Frequently Asked Questions

> MEDICAL AND ALLIED HEALTH PROVIDERS, PLEASE REFER TO THE HICAPS INFORMATION AT THIS LINK.

What is a Digital Claiming Card?

Your Digital Claiming Card contains your 19-digit treatment number. The card can be downloaded and stored in your smartphone wallet.

What can I use the Digital Claiming Card for?

The Digital Claiming Card makes paying for approved treatments easier.

You can use your Digital Claiming Card on a HICAPS terminal for most treatment types including physiotherapy, chiropractor, psychologists, occupational therapists, speech pathologists, and osteopathic treatments.

How can I download my Digital Claiming Card?

You will receive a link to your Digital Claiming Card via SMS.
Please note the minimum operating systems required are:

- Apple: iOS version 14
- Android 5.0. Android users will need to have the Google Wallet application on their device.

1. On your device, click on the SMS download link.
2. Apple Users will be taken to a webpage. Select 'OPEN'.
3. Android Users will be taken to a webpage. Select 'DOWNLOAD'.
4. Enter your Date of Birth and select 'Add to smart wallet'.

IMPORTANT NOTE FOR ANDROID USERS:
When the calendar opens for selecting your Date of Birth, tap on the YEAR at the top of the calendar and select your YEAR of birth first. Seen here marked RED.
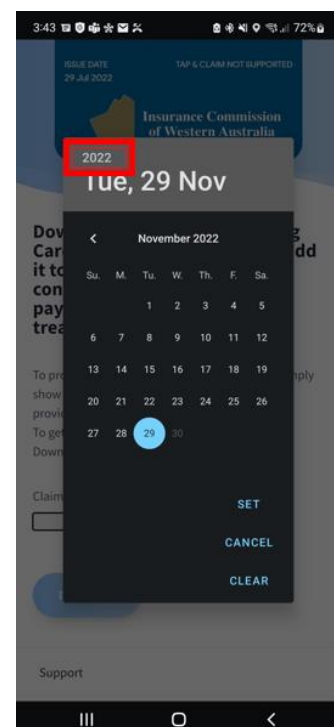
Your Digital Claiming Card is now added to your smartphone wallet and is ready to use!

USE YOUR CARD FOR PAYMENT

Parents or Guardians can download the card on a minors' behalf. Please enter the minor's date of birth when downloading their card.

How do I use my Digital Claiming Card to pay for approved treatment?
To pay with your Apple Device:
1. Let the receptionist know you will use your Insurance Commission Digital Claiming Card.
2. Open the Apple Wallet application on your phone and select the Digital Claiming Card.
3. Hold your device near the HICAPS terminal reader and 'tap and pay'.

To pay with your Android Device:
1. Let the receptionist know you will use your Insurance Commission Digital Claiming Card.
2. Open the Google Wallet application on your phone and select the Digital Claiming Card.
3. Show the receptionist your Digital Claiming Card and they will use the treatment number to process the payment on the HICAPS terminal.

At this time, Android users are currently unable to use the Digital Claiming Card to 'tap and pay' via the Insurance Commission for approved treatments. This capability will be made available once Google Pay services can be processed on HICAPS terminals.

Is the Digital Claiming Card safe and secure?
The Insurance Commission of Western Australia takes cyber security very seriously. When you add your Digital Claiming Card to your smartphone's digital wallet, all the information is stored on your device and encrypted. All information sent to the HICAPS terminal is encrypted.

Is there an expiration date for my Digital Claiming Card?
There is no expiry date on your Digital Claiming Card. The Insurance Commission will pay for approved treatment relating to your insured injury until you recover from that injury.

What do I do if my payment was declined?
There is a set amount of approved funds/medical sessions allocated to your Digital Claiming Card. Once this amount has been reached, payments for further treatment will not go through. If this happens, please contact your Claims Officer.

Can I add my Digital Claiming Card to another smartphone/compatible device? Yes.
Forward the SMS link to the device you want to add the Digital Claiming Card to. On that device, open the SMS link and follow the prompts to download and add the Digital Claiming Card.

I have multiple claims, how does that work?
You will receive a separate Digital Claiming Card (Treatment Number) for each claim. For example, if you have two claims, you will receive two Digital Claiming

Cards. You will need to ensure that you use the correct Digital Claiming Card for treatments for the injury that is tied to each claim.

Your claim number and Incident Date will be visible on each card to help you identify which Digital Claiming Card needs to be used.

Can I have more than one Digital Claiming Card in my digital wallet?
Yes, you can download more than one Digital Claiming Cards to your digital wallet if you have had more than one incident.

I will be getting a new phone soon. What can I do to make sure my Digital Claiming Card is transferred over?
You should always back up your Apple or Android phone (including your digital wallet) to ensure that it is available should you lose your phone or need to transfer your information to another phone.

TROUBLE SHOOTING

Why doesn't the Digital Claiming Card download on my **iPhone?**
The Digital Claiming Card can only be downloaded in a Safari Browser. If your iPhone default browser is anything other Safari, please simply copy and paste the download link into the Safari Browser.
Your Safari browser is the app that looks like this:

The digital card just doesn't seem to work/download.
Is your phone up to date?
The Digital Claiming Card will only work on the three most recent software versions for both iOS (Apple) and Android.
It is suggested you update your phone to the latest software.

Why can't I select my Date of Birth year?
On an Android phone, select the year you were born FIRST. Do this by tapping on the current year in the top left corner. Once you have the year, select the day and month.

What if I don't have Google Wallet on my device? (**Android phone**)
The Digital Claiming Card is available for Android users with the Google Wallet application. If you do not have Google Wallet, you will be unable to download the Digital Claiming Card. If you have received a Treatment Number by either email, letter or SMS you can give this number to the receptionist who can use it to process the payment on a HICAPS terminal.

If you have a Google account, you can download the Google Wallet application via the play store.

Why doesn't the Digital Claiming Card work like "tap & go" on my Android device?
If you have the Google Wallet application, you will be able to download your Digital Claiming Card, however, you will not be able to use it to 'tap and go' for approved treatments at this stage. We have provided this facility for Android phones to allow you to conveniently store and access your treatment number.

I forgot to back up my phone and now I can't access my Digital Claiming Card on my new device.
You can request Digital Card System Support to send you another SMS by emailing dccsupport@icwa.wa.gov.au

I accidentally deleted the SMS with the download link.
You can request Digital Card System Support to send you another SMS by emailing dccsupport@icwa.wa.gov.au

How long is the download link valid for?
There is no expiry date on the download link.

How do I delete my Digital Claiming Card?
To delete the card, use the delete functionality from the digital wallet.

What if I don't have a smartphone?

You will be unable to download your Digital Claiming Card. We will send you an SMS message with your treatment number to facilitate the Insurance Commission paying for approved injury related treatment.

If I need further support, who can I contact?

Contact Digital Card System Support at
https://www.icwa.wa.gov.au/digital-claiming-card/digital-claiming-card-help

Digital Card System Support can only help with your Digital Card technical issues.

For all claims assistance, please contact your Claims Officer. Their contact details will be on any email or letter you have received, or contact reception on 08 9264 3111

Our office hours are Monday to Friday, 8:00 am to 5:00pm.