

## About the icare Workers Care Program Information for service providers

The Workers Care Program is an **icare** initiative to provide the best possible support to workers with severe injuries.

In 2015, the NSW Government made some changes to the way insurance is delivered and regulated in NSW. This included starting Insurance and Care NSW (**icare**) to deliver the State's insurance and care schemes. **icare** acts for the Workers Compensation Nominal Insurer, which is the default workers compensation insurer in NSW.

### What is the icare Workers Care Program?

**icare** has introduced the Workers Care Program to improve the way treatment and care services are delivered to workers with severe injuries by using **icare's lifetime care** model of service delivery.

Workers in the **icare** Workers Care Program will have their treatment, and care managed by Workers Care, while their weekly payments and all other types of compensation will continue to be managed by their employer's workers compensation insurance agent. Any claims for treatment and care will now be sent to and managed by the **icare** Workers Care Program and not the relevant insurance agent.

### What is the icare lifetime care model of service delivery?

The **icare lifetime care** model puts people with severe injuries at the centre of all planning and decision-making about the services they receive. This begins as soon as possible after their injury. The focus of the model is on helping people with severe injuries achieve their goals at home, work and in their community, by using specialised service providers who understand the needs of severely injured people.

### What treatment and care services does the icare Workers Care Program pay for?

The Workers Care Program will only pay for the costs of a worker's reasonably necessary treatment and care services that result from their workplace injury. These services may include:

- medical treatment (such as hospital stays and doctor's appointments)
- rehabilitation (such as physiotherapy, occupational therapy and speech therapy)
- aids and equipment (such as wheelchairs)
- home and vehicle modifications (such as ramps and bathroom rails)

- attendant care services (including personal care, domestic assistance and registered nursing)
- workplace rehabilitation (including return to work programs and modifications).

## Who can provide service to workers?

All service providers need to have the appropriate skills and qualifications to provide treatment and care to people with severe injuries. In most cases, Workers Care will use case managers, home modification providers and attendant care providers that are approved by **icare lifetime care** as they are experienced in supporting people with similar needs.

In addition, exercise physiologists, chiropractors, counsellors, osteopaths, physiotherapists, and psychologists must be approved by the State Insurance Regulatory Authority (SIRA) to provide allied health services in the NSW workers compensation system. These service providers should refer to SIRA for information about the approval process.

Visit [www.sira.nsw.gov.au](http://www.sira.nsw.gov.au) Go to: Workers compensation > Health practitioners for workers compensation > Allied health for injured workers

## How do I provide services to a worker?

Workers in the **icare** Workers Care Program have severe injuries and usually have a number of service providers involved in their treatment and care. All services, apart from their immediate treatment following their injury, should be pre-approved by Workers Care. Before providing services to the worker you should:

- liaise with the rehabilitation case manager or **icare** Workers Care coordinator to obtain relevant information
- check the details of the service approval. Service approvals are detailed in a letter to the worker (known as a 'notice') or purchase order and will include the approval number (known as an 'RP' number), payment codes, type and amount of service approved, and start and end dates. The rehabilitation case manager or Workers Care coordinator will provide you with a copy of the notice
- we ask that you don't provide services beyond the end date of the approval on the notice, as we may not be able to pay you for these services.

For more information on the process, please read *Information Sheet W05: How to request treatment and care services*.

## How do I invoice the icare Workers Care Program?

You must issue a valid tax invoice containing the following information:

- provider's or supplier's ABN
- date of invoice
- invoice number
- worker's name and claim number
- date of service
- payment code for each service as per the notice
- approval number for each service (RP number listed on the notice to the worker)
- cost for the service (including GST), which must not exceed the pre-approved amount on the notice.
- SIRA approval/provider number (if required)

For more information on invoicing, please read *Information sheet SP01: Requirements for submitting invoices to the icare Workers Care Program*.

## Getting the invoice details right

When it comes to submitting an invoice:

- don't include services for more than one worker on the invoice. You can include several approval numbers and payment codes for one worker on the one invoice
- approval numbers and payment codes must match those on the notice
- dates of service listed on the invoice must fit within the approval dates listed on the notice
- if the approval number is not correct the invoice will be returned to you.
- please don't charge the worker or issue an invoice to the worker. Send an invoice to the **icare** Workers Care Program
- with your first invoice to **icare**, you must complete and attach a *Vendor file addition/Change request form* to allow payments be made. This form is available from the **icare** Workers Care coordinator.

## Where do I send my invoice?

Email (as a PDF attachment):

Workers Care Accounts Payable at [workers-careap@icare.nsw.gov.au](mailto:workers-careap@icare.nsw.gov.au)

Email is the preferred method for invoice submission

Post: **icare** Workers Care Program

GPO Box 4052

Sydney, NSW 2001

## How do I get paid?

**icare** Workers Care Program payments are made by electronic funds transfer (EFT). Funds will be directly transferred into your bank account as was mentioned in the vendor file addition/change request form you submitted with your first invoice. We don't normally pay by cheque.

If you provided an email address on the vendor file addition/change request form, you'll get an email when payment has been made.

If you have any questions about invoices and payments, phone Accounts Payable on 1300 416 829 or email them at [workers-careap@icare.nsw.gov.au](mailto:workers-careap@icare.nsw.gov.au).

## Who can I contact for more information?

Each worker has an allocated coordinator who is their contact at **icare** Workers Care Program. The coordinator can provide general information about the worker or the **icare** Workers Care Program. You should contact the insurer for all other aspects of the workers claim. Also, you can contact our Customer Support Service 13 44 22.

### To contact the **icare** Workers Care Program

**Address** GPO Box 4052, Sydney, NSW 2001 **Phone** 1300 738 586 **Fax** 1300 738 583

**Email** [enquiries.workers-care@icare.nsw.gov.au](mailto:enquiries.workers-care@icare.nsw.gov.au) **Web** [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)