

OTHER REHABILITATION SERVICES TABLE OF COSTS

1. INTRODUCTION

Rehabilitation services are provided under Sections 222 and 223 of the Workers' Compensation and Rehabilitation Act 2003. Most rehabilitation services are provided by specific professional groups, referred to as "registered persons" in Section 223(a). Each of these professional groups has a specific Table of Costs outlining the conditions for the provision of treatment and rehabilitation services.

This Table of Costs outlines the conditions and fees payable for the delivery of other rehabilitation services for workers' compensation claimants referred to in Section 223(b) of the legislation. It includes:

- Return-to-Work services (Job placement, literacy, adjustment counselling etc)
- Physical Conditioning Services
- Dietary Services
- Diversional Therapy
- Domestic Assistance
- Home Nursing
- Ambulance Transport

The major goal of rehabilitation services is to assist the worker to remain in suitable employment or return to suitable employment as soon as possible following injury. In situations where the injury prevents the worker returning to work, particularly in the case of serious injury, rehabilitation must focus on maximising functional independence.

2. PROCEDURES AND CONDITIONS

2.1 Payment of other rehabilitation services

Payment for services outlined in this document are allowed subject to the following procedures and conditions:

- **The worker's compensation claim must be accepted by the insurer for the injury or condition being treated.**
 - (i) If the application for compensation is pending or has been rejected, the responsibility for payment for any services provided during any period remains a matter between the occupational rehabilitation services provider and the worker or the employer (where services have been requested by the Rehabilitation and Return to Work Coordinator).
 - (ii) The service provider should identify whether the injured worker is employed by a self-insured employer, or an employer insured by WorkCover. All invoices must be forwarded to the relevant insurer for payment.
- **In all matters, the worker must be referred by a registered medical practitioner and have a current medical certificate to cover any rehabilitation services provided.**
- **The service provider should identify the appropriate item in the Other Rehabilitation Services Table of Costs for services or treatment provided. The insurer will only consider payment for services or treatments relating to the compensable injury (not other pre-existing conditions).**

- **Due to the diversity of rehabilitation program content, there may be other expenses which are not covered in this document. These expenses are to be negotiated with the insurer prior to the delivery of such services.**
- Other rehabilitation services payable by the insurer **do not include case management** or rehabilitation program coordination, unless prior approval has been granted by the insurer.

2.2 Approval for services

- Where prior approval is required, the provider must complete a Provider Management Plan detailing service requirements. In all cases, the plan must focus on function.
- The Provider Management Plan may be obtained by downloading it from www.qcomp.com.au , or contacting Q-COMP by telephone on 1300 789 881.

3. PROVIDER INVOICE

Payment for services will be made in accordance with the Other Rehabilitation Services Table of Costs. For insurer payment, the provider is required to use an individual invoice for each worker receiving services indicating the following information:

- (i) The words 'Tax Invoice' stated prominently;
- (ii) The name of the provider and practice details;
- (iii) The date the tax invoice was issued;
- (iv) The provider's Australian Business Number (ABN);
- (v) The injured worker's name, residential address and date of birth;
- (vi) Claim Number (if known);
- (vii) Referring medical practitioner's name;
- (viii) Date of each attendance;
- (ix) Appropriate item number/s from the Table of Costs;
- (x) A brief description of each service item supplied, including areas treated;
- (xi) Cost of treatment; and
- (xii) Name of the service provider's staff member who provided the service.

Fees listed in the Table of Costs are **exclusive** of GST. It is the responsibility of a supplier to incorporate into invoices any applicable GST on taxable supplies. For guidance on the taxability of certain services, providers are advised to refer to a taxation advisor or the Australian Taxation Office.

4. ENQUIRIES

4.1 Claims Issues

- For billing enquiries or for enquiries relating to claims eg. claim numbers, claim status, rehabilitation status, payment of invoices or approval of Provider Management Plans the service provider should contact the insurer.

4.2 Policy Enquiries

- Any service provider seeking advice on policy issues relating to the Table of Costs should contact Q-COMP by telephone on 1300 789 881.

OTHER REHABILITATION SERVICES FEE SCHEDULE

The following table relates to rehabilitation services provided within the practitioner's rooms, at the injured worker's place of work or at an alternative location (eg. gym).

Return to Work Services not provided by a "registered person"

Prior approval from the insurer is required for all return to work services.

Item No	Service Type	Service Description	Max Fee Excl. GST
300199	Vocational Assessment - <i>other than by a registered psychologist</i>	Prior insurer approval required. Includes an interview and testing, where appropriate and on condition that the person is able to provide proof they are appropriately accredited to administer the tests, to identify previous education, work history and vocational interests. Interviewing and testing may also include aptitudes, academic abilities and personality characteristics. This will provide information regarding future suitable job goals and potential learning ability, taking into account labour market characteristics. Based on a maximum three (3) hours direct contact and test scoring time.	Hourly Rate \$134.03
300403	Vocational or Career Counselling - <i>other than by a registered psychologist</i>	Prior insurer approval required. Involves counselling a worker toward a realistic, achievable job goal in cases where the worker is preparing, but not yet ready, to return to work. Counselling will ensure a return to work focus and includes exploration of realistic job options and short term training, when essential for return to work.	Hourly Rate \$134.03
300286	Return to Work Facilitation	Prior insurer approval required. Face-to-face facilitation between the worker and key players in the workplace in order to effect a return to work outcome. This item is only to be used in cases where a worker is participating in a rehabilitation program or embarking on a rehabilitation program and there are significant barriers to commencing or progressing on the program. Return to work facilitation may only be provided by a tertiary degree qualified professional. Where this service is being provided by a "registered person" (eg. physiotherapist, occupational therapist) and the item already exists under a table of cost specific to that profession, the item must be billed using the table of cost specific to that profession.	Hourly Rate \$134.03
300400	Case Conference	Prior insurer approval required. Face-to-face or telephone communication involving the treatment provider, insurer's case manager and one or more of the following: Treating Practitioner, Specialist, employer or other. The conference is to plan, implement, manage, or review treatment options and/or a rehabilitation plan. The conference would result in agreed actions from the participants. Where this service is being provided by a "registered person" (eg. physiotherapist, occupational therapist) and the item already exists under a table of cost specific to that profession, the item must be billed using the table of cost specific to that profession.	Hourly Rate \$134.03

Item No	Service Type	Service Description	Max Fee Excl. GST
300412	Insurer Initiated Telephone Communication	Insurer initiated telephone discussion relating to treatment or rehabilitation of a specific worker. This does not include initial referral or requests for reports. Where this service is being provided by a "registered person" (eg. physiotherapist, occupational therapist) and the item already exists under a table of cost specific to that profession, the item must be billed using the table of cost specific to that profession.	Per five minute blocks @ \$11.14
300188	Adjustment Counselling: Initial Assessment	Prior approval from the insurer is required and would include an interview to evaluate psychosocial issues in order to formulate an intervention plan focussed on a return to work goal. Must be provided by a Rehabilitation Counsellor or Social Worker with qualifications acceptable to the insurer.	Hourly Rate \$134.03
300285	Adjustment Counselling	Prior insurer approval required. The provision of counselling services to assist with adjustment to injury. Counselling must be focused on compensable components of injury and aimed at achieving an early return to suitable work. Must be provided by a qualified Rehabilitation Counsellor or Social Worker with qualifications acceptable to the insurer.	Hourly Rate \$134.03
300295	External Case Management (outsourced by the insurer on a case-by-case basis)	Prior insurer approval required. Aims to coordinate non-medical strategies in consultation with the employer, worker, treating medical practitioner, allied health professional and insurer and facilitate the worker's return to the workplace in keeping with his/her level of functional recovery. An initial needs assessment and report should outline a case management plan indicating goals of program, services required, timeframes and costs.	Paid by hourly rate (by negotiation)
300202	Literacy Skills Tutoring	Prior insurer approval required. Private tutoring by a qualified tutor for improving literacy skills for job placement prospects. Program should be limited until a basic level of competency is achieved (approximately 4 – 6 weeks).	Local TAFE rates
300192	Job Seeking: Initial Consultation	Prior insurer approval required. Includes initial consultation identifying transferable skills & abilities; setting realistic return to work goals; identifying possible barriers and developing an action plan for the worker. Service provider's qualifications & experience must be acceptable to the insurer.	Fee by prior negotiation
300193	Job Seeking: Job Search Training	Prior insurer approval required. Based on the needs of the individual worker, this service may include job search preparation eg. interview preparation and practice and job seeking skills. Service provider's qualifications & experience must be acceptable to the insurer.	Fee by prior negotiation
300194	Job Seeking: Resume	Prior insurer approval required. Professional resume with a minimum of 3 copies to be provided to the worker. Service provider's qualifications & experience must be acceptable to the insurer.	Fee by prior negotiation

Item No	Service Type	Service Description	Max Fee Excl. GST
300195	Job Seeking: Job Action Group	Prior insurer approval required. Group format teaching the worker job seeking skills including resume writing, interview preparation and presentation and job seeking information. Intensive job search activities with guidance, practical assistance and support provided by job club leaders. There should be a maximum of 8 persons in a group. Service provider's qualifications & experience must be acceptable to the insurer.	Fee by negotiation prior to service delivery
300196	Job Seeking: Job Placement Services	Prior insurer approval required. Activities including training, group facilitation, individual assessment and/or support, employer liaison or market place analysis that assist a worker to return to gainful employment. Service provider's qualifications & experience must be acceptable to the insurer.	Fee by negotiation prior to service delivery
300197	Job Seeking: Travel	Prior insurer approval required. Travelling time will only be paid where the provider is required to leave their rooms to deliver a service to an injured worker at their place of residence, a rehabilitation facility or the workplace. Service provider's qualifications & experience must be acceptable to the insurer.	Fee by negotiation prior to service delivery
300076	Progress Report	Report to be provided only following a request from the insurer. Report should include: summary of interventions, including major findings, treatments delivered and results obtained and future treatment recommendations, if applicable. Where this service is being provided by a "registered person" (eg. physiotherapist, occupational therapist) and the item already exists under a table of cost specific to that profession, the item must be billed using the table of cost specific to that profession.	\$40.22
300077	Standard Report	Report to be provided only following a request from the insurer. Report should contain summarised information of assessment findings, treatments/services delivered, results obtained and includes interpretive information with specific recommendations for further rehabilitation management and return to work, if applicable. The report must include all information relevant to the worker's compensable injury. If recommendations include further treatment/services, a Provider Management Plan must also be completed. Where this service is being provided by a "registered person" (eg. physiotherapist, occupational therapist) and the item already exists under a table of cost specific to that profession, the item must be billed using the table of cost specific to that profession.	\$113.96
300176	Comprehensive Report	Report to be provided only following a request from the insurer. Report contains all the elements of a standard report in addition to information relating to more detailed assessments and interventions performed. This report would only be required in a limited number of cases where the case and the treatment are extremely complex. Fee at hourly rate with number of hours negotiated with insurer. Where this service is being provided by a "registered person" (eg. physiotherapist, occupational therapist) and the item already exists under a table of cost specific to that profession, the item must be billed using the table of cost specific to that profession.	Hourly Rate \$134.03 Hours to be negotiated with insurer

Item No	Service Type	Service Description	Max Fee Excl. GST
300155	Travel	<p>Prior insurer approval required. Travelling time will only be paid where the provider is required to leave their rooms to deliver a service to an injured worker at their place of residence, a rehabilitation facility or the workplace.</p> <p>This item does not include travel in relation to job seeking, which has a specific item number (300197).</p> <p>Where this service is being provided by a "registered person" (eg. physiotherapist, occupational therapist) and the item already exists under a table of cost specific to that profession, the item must be billed using the table of cost specific to that profession.</p>	Hourly Rate \$99.86

Physical Conditioning Services

Prior approval from the insurer is required for all physical conditioning services. Physical conditioning services may only be provided by exercise physiologists with a tertiary degree in human movements studies, exercise science or equivalent.

Item No	Service Type	Service Description	Max Fee Excl. GST
300186	Initial Physical Conditioning Assessment	Prior insurer approval required. Initial consultation, assessment and program design for an individual worker.	Hourly Rate \$89.51 (max. 1 hour)
300187	Physical Conditioning Subsequent Consultation	Prior insurer approval required. Subsequent consultation for an individual worker for exercise program supervision, review and upgrade at a gymnasium/ pool or alternative location.	Hourly Rate \$89.51 (max. 1 hour)
300228	Gym & Pool entry fees	Prior insurer approval required. The cost of the entrance fee to the gymnasium or pool for treatment or assessment. The insurer will not pay an entrance fee where the gymnasium or pool is owned or operated by the provider.	As per individual facility
300401	Group exercise sessions	Prior insurer approval required. Exercise physiologist to supervise and attend planned session. This consultation involves some or all of the elements of a subsequent consultation with exercise undertaken in a group or class situation. Maximum of 8 persons per group. The insurer will only pay for the attendance of workers' compensation claimants.	\$17.06 per person
300404	Travel	Prior insurer approval required. Travelling time will only be paid where the provider is required to leave their rooms to deliver a service to an injured worker at their place of residence, a rehabilitation facility or the workplace.	Hourly Rate \$67.13
300203	Progress Report	Report to be provided only following a request from the insurer. Report should include: summary of interventions, including major findings, treatments delivered and results obtained and future treatment recommendations, if applicable.	\$29.54

Item No	Service Type	Service Description	Max Fee Excl. GST
300230	Standard Report	Report to be provided only following a request from the insurer. Report should contain summarised information of assessment findings, treatments/ services delivered, results obtained and include interpretive information with specific recommendations for further rehabilitation management and return to work, if applicable. The report must include all information relevant to the worker's compensable injury. If recommendations include further treatment/services, a Provider Management Plan must also be completed.	\$80.17
300231	Comprehensive Report	Report to be provided only following a request from the insurer. Report contains all the elements of a standard report in addition to information relating to more detailed assessments and interventions performed. This report would only be required in a limited number of cases where the case and the treatment are extremely complex. Fee at hourly rate with number of hours negotiated with insurer.	Fee by negotiation prior to preparation of the report

Dietary Services provided by a qualified dietician only

Item No	Service Type	Service Description	Max Fee Excl. GST
300190	Assessment	Prior insurer approval required. To identify weight loss needs and goals.	\$67.04 per session
300191	Weight Loss Program	Prior insurer approval required. For weight reduction programs to assist the worker recover from injury.	\$31.67 per session

Diversional Therapy

Item No	Service Type	Service Description	Max Fee Excl. GST
300200	Diversional Therapy Program	Prior insurer approval required. This relates to services provided by a Diversional Therapist at a nursing home, including therapeutic activities provided by a Diversional Therapist. This service should only be used under the supervision of an Occupational Therapist, who has recommended therapeutic activities as part of the overall treatment program. It would only be relevant for workers suffering severe head injury requiring development of life skills.	Hourly Rate \$31.67

Domestic Assistance

Item No	Service Type	Service Description	Max Fee Excl. GST
300201	Domestic Assistance provided through an agency only	Prior insurer approval required. Includes cleaning, shopping and washing where the worker is living at home and has been assessed by an Occupational Therapist as physically incapable of undertaking these tasks and has no family and other social support network. Weekend and public holiday rates may be negotiated with the insurer.	Agencies rates up to max. Hourly Rate of \$23.21

Home Nursing

Item No	Service Type	Service Description	Max Fee Excl. GST
300014	Home nursing service by a registered nurse	<p>Prior insurer approval is required.</p> <p>Home nursing services such as dressing of wounds and assistance with daily care.</p> <p>(Weekend Time means from midnight Friday to midnight Sunday)</p> <p>There will be no insurer payment for home nursing services for any period in excess of 4 weeks without a treating medical practitioner review.</p> <p>The reasonable cost of wound dressing will be paid in full provided the wound dressings have been itemised on the invoice.</p>	<p>Hourly rates</p> <p>Day and Evening: Hourly Rate \$53.06</p> <p>Weekend: Hourly Rate \$68.20</p> <p>Public Hol.: Hourly Rate \$114.55</p>
300290	Incidental expenses e.g. dressings	<p>Prior insurer approval is required.</p> <p>Dressing material must be itemised on the invoice.</p>	Reasonable costs as determined by the insurer

Ambulance Transport

Under the *Workers' Compensation and Rehabilitation Act 2003 s219*, ambulance transportation is defined as:

- (i) Transportation, irrespective of distance, **first provided immediately after the injury is sustained.** Transportation must be from the place where the injury is sustained to a place where appropriate medical treatment is available to seek the treatment; or
- (ii) Transportation, irrespective of distance, **subsequently provided.** There must be **certification in writing** by a doctor stating such transportation is necessary because of the worker's physical condition resulting from the injury.

For ambulance transport services provided by Queensland Ambulance Services payment is covered under the grant made by Q-COMP. The insurer does not need to make any further payment.

All insurers must pay the cost of transportation provided by services other than the Queensland Ambulance Service.

Ambulance Transport provided by a non-QAS provider

Item No.	Service Type	Service Description	Max Fee Excl. GST
300309	Non-QAS Provider Initial transportation	Transportation provided immediately after the injury is sustained.	Fee negotiated with insurer
300310	Non-QAS Provider Subsequent transportation	Transportation subsequently provided – must be certified in writing by a doctor as necessary because of the worker's physical condition resulting from the injury.	Fee negotiated with insurer