

# Agency Bulletin

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## AUTOMATED PAYMENTS FOR TREATMENT

**Insurance Commission to introduce automated payment capability for pre-approved treatment for Government employees injured at work.**

In an Australia-first initiative for a workers' compensation insurer, the Insurance Commission will shortly enable automated payments for claimants via HICAPS terminals located at practices of:

- General practitioners;
- Physiotherapists;
- Osteopaths;
- Chiropractors; and
- Medical specialists.

Currently, the Insurance Commission pays for treatment within 20 business days (where liability has been determined). This initiative will see the Insurance Commission pay within 24 hours, with the cash transfer from the bank to the practice occurring the next day.

Automated payment will simplify the payment process for claimants and health practitioners. The initiative will deliver early clarity to both parties on whether treatment will be funded by the Insurance Commission.

The Insurance Commission is currently trialling the functionality with five service providers and claimants that have recently sought treatment at these practices, and will move to full roll-out for most claimants in August.

Other health service categories will be added in time, as will additional automated payment channels.

Claimants will be sent a Treatment Number by the Insurance Commission via text message. That number (equivalent to a private health insurance card number) can then be given to the service provider for entry into the HICAPS terminal. The Insurance Commission will make payment if it has pre-approved treatment for the claimant.

The Insurance Commission will advise claimants about the functionality enhancement, including that automated payment for treatment may not be available if their claim is not accepted or treatment needs have ceased.

Claim numbers will continue to be used on claim correspondence.

If you receive any queries from claimants about this initiative, direct them to your regular workers' compensation claims contact.

## Key Points

- Insurance Commission moving to 24-hour payment terms for pre-approved treatment via HICAPS.
- Automated payment capability to roll out in August 2020.
- HICAPS terminals to accept Insurance Commission Treatment Numbers.



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