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**13 18 55**

# Frequently Asked Questions

## Online Services for Medico-Legal Providers

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# About

## What can I do via Online Services?

The following functionality is now available via Online Services:

- Document upload
- Invoice upload
- Updating your password
- Updating your profile

## What is not available via Online Services?

The following functionality is not available via Online Services:

- Referrals for IME or WPI reports (coming soon)
- Messaging a requestor
- Notifications

## What approach should I take when uploading documents?

### 1. Upload reports as a single, combined document (excluding invoices)

Reports should be uploaded in full as a single file that includes related attachments. If you would like any tips in doing this, please contact your dedicated Portal Partner who'd be pleased to assist.

### 2. Upload invoice separately

To ensure prompt payment and minimal processing, invoices must be:

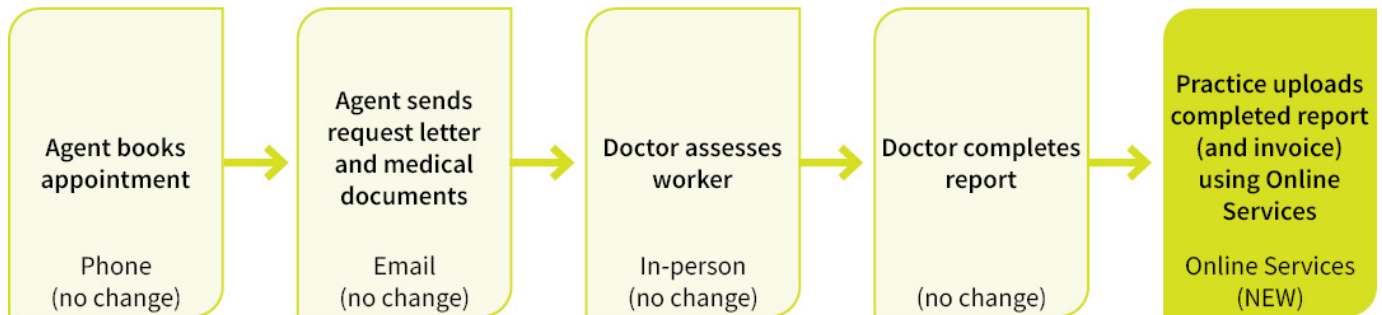
- submitted separately to the report
- as the correct document type:
  - Whole person impairment assessment – invoice; or
  - Independent medical examination – invoice.

There is no separate document type for NIHL assessment invoices.

# What is changing?

## What part of my process changes with the introduction of Online Services?

The diagram below summarises that the only step that changes in your process is the report (and invoice) component:



By uploading your report and invoice using Online Services, you will no longer email worker reports. Online Services offers you a secure means of transmitting worker records.

# How secure is Online Services?

## How is the 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.

# I've made a mistake

If you make a mistake (*such as entering the wrong claim number, selecting the wrong provider or uploading the wrong document*), please contact the requestor (*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.

# Document Upload

## What documents can I upload?

The pre-set document categories distinguished by Assessment type and categorised as follows:

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

## 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.

## 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 100mb.

## What if the provider is not showing in my drop down list for my practice?

There are a couple of scenarios where this may occur:

- A Whole Person Impairment Assessor is not currently accredited
- An Independent Medical Examination (IME) Specialist is completing their first IME assessment

You can contact [prov.main@rtwsa.com](mailto:prov.main@rtwsa.com) to enquire about how to have them included in the list for your practice.

## Should I include the invoice as part of the report to upload?

No.

As per page 3 of this document, reports should be submitted separately to invoices. Use the 'invoice' document type to upload an invoice to ensure prompt payment.

## 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, 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 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](mailto: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.

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

Yes.

## Uploading amended reports

If you've received an email from Impairment Assessment Services, you can upload the amended report using Online Services. Select the document type 'amended'.

If you want to respond to an email from [IAReports@rtwsa.com](mailto:IAReports@rtwsa.com), please reply directly.

# How can I update my profile?

## What can I update?

You can update details such as:

- Name
- Email
- Contact details; and
- Position.

## What can't I update?

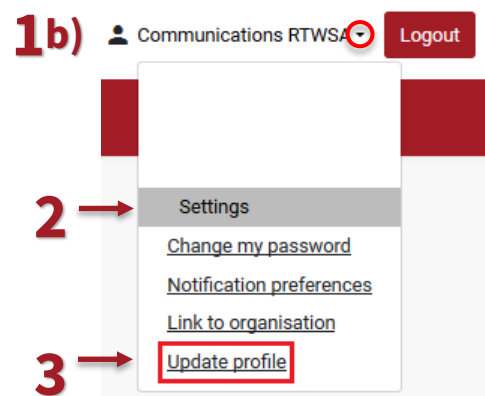
For security reasons, you cannot update your mobile phone number.

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](mailto:info@rtwsa.com).

## How do I update my details?

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

1. Click
  - a) 'Update my profile' button 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.



## 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](mailto:info@rtwsa.com).

## How do I delete my account?

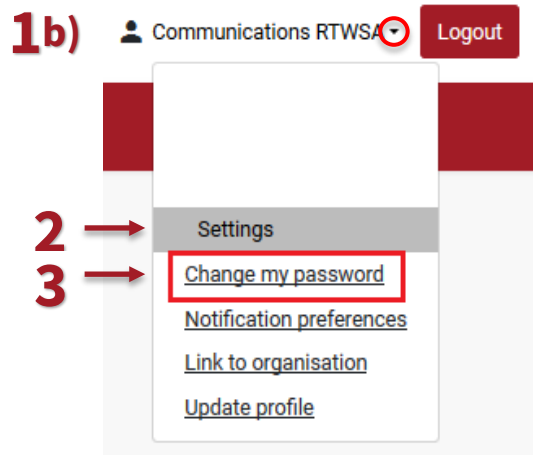
To delete your account, call 13 18 55 or email [info@rtwsa.com](mailto:info@rtwsa.com).

# Updating your Password

## Changing your password

To change your password:

1. Click
  - a) 'Change my password' button 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



## Resetting your password

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

## Document History

Version #	Description of Change(s)
1	Creation of document
2	Email correction; NIHL invoice note