

Exercise physiology fee schedule and policy

Fee schedule

Effective 01 July 2025

Item no.	Service description	Max fee (ex GST)
EP101	Initial assessment Initial assessment. History, planning, education, assessment and prescription of functional exercises specific to a worker's injury, work tasks and/or work demands, in accordance with the Clinical Framework for the Delivery of Health Services. Maximum 1 hour.	\$186.30 per hour Max 1 hour
EP102	Individual session Individual session. Review, planning, education, instruction, supervision and upgrade of prescribed functional and work-related exercise activities, in accordance with the Clinical Framework for the Delivery of Health Services. Maximum of 10 sessions (inclusive of initial assessment and any group sessions). Maximum 1 hour per session.	\$186.30 per hour Max 1 hour
EP103	Group session Group session. A session (including aquatic) during which a maximum of 8 participants are constantly and directly supervised and assessed by the exercise physiologist.	\$31.00 per participant
EP216	Workplace visit Workplace visit. Review of the worker and workplace demands in accordance with the Clinical Framework for the Delivery of Health Services, for the purpose of determining ongoing treatment needs and where appropriate, reviewing movement patterns and techniques with work duties. The worker is to be present at the visit and for the best outcomes, the claims manager, supervisor/employer should also be present to facilitate a team approach. Maximum 1 hour.	\$186.30 per hour Max 1 hour
EPMP	Exercise physiology management plan A ReturnToWorkSA exercise physiology management plan completed and submitted by the treating exercise physiologist. This plan is available on our website at www.rtwsa.com . For claims managed by ReturnToWorkSA or their claims agents, the exercise physiologist is expected to submit a plan at the request of the claims manager. The practitioner can initiate a management plan after every 10 treatments where it supports and facilitates treatment review and discussion with the worker and/or the treatment team. For claims managed by self-insured employers, the plan must be requested by the self-insured employer.	\$46.60 flat fee
EP552	Telephone calls Telephone calls relating to the management of the worker's claim, or to progress their recovery and return to work, made to or received from, the claims manager or self-insured employer, worker's employer (including the employer's return to work coordinator), worker's representative, ReturnToWorkSA advisor, approved return to work service provider* or worker's referring/treating medical practitioner. *An approved return to work service provider means a provider approved by RTWSA to deliver specific recovery/return to work services (e.g. pre-injury employer, fit for work, restoration to the community and return to work assessment) in accordance with conditions set out in the Application for Approval as a South Australian Return to Work Service Provider.	\$25.90 flat fee
EP820	Treating exercise physiology report Treating exercise physiology report. A written clinical opinion, statement or response to	\$186.30 flat fee

questions relating to the progress and status of a worker's functional and work-related exercise activities, requested in writing by the claims manager, self-insured employer, worker or worker's representative. A report may be initiated by the treating exercise physiologist, for example when barriers have been identified that need further explanation to facilitate claims progress, or when surgery has been requested and further information could assist the assessment process. When initiated by the exercise physiologist, a copy should be provided to the claims manager, treating medical practitioner and where appropriate, all relevant parties.

EP870	Case Conference	\$186.30 per hour
	Case conference. Attendance at a case conference as requested in writing by the claims manager or self-insured employer, worker's employer (including the employer's return to work coordinator) or an approved return to work service provider*.	
	*An approved return to work service provider means a provider approved by RTWSA to deliver specific recovery/return to work services (e.g. pre-injury employer, fit for work, restoration to the community and return to work assessment) in accordance with conditions set out in the Application for Approval as a South Australian Return to Work Service Provider.	
EP905	Travel time	\$158.20 per hour
	Travel time. Travel by an exercise physiologist for the purpose of a case conference, home, hospital or workplace visit.	
EPTE9	Telehealth initial assessment	\$186.30 per hour
	Telehealth/telephone initial assessment. History, planning, education, assessment and prescription of functional exercises specific to a worker's injury, work tasks and/or work demands, in accordance with the Clinical Framework for the Delivery of Health Services. Maximum 1 hour. Where possible, video consultations are preferred. Exercise Physiologists are expected to refer on if the required treatment cannot adequately be provided via telehealth and a face-to-face consultation is not possible.	Max 1 hour
EPTE2	Telehealth individual session	\$186.30 per hour
	Telehealth/telephone individual session. Review, planning, education, instruction, supervision and upgrade of prescribed functional and work-related exercise activities. Maximum of 10 sessions, up to a maximum of 1 hour per session.	Max 1 hour
CURAP	Equipment, therapeutic aids and appliances	Reasonable cost
	Other THERAPEUTIC Aids/Appliances including supply, delivery or repairs as recommended by Medical Expert. This also includes delivery of equipment (eg, wheelchairs, beds etc), repairs/maintenance to hearing aids, batteries etc.	

*An approved return to work service provider means a provider approved by RTWSA to deliver specific recovery/return to work services (e.g. pre-injury employer, fit for work, restoration to the community and return to work assessment) in accordance with conditions set out in the *Application for Approval as a South Australian Return to Work Service Provider*.

Exercise physiology service and payment policy

The purpose of the services identified in this fee schedule and policy is to provide treatment that assists a worker in their recovery and (if applicable) supports them to stay at or return to work as soon as it is safe for them to do so. This fee schedule applies to all work injury claims, whether insured through ReturnToWorkSA or a self-insured employer.

ReturnToWorkSA or the self-insurer will periodically review a worker's treatment and services to ensure they remain reasonable for the work injury and are payable under the *Return to Work Act 2014*.

ReturnToWorkSA expects the provision of services to be consistent with this fee schedule and policy, which has been developed to comprehensively meet the needs of worker's requiring exercise physiology treatment. Services provided outside of this fee schedule and policy may only be approved by the claims manager where there is **no comparable service** within the fee schedule and the service is determined as reasonably required in consequence of the work injury.

Who can provide services to workers?

The Insurer (ReturnToWorkSA or a self-insurer) will only pay for services by healthcare professionals who are:

- ✓ registered by ReturnToWorkSA to provide the services identified in this schedule. ReturnToWorkSA will register a service provider upon receipt of their initial invoice; and
- ✓ accredited with Exercise & Sports Science Australia as an exercise physiologist.

ReturnToWorkSA's expectations for the delivery of services to workers

ReturnToWorkSA expects that all providers of services to workers as part of the South Australian Return to Work scheme, integrate the following principles of the [*Clinical Framework for the Delivery of Health Services*](#) (the clinical framework) into their service delivery:

1. Measure and demonstrate the effectiveness of management.
2. Adopt a biopsychosocial approach.
3. Empower the injured person to manage their injury.
4. Implement goals focussed on optimising function, participation and return to work.
5. Base management on best available research evidence.

How much the insurer will pay?

This fee schedule is published in the *South Australian Government Gazette*. Gazetted fees are the **maximum fees chargeable**, excluding GST. Where applicable, GST can be applied over and above the gazetted fee.

ReturnToWorkSA or a self-insurer will pay the reasonable cost of services up to the maximum amount detailed in the ReturnToWorkSA fee schedule.

What ReturnToWorkSA will pay for

ReturnToWorkSA will pay for services that are:

- ✓ for the treatment of a work injury or condition
- ✓ reasonable and necessary
- ✓ in accordance with the clinical framework.

What the insurer will not pay for

ReturnToWorkSA or a self-insurer will not pay for:

- ✗ Non-attendance or cancellation fees for treatment services
- ✗ Services invoiced in advance of the service delivery
- ✗ Written communication between a worker's treating practitioners
- ✗ Services focussed on improving a worker's general level of health, fitness and wellbeing
- ✗ More than one assessment/session (initial assessment, individual session or group session) on the same day.

Exercise physiology management plan

Treating exercise physiologists can choose to complete and submit the ReturnToWorkSA exercise physiology management plan. This plan is available on the website at www.rtwsa.com.

For claims managed by ReturnToWorkSA or their claims agents, the exercise physiologist is expected to submit a plan at the request of the claims manager.

Practitioners can initiate a management plan every 10 treatments where it supports and facilitates treatment review and discussion with the worker and/or the treatment team.

A treatment is any clinical consultation, aquatic or exercise session.

This plan:

- ✓ should be forwarded to the worker's claims manager or self-insured employer and copies made available to the treating doctor and worker
- ✓ is to notify the claims manager, self-insured employer and/or treating doctor of any significant changes or updates on worker recovery, such as functional capacity, the expected recovery and management actions, goals of treatment, and any barriers to recovery or return to work outcomes.

For claims managed by self-insured employers, the plan must be requested by the self-insured employer.

Exercise sessions

Initial and individual sessions should:

- ✓ be billed in accordance with the time spent with the worker during the session. The maximum fee for these sessions is one hour. Any services at less than this time should be billed proportionately.

Exercise sessions should:

- ✓ be part of an overall strategy to assist the worker to transition to independence and self-directed management

- ✓ provide the worker with the necessary initial supervision and education to self-manage their compensable injury with a home-based exercise program
- ✓ specifically address the resulting physical impairment(s) and physical work demands to facilitate work capacity and return to work
- ✓ assist the worker to achieve specific functional and return to work outcomes that are measurable
- ✓ simulate the work postures, loads and tasks relevant to the worker's suitable duties/employment.
- ✓ Tax compliant invoices for travel expenses must be provided with the relevant invoice for payment to be made. The invoice must be clearly itemised if more than one expense is being claimed (e.g. airfare, accommodation, meals etc).
- × There is no charge for travel time from one clinic to another clinic or to a pool/gymnasium.

Unsupervised gym exercise program

ReturnToWorkSA will only fund gym membership/entry fees to support an unsupervised gym exercise program for a maximum of three months duration and when:

- ✓ the program can be clinically justified and a home-based self-directed exercise program will not otherwise achieve the required return to work outcome
- ✓ the exercise physiologist has obtained prior approval for the program from the claims manager or self-insured employer.

The exercise physiologist must establish a formal written gym exercise program for the worker, and review it with the worker every four weeks until conclusion of the program. The review should include appropriate upgrading of the exercise program and a review of program attendance. The review may be charged as an individual session (EP102) within the maximum of 10 available sessions.

Note: Further information about gymnasium/aquatic facility fees are in the *ReturnToWorkSA Aquatic and gymnasium facility fee schedule and policy*.

Case conference

- ✓ Case conferences conducted by telephone (teleconferencing) are chargeable under this item.
- × No fee is payable for records made by an exercise physiologist during the case conference unless delegated as the representative by the claims manager or self-insured employer.

Travel time and expenses

- ✓ Travel time will only be paid for the purposes of a case conference, home, hospital or worksite visit, independent clinical assessment or activities of daily living assessment or re-assessment.
- ✓ All accounts must include the total time spent travelling, departure and destination locations and the distance travelled.
- ✓ If travel time and expenses are undertaken for more than one worker, the travel time and expenses must be divided accordingly.
- ✓ Travel expenses include standard economy airfares, overnight accommodation and reasonable cost for meals associated with the overnight stay, taxi fares, car parking and car hire expenses, excluding fuel costs and vehicle mileage.

Invoicing requirements

All amounts listed in this fee schedule are exclusive of GST. If applicable, the insurer will pay to the provider an amount on account of the provider's GST liability in addition to the GST exclusive fee. Suppliers should provide the insurer with a tax invoice where the amounts are subject to GST.

Information required on an invoice

All invoices are required to contain the following information to enable prompt and efficient payment:

- ✓ provider details
 - Name
 - Medicare provider number (if applicable) and/or ReturnToWorkSA provider number (if known)
 - Practice and address details.
- ✓ invoice number and invoice date
- ✓ Australian Business Number (ABN)
- ✓ worker's surname and given name(s)
- ✓ claim number (if known)
- ✓ employer name (if known)
- ✓ each service itemised separately in accordance with this fee schedule including:
 - date of service and commencement time
 - service item number and service description
 - duration of service in hours/minutes rounded to the nearest 6 minutes for hourly rate services
 - charge for the service
 - total charge for invoiced items plus any GST that may be applicable.
- ✓ Bank account details for electronic funds transfer (EFT).

Invoicing for services which have an hourly rate fee

All services must be charged as a single invoice transaction for the total accumulated time in providing the service.

When payments will not be made

Payments will not be made:

- ✗ On invoices that do not contain the above information, which may be returned to the provider for amendment.
- ✗ On 'account rendered' or statement invoices. Payment will be made, where appropriate, on an original invoice or duplicate/copy of the original.
- ✗ In advance of service provision, including all written reports.
- ✗ Where the worker's claim has not been accepted. In this case the worker is responsible for payment.

When to submit an invoice

Invoices are to be submitted within four weeks of service. Invoices received more than six months after date of service may not be paid unless exceptional circumstances exist.

How to submit an invoice

Invoices sent via email is the preferred option in any of the following formats: word, PDF, and image files. Please email your invoice to the relevant address below.

Gallagher Bassett: invoices@gb.rtwsa.com

EML: accounts@eml.rtwsa.com

EnAble: EnAble@rtwsa.com

What are our payment terms

The Return to Work scheme has 30 day payment terms which are mandated and cannot be amended. Please do not send multiple copies of the original invoice if your payment terms are less than 30 days.

Outstanding payments

Please contact the relevant claims agent, ReturnToWorkSA's EnABLE Unit or self-insured employer if the claim has been accepted and the payment is outstanding.

GST

For all GST-related queries, please contact the Australian Taxation Office or your tax advisor.

Changes to provider details

For changes to provider details, such as ABN, change of address or electronic funds transfer details, please complete the [Provider registration form](#) available on our website. Once completed, please email to prov.main@rtwsa.com.

For any queries relating to this form, please contact ReturnToWorkSA on 13 18 55.

Useful contacts

Claims agents

All work injury claims (*that are not self-insured or serious injury*) are managed by Employers Mutual or Gallagher Bassett. To identify which claims agent is managing a worker's claim, refer to the 'Claims agent lookup' function on our website at www.rtwsa.com.

EML

Phone: (08) 8127 1100 or free call 1800 688 825
Fax: (08) 8127 1200
Postal address: GPO Box 2575, Adelaide SA 5001
Online: www.eml.com.au

Gallagher Bassett Services Pty Ltd

Phone: (08) 8177 8450 or free call 1800 664 079
Fax: (08) 8177 8451
Postal address: GPO Box 1772, Adelaide SA 5001
Online: www.gallagherbassett.com.au

ReturnToWorkSA EnABLE Unit

For claims relating to severe traumatic injuries, please contact this unit directly.

Phone: 13 18 55
Postal address: GPO Box 2668, Adelaide SA 5001

Self-insured employers

For matters relating to self-insured claims, please contact the employer directly.

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