

Exercise Physiology table of costs

Effective 1 July 2020

Service	Descriptor	Insurer prior approval required ¹	Item number	Fee – GST not included ²
Initial Physical Conditioning Assessment	Initial consultation, assessment and set up of physical conditioning program for an individual worker - maximum one (1) hour. Prior approval required before providing service if not referred by a medical practitioner.	No	300186	\$186 ^ per hour
Subsequent Physical Conditioning Consultation	Subsequent consultation in a one-on-one session for an individual worker; supervise, review and/or upgrade an exercise program - maximum one (1) hour.	Yes	300187	\$186 ^ per hour
Group Exercise Sessions	Group exercise programs, maximum eight (8) persons per group.	Yes	300401	\$48 ^ per person per hour
Group Education Sessions	Group education programs, maximum eight (8) persons per group.	Yes	300402	\$48 ^ per person per hour
Communication - 3 to 10 mins	Direct communication between treating practitioners and insurer, employer, insurer referred allied health practitioner and doctors to assist with faster and more effective rehabilitation and return to work for a worker. Excludes communication of a general administrative nature or with a worker. Must be more than three (3) minutes. Consult list of exclusions before using.	No	300079	\$31

Communication - 11 to 20 mins	Direct communication between treating practitioners and insurer, employer, insurer referred allied health practitioner and doctors to assist with faster and more effective rehabilitation and return to work for a worker. Excludes communication of a general administrative nature or with a worker. Must be more than (11) minutes. Consult list of exclusions before using.	No	300100	\$62
Case Conference	Face-to-face or phone communication involving the treating provider, insurer and one (1) or more of the following: treating medical practitioner, specialist, employer or employee representative, worker, allied health providers or other.	Yes	300082	\$186 ^ per hour
Progress Report	A written report providing a brief summary of the worker's progress towards recovery and return to work.	At the request of the insurer	300086	\$62
Standard Report	A written report used for conveying relevant information about a worker's compensable injury where the case or treatment is not extremely complex or where responses to a limited number of questions have been requested by the insurer.	At the request of the insurer	300088	\$157
Comprehensive Report	A written report only used where the case and treatment is extremely complex. Hours to be negotiated with the insurer prior to providing the report.	At the request of the insurer	300090	\$186 ^ per hour
Travel - Treatment	Only paid where the provider is required to leave their normal place of practice to provide a service to a worker at their place of residence, rehabilitation facility, hospital or the workplace; for visits to multiple workers or facilities, divide the travel charge accordingly between workers assessed/treated at each location.	Yes	300092	\$134 ^ per hour
Copies of Patient Records Relating to Claim	Copies of patient records relating to the worker's compensation claim including file notes, results of relevant tests e.g. pathology, diagnostic imaging and reports from specialists. Paid at \$25 flat fee plus \$1 per page.	No	300093	\$25 plus \$1 per page

Incidental Expenses	Reasonable charges for incidental items the worker takes with them up to \$58.00 per claim without prior approval. Reasonable charges for supportive devices up to \$203.00 per claim without prior approval. Hire of equipment to be negotiated with insurer.	Yes	300094	\$58 - per claim Supportive - \$203 per claim
Activities of Daily Living Assessment	A series of standardised tests and measures to assess a worker's activities of daily living and mobility, including Modified Barthel Index assessments. Service includes assessment and report, noting that WorkCover's template for Modified Barthel Index is to be used (for WorkCover claims).	At the request of the insurer	300159	\$186 ^ per hour
Gym and Pool Entry Fees	Entry fee to the gymnasium or pool for treatment or assessment. Prior approval required before providing service.	Yes	300228	Usual facility fee
External Case Management	Includes an initial needs assessment and report; should outline a case management plan indicating the goals of the program, services required, timeframes and costs. Insurer request only.	At the request of the insurer	300295	\$186 ^ per hour

Please read the item number descriptions contained in this document for service conditions and exclusions.

¹ Where prior approval is indicated the practitioner must seek approval from the insurer before providing services.

² Rates do not include GST. Check with the Australian Taxation Office if GST should be included. See www.ato.gov.au/Business/GST/In-detail/Your-industry/GST-and-health.

³ If costs exceed pre-approved levels, or the hire equipment is required the practitioner must submit a Request for incidental expenses, supportive devices or equipment hire form detailing items and cost to the insurer available from www.worksafe.qld.gov.au.

^ Hourly rates are to be charged pro-rata.

The insurer will only pay for the attendance of workers' compensation claimants.

Who can provide exercise physiology services to injured workers?

All exercise physiology services performed must be provided by a provisionally accredited or an accredited exercise physiologist (AEP) with Exercise and Sports Science Australia (ESSA).

Service conditions

Services provided to injured workers are subject to the following conditions:

- **Assessment** – after the initial physical conditioning assessment a completed Provider Management Plan must be provided to the insurer to advise of assessment outcome.
- **Provider Management Plan** – this form is available on the Workers' Compensation Regulator's website (www.worksafe.qld.gov.au) and is to be completed if treatment is required after any pre-approved sessions or any services where prior approval is required. An insurer may require the Provider Management Plan to be provided either verbally or in written format (check with each insurer as to their individual requirements). The insurer will not pay for the preparation or completion of a Provider Management Plan.
- **Approval for other services or sessions** – approval must be obtained for any service requiring prior approval from the insurer before commencing treatment.
- **Postoperative treatment** – when a worker is referred for treatment after a surgical procedure, a new set of five (5) treatments will take effect.
- **Payment of treatment** – all fees payable are listed in the Exercise Physiology services table of costs. For services not outlined in the table of costs, prior approval from the insurer is required.
- **Treatment period** – treatment will be deemed to have ended if there is no treatment for a period of two (2) calendar months. After this a Provider Management Plan needs to be submitted for further treatment to be provided (the worker must also obtain another referral).

- **End of treatment** – all payment for treatment ends where there is either no further medical certification, the presenting condition has been resolved, the insurer finalises/ceases the claim, the worker is not complying with treatment or the worker has achieved maximum function.
- **Change of provider** – the insurer will pay for another initial consultation by a new provider if the worker has changed providers (not within the same practice). The new provider will be required to submit a Provider Management Plan for further treatment outlining the number of sessions the worker has received previously.

Telehealth services

Telehealth services are only related to video consultations. Phone consultations are not covered under the current table of costs.

The following should be considered prior to delivering the service:

- Providers must consider the appropriateness of this mode of service delivery for each worker on a case-by-case basis i.e. the principles and considerations of good clinical care continue to be essential in telehealth services.
- Providers are responsible for delivering telehealth services in accordance with the principles of professional conduct and the relevant professional and practice guidelines to ensure that all care is taken to ensure the privacy, confidentiality, safety, appropriateness and effectiveness of the service.
- As with any consultation, it is important to provide sufficient information to enable workers to make informed decisions regarding their care.
- All telehealth services require prior approval from the insurer and must be consented to by all parties – the worker, provider and insurer.

For billing purposes telehealth services do not have specific item codes and should be invoiced in line with the current item codes and descriptors in each table of costs.

“Telehealth” must be noted in the comments section on any invoice submitted to the insurer when this service has been utilised.

Consultations (Item Codes 300186, 300187)

For an accepted claim, the insurer will pay the cost of an initial consultation and report when it has been requested by the treating medical practitioner or an accredited workplace/employer. Prior approval is required for any subsequent assessment consultations. The insurer will not pay for an initial and subsequent consultation on the same day unless in exceptional circumstances, as approved by the insurer.

The objective of the intervention is to ensure that workers suffering from compensable injuries achieve the best practicable levels of physical conditioning. These programs should be outcome-focused - designed to maximise the likelihood of the worker achieving an increase in capacity to work and function.

Consultations may include the following elements:

- **Initial assessment** – where appropriate obtain standardised outcome measurements - subjective questionnaires and objective measures - to provide a base line prior to commencing intervention. The outcome measurement tools should be reliable, valid and sensitive to change.
- **Subjective assessment** – may include exercise history, pre-injury abilities, injury/condition history and restrictions and a physical activity readiness questionnaire.
- **Objective assessment** – may include range of motion, muscular strength and endurance, physiological contraindication for exercise screening and cardiovascular capacity.
- **Reassessment** – evaluate the Workers' progress using appropriate assessment measures and compare results to the baseline measures and program goals. Flag barriers if present and review current physical condition and program direction.
- **Program supervision** – may include development of the program to include strategies for the worker to return to normal function, self-management techniques and monitoring the exercise program to ensure correct technique and functional progression is occurring.
- **Clinical records** – record information in the worker's clinical records, including the purpose and results of procedures and tests.
- **Communication (with the referrer)** – communicate any relevant information for the worker's rehabilitation to insurer. Acknowledge referral and liaise with the treating medical practitioner about treatment.

Group Exercise Sessions (Item Codes 300401, 300402)

The insurer will only pay for the attendance of worker's compensation claimants in a group exercise session.

The objective of any exercise rehabilitation or education program is to ensure that injured workers achieve the best practicable levels of physical recovery along with assisting the worker to understand their injury and the process of rehabilitation.

Exercise programs developed by Exercise Physiologists should be:

- aimed at increasing the worker's capacity and orientated towards a return to suitable and sustainable employment - workers' compensation insurers do not pay for programs that are only focused on improving a worker's general level of health and fitness
- outcome-focused - the practitioner must be able to demonstrate that the worker has achieved an increase in work capacity and a decrease in clinical treatment
- aimed at maximising function

Education programs developed by Exercise Physiologists should:

- aim to increase the worker's understanding of their injury
- provide workers with self-management strategies
- overcome unhelpful beliefs
- be outcome focused
- use accepted best practice guidelines

Communication (Item Codes 300079, 300100)

Used by **treating practitioners** for direct communication between a practitioner and any of the following: insurer, employer and/or treating medical or insurer appointed allied health provider to provide detailed information to facilitate faster, safer and more effective rehabilitation and return to work program for a specific worker. The communication should be **relevant** to the compensable injury and assist the insurer and other involved parties to resolve barriers and/or agree to strategies or intervention/s proposed. Communication includes phone calls, emails and facsimiles.

Each call, fax/email preparation must be more than three (3) minutes in duration to be billable. Note: most communication would be of short duration and would only exceed ten minutes in exceptional or unusual circumstances.

The insurer will not pay for:

- normal consultation communication that forms part of the usual best practice of ongoing treatment (when not of an administrative nature this should be billed under the appropriate treatment code)
- communication conveying non-specific information such as 'worker progressing well'
- communication made or received from the insurer as part of a quality review process
- General administrative communication, for example:
 - forwarding an attachment via email or fax e.g. forwarding a Suitable duties plan or report
 - leaving a message where the party phoned is unavailable
 - queries related to invoices
 - for approval/clarification of a Provider Management Plan or a Suitable Duties Plan by the insurer

Supporting documentation is required for all invoices that include communication. Invoices must include the reason for contact, names of involved parties and will only be paid once, regardless of the number of recipients of the call/email/fax. Line items on an invoice will be declined if the comments on the invoice indicate that the communication was for reasons that are specifically excluded.

If part of the conversation would be excluded, the practitioner can still invoice the insurer for the communication if the rest of the conversation is valid. The comments on the invoice should reflect the valid communication. Providing comments on an invoice that indicates that the communication was specifically excluded could lead to that line item being declined by the insurer.

Case Conference (Item Code 300082)

The objectives of a case conference are to plan, implement, manage or review treatment options and/or rehabilitation plans and should result in an agreed direction for managing the worker's return to work.

The case conference must be authorised by the insurer prior to being provided and would typically be for a maximum of one hour (this excludes travelling to venue and return).

A case conference may be requested by:

- a treating medical practitioner
- the worker or their representative/s
- the insurer
- an employer
- an allied health provider

Reports (Item Codes 300086, 300088, 300090)

A report should be provided only following a request from the insurer or where the practitioner has spoken with the insurer and both parties agree that the worker's status should be documented. Generally, a report will not be required where the information has previously been provided to the insurer.

The practitioner should ensure:

- the report intent is clarified with the referrer
- reports address the specific questions posed by the insurer
- all reports relate to the worker's status for the compensable injury
- the report communicates the worker's progress or otherwise
- all reports are received by the insurer within 10 working days from when the practitioner received request

In general, reports delayed longer than three (3) weeks are of little use to the insurer and will not be paid for without prior approval from the insurer.

All reports include:

- worker's full name
- date of birth
- date of injury
- claim number
- diagnosis
- date first seen
- time period covered by the report
- referring medical practitioner
- contact details/signature and title of practitioner responsible for the report

Clinical Reports

Insurers may request a progress clinical report, a standard clinical report or a comprehensive clinical report.

- **Progress report** – a brief summary of a worker's progress including return to work status, completion of goals, future recommendations and timeframes.
- **Standard report** – conveys relevant information relating to a worker's recovery and return to work where the case or treatment **are not** extremely complex. Includes functional and return to work status, treatment plan, interventions to date, any changes in prognosis along with the reasons for those changes, barriers, recommendations and goals and timeframes. Also includes responses to a limited number of questions raised by an insurer. A standard report would not be appropriate if further examination of the worker was required in order for the report to be completed.
- **Comprehensive report** – conveys all the information included in a standard report however would only be relevant where the case or treatment are **extremely complex** or the questions raised by the insurer are extensive. A standard report would be appropriate if further examination of the worker was required in order for the report to be completed for example a neuropsychological report or multi-trauma patient.

Travel – Treatment (Item Code 300092)

Travel should only be charged when:

- it is appropriate to attend the worker somewhere other than the normal place of practice - for example:
 - to assist therapy* - where the practitioner does not have the facilities at their practice
 - To attend a case conference*
- a worker is unable to attend the practitioner's normal place of practice and they are treated at their home. In this case, the treating medical practitioner must certify the worker as unfit for travel
- the travel relates directly to service delivery for the worker's compensable injury

*Note: Please check procedures and conditions of service to determine if prior approval is required from the insurer.

Approval is required for travel in excess of one (1) hour return trip. Prior approval is not required where the total travel time will exceed one (1) hour but the time can be apportioned (divided) between a number of workers for the same trip and equates to one (1) hour or less per worker.

Travel may not be charged when:

- travelling between one site or another if the practitioner's business consists of multiple practice sites
- the practitioner conducts regular sessional visits to particular hospitals, medical specialist rooms or other sessional rooms/facilities
- visiting multiple workers in the same workplace – the travel charge should be divided evenly between workers treated at that location
- visiting multiple worksites in the same journey – the travel charge should be divided accordingly between workers involved and itemised separately

Patient Records (Item Code 300093)

The fee is payable upon request from the insurer for copies of patient records relating to the workers compensation claim. If the copies of records are to exceed 50 pages the practitioner is required to seek approval from the insurer before finalising the request.

Incidental Expenses (Item Code 300094)

The values specified in this table of costs for incidental expenses and supportive devices are per claim and not per consultation. Contact the insurer for further clarification of what qualifies as an incidental expense.

For items exceeding the pre-approved values listed in this table of costs practitioners should discuss the request with the insurer. Approval must be obtained by contacting the insurer and submitting a Request for incidental expenses, supportive devices form available at www.worksafe.qld.gov.au. All items must be itemised on invoices.

Reasonable expenses

Items considered to be reasonable incidental expenses are those that the worker actually takes with them – including bandages, elastic stockings, tape, crutches, theraputty, theraband, grippers, hand weights, audio tapes/CD, education booklets, and disposable wound management kits (such as those containing scissors, gloves, dressings, etc.). Tape may only be charged where a significant quantity is used.

Items considered reasonable supportive device expenses – including splinting material, prefabricated splints, and braces – must be shown to be necessary items for successful treatment of the compensable injury.

The insurer will not pay for:

- items regarded as consumables used during the course of treatment – including towels, pillowcases, antiseptics, gels, tissues, disposable electrodes, bradflex tubing, and small non-slip matting
- items/procedures that are undertaken in the course of normally doing business – including autoclaving/sterilisation of equipment, and laundry

Hire/loan items

Prior approval must be obtained from the insurer for payments for hire or loan of items e.g. biofeedback monitors. The insurer will determine the reasonable cost and period for hire or loan and is not liable for the deposit, maintenance, repair or loss of the hire equipment.

Activities of Daily Living Assessment Services (Item Code 300159)

Activities of Daily Living (ADLs) is a series of standardised tests used to measure a worker's activities of daily living and mobility, including Modified Barthel Index. The Modified Barthel Index assessments can only be done by qualified practitioners. Please note that WorkCover Queensland's template for the Modified Barthel Index is to be used for WorkCover Queensland claims.

Fee is charged at an hourly rate with the number of hours negotiated with the insurer prior to providing the service. This service includes the assessment and mandatory report. Generally, an assessment (including report) will take one (1) to two (2) hours. The practitioner must obtain prior approval from the insurer for assessments greater than two (2) hours.

Gym and Pool Entry Fees (Item Code 300228)

The insurer will not pay an entrance fee if the practitioner owns or operates the gymnasium or pool. Exceptions to this may be approved by the insurer where unusual circumstances apply.

External Case Management (Item Code 300295)

External case management services would only be required in a very limited number of situations - for example interstate cases or very serious/catastrophic injuries where the insurer requires specialised skills of the provider. The insurer will determine the needs on a case-by-case basis. A practitioner may be requested to provide case management for the entirety or for a portion of the injured worker's claim.

External case management may require the practitioner to co-ordinate equipment prescription, assistive technology and/or home modifications for the injured worker. It also requires the development of non-medical strategies in consultation with the employer, worker, treating medical practitioner, allied health professional and insurer to assist the worker's return to the workplace, in keeping with their level of functional recovery.

Fee is charged at an hourly rate (pro rata) with the number of hours negotiated with the insurer.

Services must be provided by a person who has the appropriate skills and demonstrated experience in this area to a level acceptable to the insurer.

Assistance

Contact the relevant insurer for claim related information such as:

- payment of invoices and account inquiries
- claim numbers/status
- rehabilitation status
- approval of Provider Management Plans

For a current list of insurers and for more information on the table of costs, visit www.worksafe.qld.gov.au or call 1300 362 128.