

BELMORE ROAD MEDICAL CENTRE

364 BELMORE ROAD, BALWYN 3103

Billing Policy Worksafe and Transport Accident Commission (TAC)

Dear Patients,

It is often confusing to understand the claiming procedures for health issues related to workplace injury (Worksafe) and traffic accidents covered by the Transport Accident Commission (TAC).

Each organisation has its own claiming procedures and it is important to understand the differences, your entitlements and how this fits with our practice billing policy where the majority of your experience will have been through the Medicare system. It is important to understand that Worksafe operates entirely outside the Medicare system but TAC is more complex because it is a "hybrid".

WORKSAFE

If you look closely at a Medicare claim form you will see that in claiming through Medicare you are signing a disclaimer for your health problem being unrelated to work.

When you suffer an injury in your workplace - your employer is responsible for your medical costs. Employers pay an annual premium to an independent insurer (accredited by Worksafe) to cover the costs they may incur re-imbursing an employee for medical care due to workplace injury. Our relationship with you is independent from your employer. There is a scale of fees set by Worksafe which is used by some practices for direct claiming (similar to bulk -billing). This practice does not subscribe to that scale - as it is set at a level which does not reflect the complexity and need for ongoing supportive care we believe our patients should have. Your employer is the entity responsible for reimbursing your costs and we therefore issue an invoice to you referencing your employer so you can claim the reimbursement from your employer.

If you have an appointment with one of our doctors and both a Worksafe and an unrelated health problem are discussed - there will be two invoices generated - one for your employer and one for Medicare reflecting the time and complexity the un-related issue.

TAC

If you are involved in a motor vehicle accident and have not attended a hospital for treatment (TAC entitlements are invoked immediately within the hospital system) you will need to pay for your medical and related expenses to a threshold - called the "medical excess" - currently at \$623 (July 2015 - indexed annually).

Please visit the TAC website for detailed information. It is important to understand that up to the medical excess threshold it is possible to claim a rebate for your invoices through Medicare.

Once you have registered for the medical excess you will receive a claim number. Once you provide the practice with this number it will be recorded on all invoices submitted to the TAC on your behalf by Belmore Road Medical Centre.

If you have an appointment with one of our doctors and both a TAC and an unrelated health problem are managed - there will two invoices generated - one to the TAC on your behalf and a separate invoice rebatable through Medicare for the non-TAC related matter.

Dr Lorraine Baker and Dr Simon Corrigan