

Agency Bulletin

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Online reimbursement requests

Insurance Commission-claimants can now request a reimbursement online for out-of-pocket expenses.

Claimants can submit receipts online at <https://www.icwa.wa.gov.au/er/>.

The receipts may be for chemist expenses, doctors, physiotherapy, chiropractor, massage, psychology, x-rays, scans, occupational therapy, travel, accommodation and other expenses.

Claimants will also be able to enter their bank account details to receive payment, replacing the manual completion and processing of the previous bank details form.

This capability is a continuation of efforts by the Insurance Commission to provide contemporary insurance services and improve outcomes for claimants.

Informing claimants

We advise claimants of this functionality at the same time we accept liability.

We ask that agencies please also inform claimants by including information in injury management policies and procedures.

If you have any queries, please contact your regular workers' compensation claim contact.

Key Points

- **Submit receipts online at <https://www.icwa.wa.gov.au/er/>.**
- **Out-of-pocket expenses may include: medical, allied health, radiological services and travel expenses.**
- **Agencies should inform injured workers and update injury management systems**



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