



# Service Providers

**The Insurance Commission coordinates and funds lifetime treatment, care and support delivered by service providers to people catastrophically injured in motor vehicle crashes.**

**The Insurance Commission and service providers share a common goal to support people with catastrophic injuries to meet their rehabilitation and independence goals.**

## Person-Centred Approach

Every client in the Insurance Commission's Catastrophic Injury Support (CIS) scheme has a Care Services Coordinator and a Claims Officer who work with the person, their family and support team to develop a care plan and facilitate delivery of the plan.

Care Services Coordinators prepare a care plan for each client. The plan sets out the approved treatment, care and supports for a set period of time for the client, who retain choice and control of the providers to deliver the approved services. The Insurance Commission will not fund any treatment, care and support that it has not pre-approved.

On occasion a compensable client may choose not to pursue internal case coordination. In this case the care service coordinator will still assist in reviewing requests for service delivery without direct contact with the client and their providers.

## Service Delivery

Requests for any services are generally required in writing in a Therapy Service Plan or Therapy Report.

All aids and appliances over \$1000 require completion and submission of the Equipment Request Form complete with trials and quotes. For requests under a \$1000, please contact the Insurance Commission to discuss the required request format.

Provider plans are issued to service providers once services are approved and detail the services and equipment that have been pre-approved in a set period of time, i.e. the plan dates.

## Role of Service Providers

- Ensure services provided reflect the client's needs and goals, and are provided in line with approved plans.
- Maintain effective communication with the client and the Insurance Commission.
- Work collaboratively with the Insurance Commission to ensure clients receive services that are necessary and reasonable, tailored to their needs.
- Request in writing any extra services, aids and/or equipment not included in the current Provider Plan prior to purchasing.
- Request payments for cancelled appointments prior to sending the invoice.
- Provide Therapy Service Plans and Therapy Reports inclusive of client SMART goals, progress notes and outcome measures.
- Submit invoices in line with the invoicing guidelines on the Insurance Commission's website.

Please contact the Insurance Commission if you have any queries.