

Status	Reason	Definition
New Request	Invoice Received	A new payment request has been received and is awaiting processing
In Progress	Awaiting Authorisation	The payment request has been processed and is waiting to be authorised for payment
Paid	Payment Complete	The payment request has been paid
Not Paid	No Claim Cover	Claim liability has not been accepted – this means either a claim has been denied or cancelled, or has not been pursued as the employer was deemed to be self-insured or the worker has withdrawn their application or the claim was registered as report purposes only
Not Paid	Outside Claim Cover	The date of service is outside the accepted liability period or the service item does not relate to the accepted work-related injury. This means either a claim has been finalised administratively, closed by medical clearance, suspended or ceased as per legislative requirements, a third party or common law settlement has occurred or a permanent impairment assessment has occurred
Not Paid	Not Payable as per TOCs	This service or item number does not meet requirements outlined within the medical and allied health table of costs. E.g. Communication of administrative nature, incorrect item codes used for speciality, etc.
Not Paid	Prior Approval Not Obtained	Prior approval was not sought or granted for this service item to be billed to WorkCover
Not Paid	Invoice Outside 60 Days	The date of the invoice generated is greater than 60 days' post-date of service, which is outside legislative requirements
Not Paid	Duplicate Account Already Paid	The account is a duplicate request and has already been paid by WorkCover
Not Paid	Maximum Fee Already Paid	The maximum payable amount in line with the medical and allied health table of costs from WorkCover has already been paid for this service item
Not Paid	MAIC Grant Service	Claim circumstances reflect that a MVA has occurred where the worker was not at fault and as such, this account should be generated for payment via the MAIC grant (only applicable for Queensland Health service providers)
Not Paid	Incorrect GST Charged	Incorrect GST charged – new invoice required to be submitted for payment
Not Paid	Invalid Invoice	The invoice received was missing information and deemed invalid. A new invoice is required to be submitted for payment
Not Paid	Amount Amended	Amount previously paid by WorkCover has been amended
Not Paid	Incorrect Payee	An incorrect payee has been paid for this account and as such, WorkCover have reversed the payment line so to pay the correct payee
Not Paid	New Invoice Required	A new invoice is required to be submitted – only displayed when WorkCover or the stakeholder have identified an error with the submitted invoice outside incorrect GST being charged and outside the invoice being deemed as invalid