

AUTOMATED PAYMENTS REFERENCE GUIDE – INSURANCE COMMISSION



Payment for Insurance Commission pre-approved treatments via HICAPS

The Insurance Commission of Western Australia, together with HICAPS, enables service providers to claim payment for pre-approved treatment provided to injured motorists and WA Government employees through existing HICAPS terminals or via HICAPS Digital Claims.



Insurance Commission of Western Australia

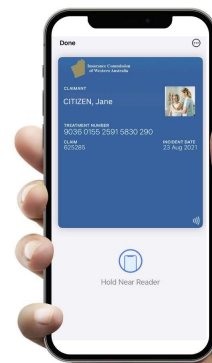
How do I receive payment from the Insurance Commission using my HICAPS terminal?

Some patients will have a Digital Claiming Card on their smart phone. A Digital Claiming Card on an Apple phone can be used to 'tap & pay' at the HICAPS terminal.

For patients using an Android phone or have received their treatment number by SMS, enter the patient's 19 digit treatment number into the HICAPS terminal (the treatment number is used the same as the 19-digit fund card number).

A step-by-step guide on **How to process a HICAPS transaction** is available on the HICAPS website <https://www.hicaps.com.au/forms/hicaps-user-guide>

A list of codes for treatment types is also available from the Insurance Commission website. <https://www.icwa.wa.gov.au/payments> Please note: You can only process one item per transaction.



How do I receive payment from the Insurance Commission using HICAPS Digital Claims?

A step-by-step guide on how to set up and use HICAPS Digital Claims is available on the HICAPS website <https://www.hicaps.com.au/products/digital-claims>

How do I reconcile Insurance Commission claims?

The Retrieval Reference Number (RRN) on the HICAPS receipt will appear on your remittance as the Invoice Number.

What if I have a question about pre-approved treatment or a treatment number?

Call the Insurance Commission's service provider help line on **1800 632 242**. You can also visit [icwa.wa.gov.au](https://www.icwa.wa.gov.au) to learn more about the Insurance Commission.

Does the injured person need to sign the receipt?

Yes. The person receiving treatment must sign the receipt.

Do I need to keep the receipt of invoice lodgement?

Yes, for seven years.

Can you do different service-date transactions?

Yes. Transactions can be completed up to four days from the date the service was provided.

Can I check if a service is pre-approved by the Insurance Commission before treatment occurs? Yes, use the quote facility on the HICAPS Terminal or Digital Claims. ('How to do a Quote' Guide – <https://www.hicaps.com.au/forms/hicaps-user-guide>)

Helpful hints

- **Patient ID** – Use '01' for all Insurance Commission claims when processing transactions using HICAPS.
- **Item per Transaction** – You can only process one item per transaction.
- **Item Numbers** – Refer to your HICAPS Quick Reference Guide for initial and standard consultation item numbers. To download a copy visit the support section <https://www.hicaps.com.au/forms/item-number-guides>
- **Insurance Commission claim** – Invoices can only be lodged through HICAPS terminals or Digital Claims after the injured person has been provided with a Digital Claiming Card or a 19 digit Insurance Commission treatment number for approved treatments.

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