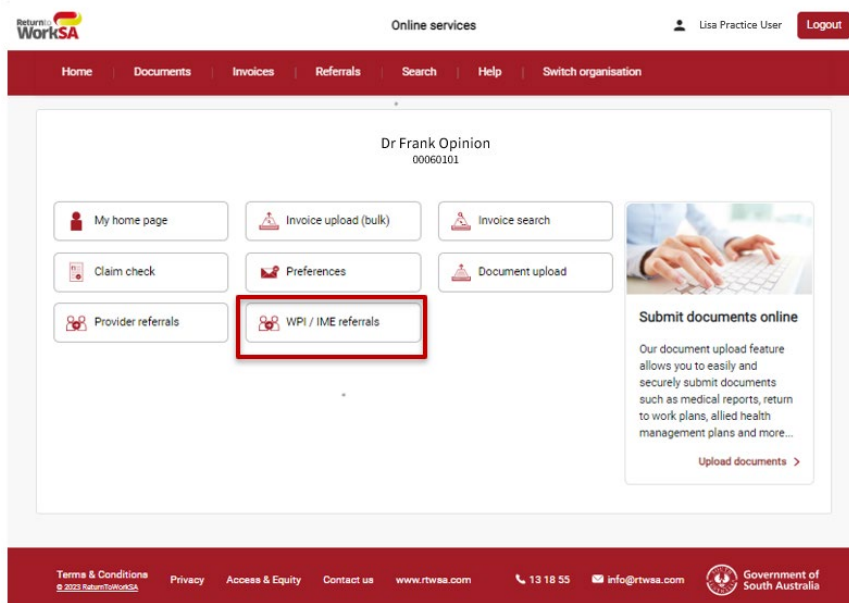
Where has the referral gone?

If you have already uploaded the report referral, the referral will have moved into the 'Report uploaded' tab. If it is more than 10 days after the report was uploaded, it will be in the History tab until it has been 90 days since upload. You can still upload an attachment or invoice to this referral.

If the referral was withdrawn by the referrer, which is generally only done where the doctor has advised they are unable to accept it, you will have received an email notification.

A legal provider has referred a worker for assessment, can I upload their document using online services?

Yes. There will not be a referral from the claims agent, but you can use Document Upload to submit this report. On your home page, select the 'Document Upload' tile instead of the WPI / IME Referrals tile. You will need to key in the relevant claim number and select the specialist from the drop-down list.



Note: Please DO NOT use Document upload where you have a WPI / IME Referral.

Glossary

Term	Abbreviation	Means
Assessment Type	-	Is the type of assessment required to be undertaken, as referred by the Claims Agent or EnABLE
Agent Contact	-	An employee of a Claims Agent or EnABLE representing RTWSA, who is the case owner for the claim linked to the worker's injury
Claims Agent	-	The person, shown in the referral/request letter, who sent you the referral
Independent Medical Examination	IME	Request for an Independent Medical Opinion
Referral	-	A request from a claims agent to undertake an examination (IME) or assessment (WPI) of a worker's injury or impairment
Whole Person Impairment Assessor	WPI Assessor	Medical professional accredited to undertake Whole Person Impairment assessments as per the current Impairment Assessment Guidelines (IAGs)
Whole Person Impairment	WPI	Request for a Whole Person Impairment Assessment



The following free information support services are available:

If you are deaf or have a hearing or speech impairment you can call ReturnToWorkSA on **13 18 55** through the National Relay Service (NRS) **www.relayservice.gov.au**.

For languages other than English call the Interpreting and Translating Centre on **1800 280 203** and ask for an interpreter to call ReturnToWorkSA on **13 18 55**.

For braille, audio or e-text of the information in this brochure call **13 18 55**.

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