

# FREQUENTLY ASKED QUESTIONS

## Invoicing

- 1** Is a treating medical practitioner entitled to charge for completion of each Work Capacity Certificate they complete?

No, the completion of the Work Capacity Certificate is incorporated in the consultation fee.

- 2** Can a cancellation or non-attendance fees be charged to RTWSA?

No. A cancellation fee cannot be charged to RTWSA. However, if cancellation fees are a policy of your practice it is the responsibility of the injured worker.

- 3** Can I ask a worker to pay for their consultation?

Yes, if this is the policy of your practice, a worker can be required to pay up front and seek reimbursement from the claims agent. However, once they have an accepted claim and claim number, you can send any invoices directly through to the claims agent for prompt payment. If the claim is undetermined it can be treated as a Medicare matter and rectified at a later date should the claim be accepted down the track.

- 4** Can I charge RTWSA for reading and writing letters, reports and plans and participating in case conferences?

Yes. At the gazetted rate as per ReturnToWorkSA's fee schedule.

- 5** Can I charge for sending documents?

This would be incorporated in the request for what was required to be sent. I.e. a medical report would be inclusive of sending the report to the claims agent. Electronic transmission of documents is the preferred method of delivery.

- 6** Can I charge for communicating with other treating practitioners about the worker's treatment?

Yes. Telephone calls are chargeable if related to the management of the injured workers claim. This would be billed at the gazetted rate as per ReturnToWorkSA's fee schedule.

- 7** What do I do if the worker's claim is rejected?

If a claim is rejected, all fees payable will need to be addressed with the worker, who can claim through Medicare.

- 8** Who pays the treating medical practitioner if a claim is disputed and there are outstanding fees payable?

If a claim is disputed, all costs incurred after the date of rejection must be addressed with the worker.