

Automated Payments



Insurance Commission
of Western Australia

- » Insurance Commission has 24-hour payment terms for pre-approved treatments via HICAPS.
- » Supporting small business to receive payment more quickly.
- » Same payment process used by private health insurers.
- » Pre-approved services support early payment for treatment.
- » Patients supplied with Digital Claiming Card, for ease of use.



Background

The Insurance Commission funds treatment for injured claimants, including motorists and Government employees. Automated payments using HICAPS for pre-approved treatments can be used by service providers; general practitioners, physiotherapists, chiropractors, osteopaths, medical specialists, psychologists, occupational therapists, speech pathologists and podiatrists.



result in the Insurance Commission making payment within 24 hours for pre-approved treatments, with banks transferring payment within 2 business days.

Treatment costs will be paid at the applicable WorkCover WA or AMA rate.

Each year the Insurance Commission pays for over 600,000 health services for more than 21,000 claimants, valued at tens of millions of dollars.

The move to automated payments reflects a continued effort by the Insurance Commission to deliver efficient, effective and contemporary services to its claimants and service providers.

Transactions can be made on the day of service or up to four days later.

Automated payments simplify invoice and payment processing and

How it works



For pre-approved services:

- **APPLE PHONE USERS** Patient can access their Digital Claiming Card from their Apple Wallet and can 'tap & pay' at the HICAPS terminal.
- **ANDRIOD PHONE USERS** Patient can access their Digital Claiming Card from Google Wallet. The Treatment number will need to be entered into HICAPS manually.
- **NO SMART PHONE/DIGITAL CARD** Patient can provide their Treatment Number, sent to them by SMS or email. Enter the Treatment Number into the HICAPS terminal or HICAPS Digital Claims.

Insurance Commission pays within 24 hours, with cash transfer to provider usually made by banks within 2 business days.

Benefits for service providers



- ✓ Streamlined and simplified payment process.
- ✓ Greater payment certainty and improved cash flow management.
- ✓ Before providing treatment, service providers can use the HICAPS quote facility to check if a service is pre-approved.
- ✓ Reduced administration - no paper invoices for pre-approved treatment.

For further information, please contact the Insurance Commission on 1800 632 242