**Restricted consultation application form – Physiotherapy**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Please submit ALL applications to the Claims Agent:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **EML** | **Gallagher Bassett** | **EnABLE Unit** |
| **Post** | GPO Box 2575, ADELAIDE SA 5001 | GPO Box 1772, ADELAIDE SA 5001 | GPO Box 2668, ADELAIDE SA 5001 |
| **Email** | faxes@eml.com.au  | AHPlans@gb.rtwsa.com | EnABLE@rtwsa.com |
| **Fax** | (08) 8127 1200 | (08) 8177 8451 |  |
| **Phone** | (08) 8127 1100 | (08) 8177 8450 | 13 18 55 |

 |

|  |
| --- |
| **Section 1: Patient details** |
| Patient name:  | Claim number:  |
| Date of injury:  | Claims agent:       |
| Specific diagnosis:   | Case manager:        |

|  |
| --- |
| **Section 2: Eligibility to apply**  |
| Are you the primary treating physiotherapist?  | [ ]  Yes ☐ No | If you have answered YES to these 3 questions, you are **eligible** to apply for Restricted Consultation service.  |
| Have you delivered a PT108, PT210 or PT212 to this patient?  | [ ]  Yes ☐ No |
| **OR** |
| Are you delivering treatment as a Titled/Specialist Physio in Pain, Neurology, or Pelvic/Continence OR as a hand therapist?  | [ ]  Yes ☐ No | If you have answered YES to this, you are **eligible** to apply for Restricted Consultation service. |

|  |
| --- |
| **Section 4: Rationale for restricted consultation application** (unabbreviated dot point form accepted) |
| **Number of services requested** (max. 6 can be approved by the claims manager at one time) | Choose an item. |
| **Clinical summary** (max. 100 words) |
| **Proposed intervention** (max. 100 words) |
| **Functional goals (including capacity) that will be achieved** (max. 100 words) |
| **Prognosis for impairment, function and return to work** (max. 100 words) |

|  |
| --- |
| **Section 5: Acknowledgement** |
| [ ]  I have read and acknowledge the following:

|  |
| --- |
| * Up to 6 sessions may be requested for approval at one time.
* Measurement of progress and outcomes using standardised functional outcome measures and screening tools is a requirement of physiotherapists who treat patients with a work injury.
* This form has been completed in accordance with the Physiotherapy fee schedule and policy.
* Incomplete applications will not be reviewed.
* Completion of this form does not attract a fee.
* Applications will be reviewed within 7 business days of receipt.
 |

 |
| Treating Physiotherapist name:  | Practice name:  |
| Phone number:  | Practice address:  |
| Email:  | Date:  |

**Restricted consultation – further information**

These questions and answers have been developed in collaboration with Australian Physiotherapy Association.

|  |
| --- |
| **Defining restricted consultation** |
| **Why is this service called restricted consultation?** | * This name is given to indicate that use of the service will be restricted to limited cases, and to 6 sessions for approval at one time
* Approval to use this service will be restricted to when:
* specific criteria are met, and
* adequate evidence-based clinical reasoning is provided.
 |
| **What is the difference between a long consultation and a restricted consultation?** | * A long subsequent consultation (PT212) may be billed where the complexity of the injury requires extra time for history taking, examination, treatment, documenting and liaison. It does not require prior approval by the claims manager as long as the service criteria are met.
* A restricted consultation (PT214) requires prior approval by the claims manager through an application process.
 |
| **Application process and outcome** |
| **What specific criteria needs to be met for a restricted consultation application to be considered?** | * A restricted consultation application can only be requested where
	+ the applicant is the primary treating physiotherapist, AND
	+ a prior consultation has been delivered; OR
	+ where the applicant is a specialist or titled physiotherapist in the disciplines of pain, neurology or pelvic/continence; OR
	+ where the applicant is a hand therapist
* The physiotherapist should complete both page 1 and 2 of the application form.
 |
| **Who reviews the applications?** | * The claims manager will then assess the application and recommendation and advise the provider.
* Completed applications should be submitted to the Claims Agent as per instructions on the application form.
 |
| **Who do I contact if I have a question relating to the application process?** | * For support relating to the process, contact ReturnToWorkSA on 08 8238 5757, or email providers@rtwsa.com
 |
| **Who do I contact if I haven’t heard the outcome of my application by 7 business days?**  | * Applications will be reviewed within 7 business days of receipt.
* Claims managers will notify you of the outcome of your application.
* If you have not been informed of the outcome of your application by 7 business days, please contact the claims manager to clarify.
 |
| **Limits** |
| **Are you only allowed to submit a single restricted consultation application over the lifetime of a claim?** | * There is no limit to the number of applications that a physiotherapist submits for a patient. However, ReturnToWorkSA will only reimburse a maximum of 6 sessions of restricted consultation at one time.
 |
| **Does the restricted consultation approval only allow a maximum of 6 sessions – each up to one hour duration?** | * Yes. The maximum number of restricted consultation sessions that will be reimbursed per patient is 6 at one time, unless otherwise agreed by the claims manager
* Where it is reasonable and necessary, physiotherapists can treat the same patient with subsequent (PT210) and/or long consultations (PT212) simultaneous to 6 restricted consultations but not provided on the same day.
 |
| **Does the limit of 6 restricted consultation sessions apply for patients seriously injured at work?** | * Yes. The maximum of 6 restricted consultation sessions is expected to meet the needs of most patients.
* Where a physiotherapist believes further restricted consultations are clinically necessary to manage a patient’s condition, he/she should speak with the patient’s claims manager. The claims manager will review the patient’s circumstances on a case-by-case basis with you to plan future needs, and may seek advice from ReturnToWorkSA’s Physiotherapy Advisor for guidance.
 |

|  |  |
| --- | --- |
| **I am a Titled/Specialist/hand physiotherapist and conduct one hour initial assessments. If I find out during the assessment that my patient is a ReturnToWorkSA patient, can I obtain retrospective approval for a restricted consultation?** | * No. An application cannot be lodged or approved retrospectively. A restricted consultation will only be reimbursed where the claims manager has given prior approval.
* In this case, you would need to invoice the initial consultation as a PT108. You can then submit an application for restricted consultation for subsequent consultations where relevant.
 |
| **Payment and review** |
| **Will I be paid for completing an application for restricted consultation?** | * No. There is no payment for completing the application form.
 |
| **What does “not to be concurrent with other treatment services mean”?** | * A restricted consultation cannot be invoiced on the same day as another consultation.
* Restricted consultation sessions can be used as part of a broader management plan that includes other physiotherapy services such as subsequent consultation (PT210), long subsequent consultation (PT212), workplace visit (PT216) where it is reasonable and necessary.
 |
| **If the case manager denies my restricted consultation application, what is the review process?** | * Contact the claims manager in the first instance. Depending on the reason for denying the application, the claims manager may involve ReturnToWorkSA’s Physiotherapy Advisor to conduct the review and have a conversation with you.
 |

The following free information support services are available:

If you are deaf or have a hearing or speech impairment you can call ReturnToWorkSA through the National Relay Service (NRS):

* **TTY users** can phone 13 36 77 and ask for 13 18 55.
* **Speak & Listen (speech-to-speech) users** can phone 1300 555 727 and ask for 13 18 55.
* **Internet Relay users** connect to NRS on [www.relayservice.com](http://www.relayservice.com) and ask for 13 18 55.

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 call 13 18 55.

**ReturnToWorkSA**

**Enquiries: 13 18 55**

400 King William Street, Adelaide SA 5000

info@rtwsa.com

[www.rtwsa.com](http://www.rtwsa.com)

© ReturnToWorkSA 2016

Updated: June 2025

