Provider Online - RTW Services Claim Referrals

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Provider Online Claim Referrals Workflow

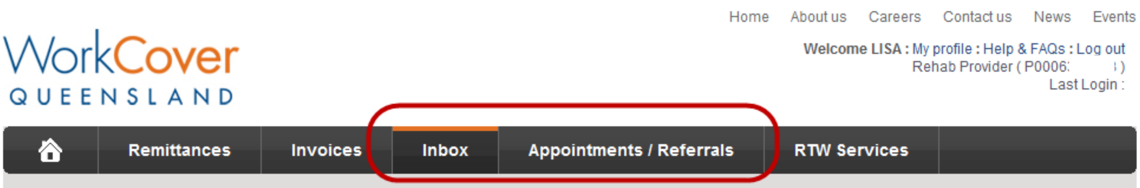
Provider Online claim referrals is an easy way providers can work with WorkCover to receive and action Return to Work Services referrals. Currently providers use Provider Online to see remittances, create invoices or upload documents to claims. All RTW Services referrals are via providers 'Provider Online' account. From the referral, to creating the invoice and submitting reports, it all happens on Provider Online for RTW Services. This guide will assist you in how to use Provider Online for RTW Services referrals.

Access to RTW referrals

Your provider online user account will need to be granted access to the RTW Services referrals process before you begin.

To check if you have access already, please login to Provider Online and if you have an 'Inbox' and an 'Appointments/Referrals' tab then you have the access required.

If you don't see these two tabs then call us and we will be able to turn on your access.

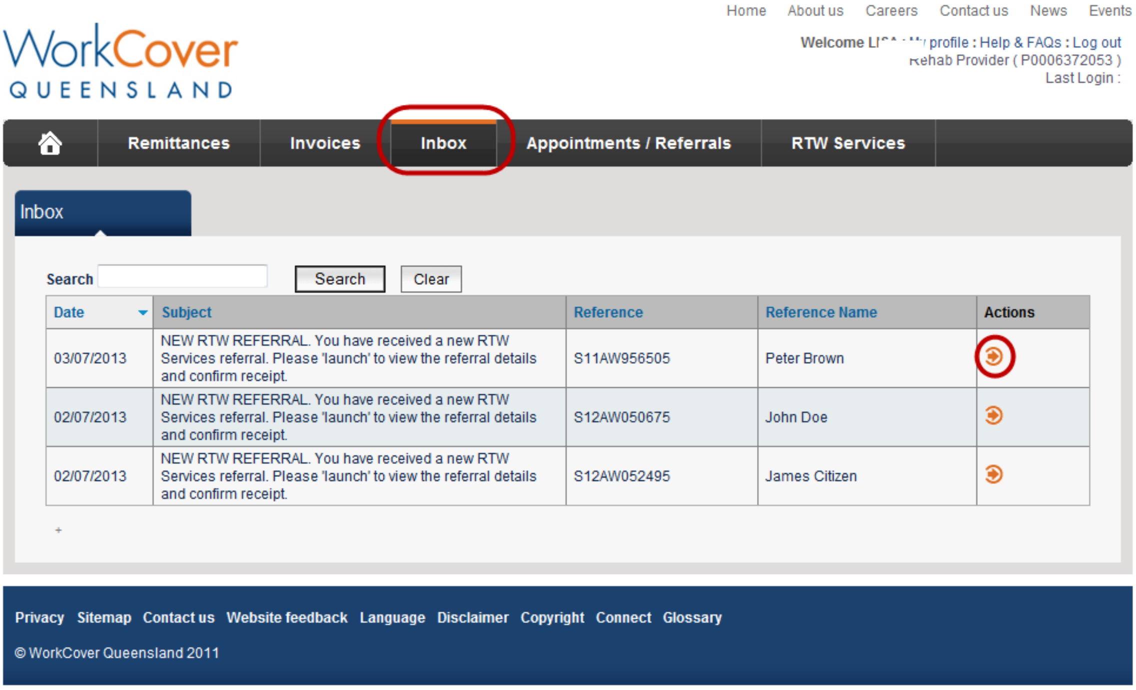


Inbox

The inbox is where you will be notified of claim referrals and associated tasks. For claim referrals, there are three types of notifications you will receive in the inbox:

1. NEW RTW REFERRAL – Notification that a new claim referral has been sent to you.
2. REFERRAL APPOINTMENT – Notification that a claimant appointment needs to be added to the referral.
3. FINALISE REFERRAL – Notification that the referral requires finalisation.

Click to take you to the claim referral detail.



Claim Referrals

There are three phases to the workflow you will need to manage:

1. Confirm receipt
2. Add an appointment
3. Finalise the referral

Referral Detail

This is where you see the details of the claim referral we have sent to you.

1. After reviewing the claim referral detail and any attachments we've included, you need to 'confirm receipt' of the new referral in the 'Referral Detail' tab:
   (see next page)

Home | About us | Careers | Contact us | News | Events

Welcome LISA : My profile : Help & FAQs : Log out
Rehab Provider (P0006372053)
Last Login :

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Remittances | Invoices | Inbox | Appointments / Referrals | RTW Services

Referral Detail | Appointment | Finalise

Thank you for accepting this referral, please confirm receipt. Please check the Q-COMP 'Return to work services table of costs' to confirm the practitioner who will provide the requested service/s is able to do so.

Confirm Receipt

RTW Services Referral Details

Referral date:	03 Jul 2013	**Referral status:**	Pending
Services required:	Return to work facilitation Suitable duties plan		
Referral goal:	Find a suitable host employer and implement a 6-8 week suitable duties program.		
Report requirements:	Verbal and Written		

WorkCover Contact Details

Claim owner:	Sean McMullen	**Position:**	Customer Services Manager
Phone:	3716 3005		

Claimant Contact Details

Name:	Peter Brown	**Claim number:**	S11AW956505
Address:	1 Smith Street BRISBANE, QLD 4000	**Date of birth:**	01 Jan 1960
Mobile:	0400123456	**Email**	peter@gmail.com
Phone (home):	07 3006 6666	**Phone (work):**	07 3006 6666

Claim Summary

Diagnosis:	L knee strain	**Date of injury:**	29 Mar 2012
Usual occupation:	Labourer	**Alternative duties**	Not available
Employment status:	Not at work - job not available		
Employer:	Employer		
Contact name:	David Fitzpatric	**Phone:**	
Email:	david@esrandielines.com.au		
Treating practitioner:	Dr John Doe	**Phone:**	30054878
Email:	john@gmail.com	**Fax:**	1300 365 125

Additional details:

Mr Brown is a 53 year old male carpenter who sustained a fractured leg on 15 March 2013 after a 20kg piece was dropped accidentally by a co-worker.
He underwent surgery to on this date to insert plates and screws to reduce the fracture and since this time has been off work due to being retrenched.
WorkCover have funded 10 sessions of physiotherapy and he has commenced a gym program.
The treating specialist has now given approval for return to work.
As Mr Brown is no longer employed, he is being referred to you to find a host placement and arrangement of a suitable duties program.

Approved RTW Services

Service	Item Number	Units	Amount	GST
Return to work facilitation	300164	1.0 Hour/s	$173.80	$15.80
Suitable duties program - initial plan	300102	1.0 Unit/s	$86.90	$7.90
Standard report	300088	1.0 Unit/s	$148.50	$13.50
Travel	300092	3.5 Hour/s	$454.30	$41.30
Total			$863.50	$78.50

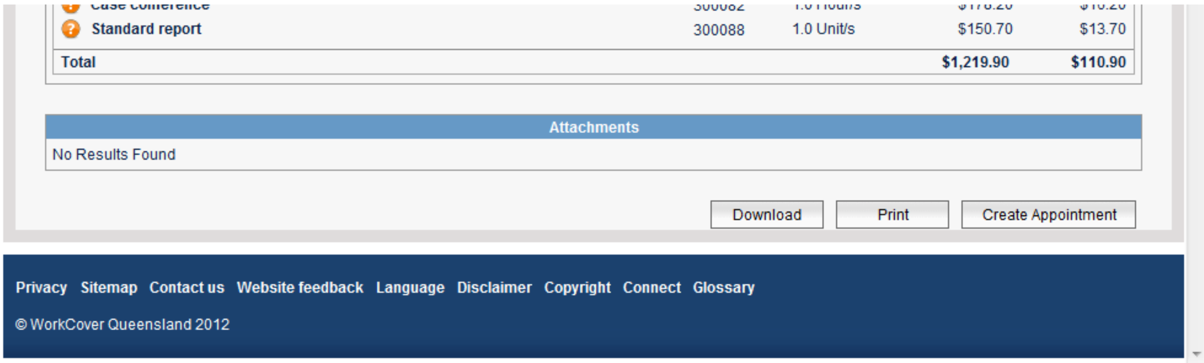
Attachments

Document	Action
Medical_certificate.pdf	

Confirm Receipt

Download Referral Details as PDF

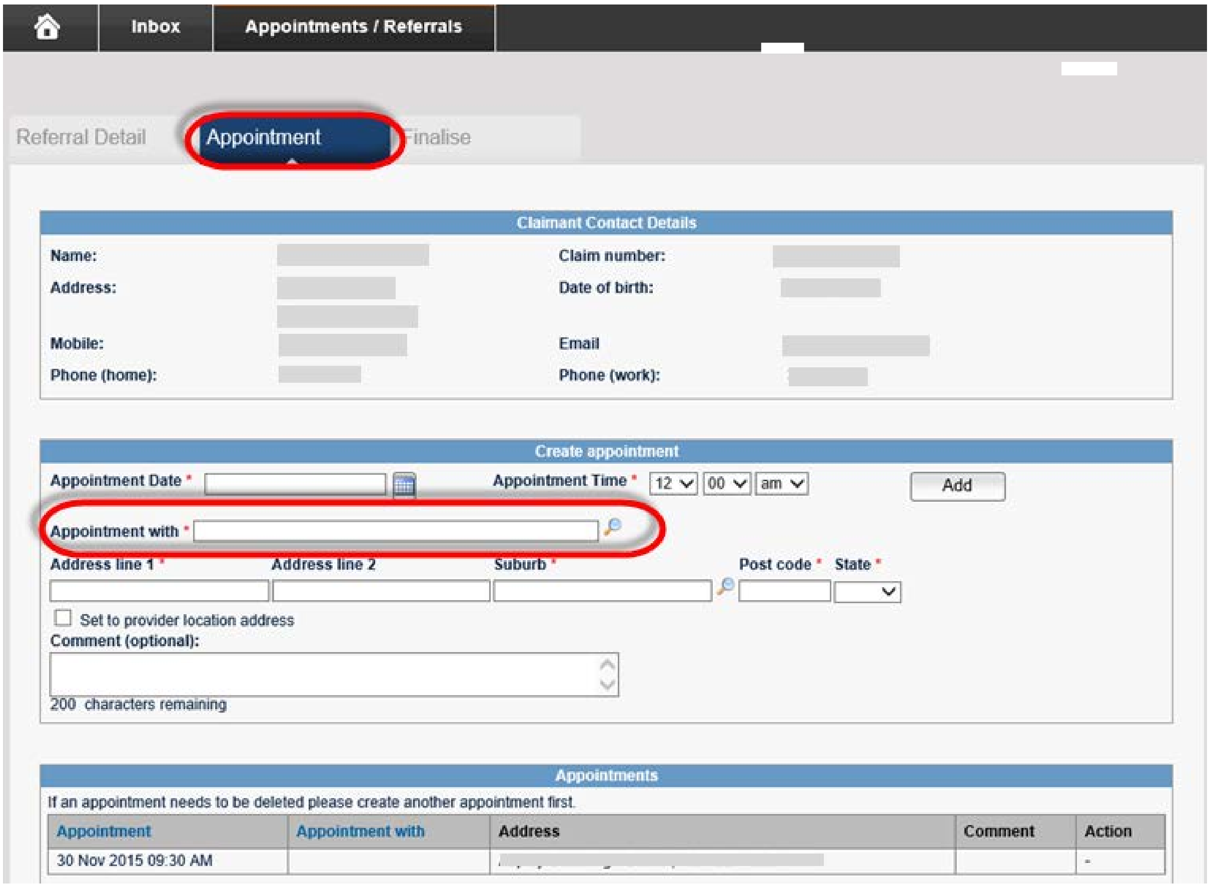
Once you have confirmed receipt of the referral, you can download a PDF version of the Referral Details by clicking the ‘Download’ button.



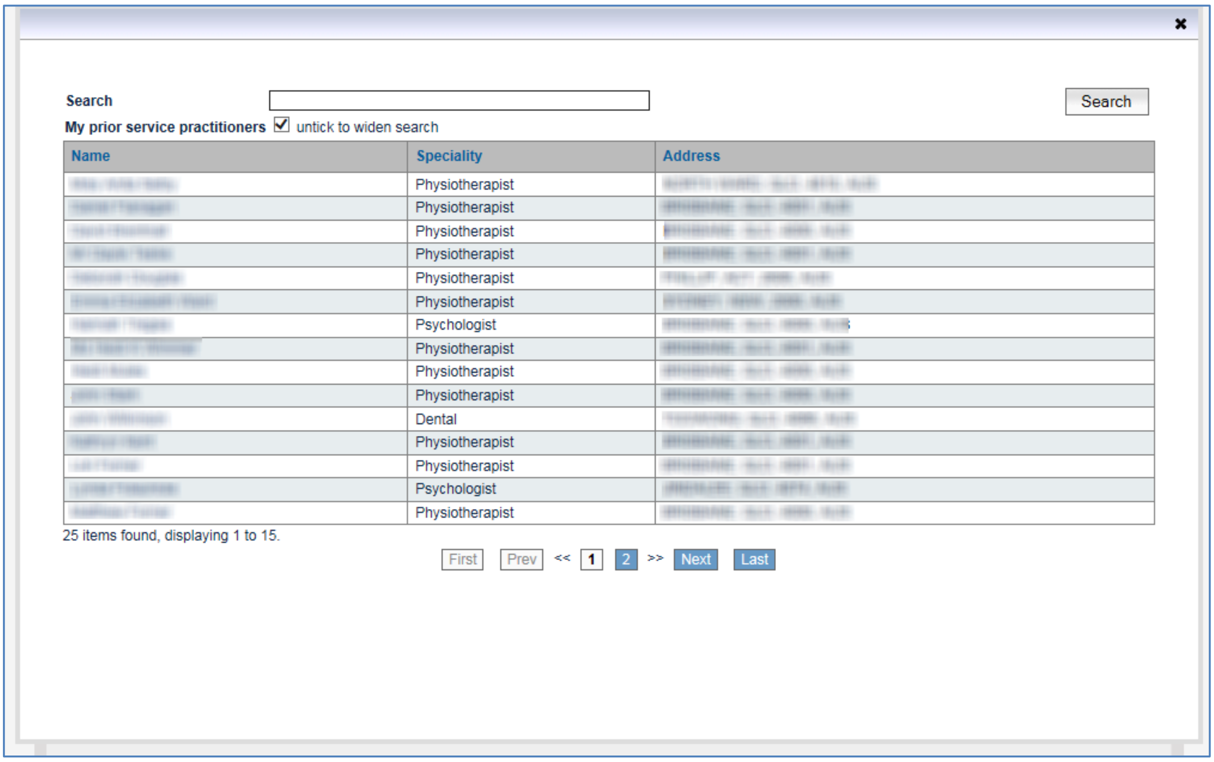
Appointment

2. You need to ensure there is at least one claimant appointment recorded for the claim referral. You can view and add in the ‘Appointment’ tab:

   New additional field required when completing appointments’ for RTW referrals will be effective from 15 December 2015



By selecting the ‘finder’ icon, this will bring up a list of your prior service practitioners for your practice, their speciality and location.



Search

Search

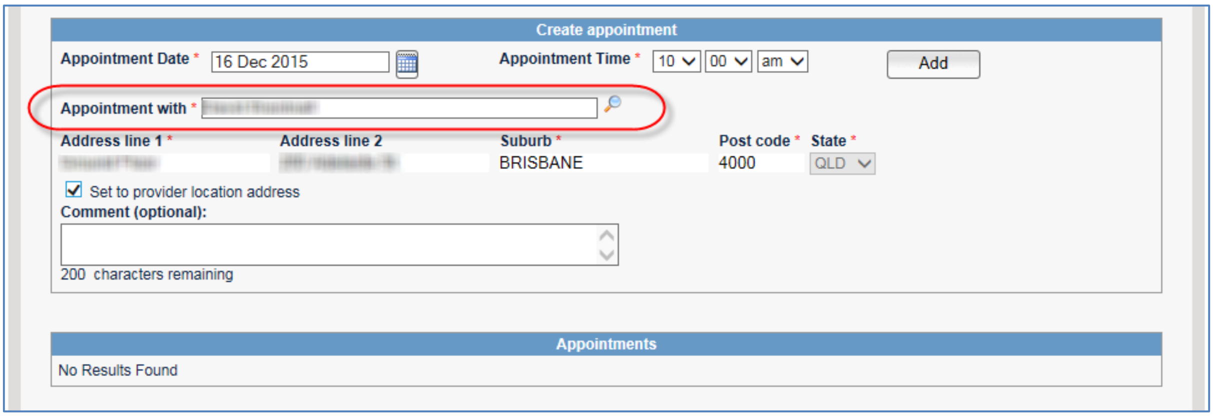
My prior service practitioners ☑ untick to widen search

Name	Speciality	Address
[illegible]	Physiotherapist	[illegible]
[illegible]	Physiotherapist	[illegible]
[illegible]	Physiotherapist	[illegible]
[illegible]	Physiotherapist	[illegible]
[illegible]	Physiotherapist	[illegible]
[illegible]	Physiotherapist	[illegible]
[illegible]	Psychologist	[illegible]
[illegible]	Physiotherapist	[illegible]
[illegible]	Physiotherapist	[illegible]
[illegible]	Physiotherapist	[illegible]
[illegible]	Dental	[illegible]
[illegible]	Physiotherapist	[illegible]
[illegible]	Physiotherapist	[illegible]
[illegible]	Psychologist	[illegible]
[illegible]	Physiotherapist	[illegible]

25 items found, displaying 1 to 15.

First Prev << 1 2 >> Next Last

Once a provider has been selected, their name will be entered into the ‘Appointment with’ field:



Create appointment

Appointment Date * 16 Dec 2015

Appointment Time * 10 00 am

Add

Appointment with * [illegible]

Address line 1 *	Address line 2	Suburb *	Post code *	State *
[illegible]	[illegible]	BRISBANE	4000	QLD

☑ Set to provider location address

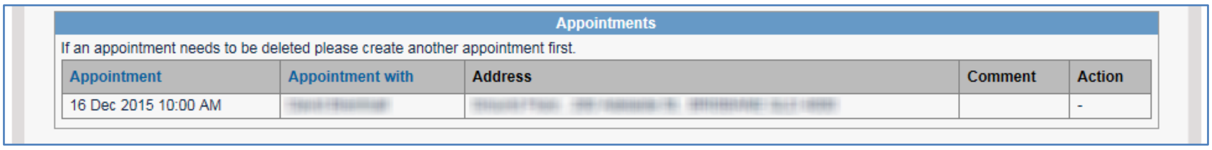
Comment (optional):

200 characters remaining

Appointments

No Results Found

Saved appointment with new field entered:

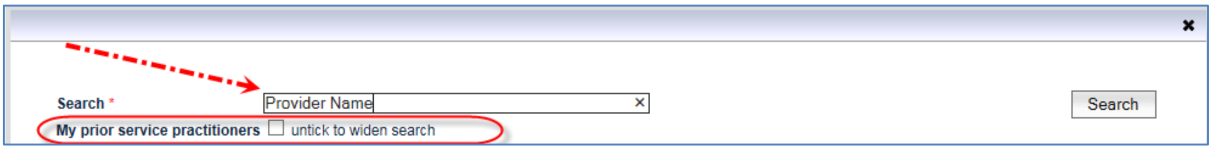


Appointments

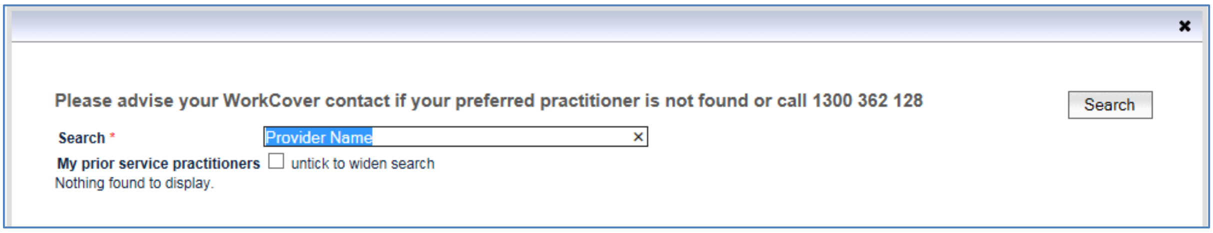
If an appointment needs to be deleted please create another appointment first.

Appointment	Appointment with	Address	Comment	Action
16 Dec 2015 10:00 AM	[illegible]	[illegible]		-

To widen your search and locate a provider who is not a prior service practitioner at your practice, you can do so by unticking the box and searching for their name:



If the provider you are searching for cannot be found in the list, please contact your relationship manager or call 1300 362 128.

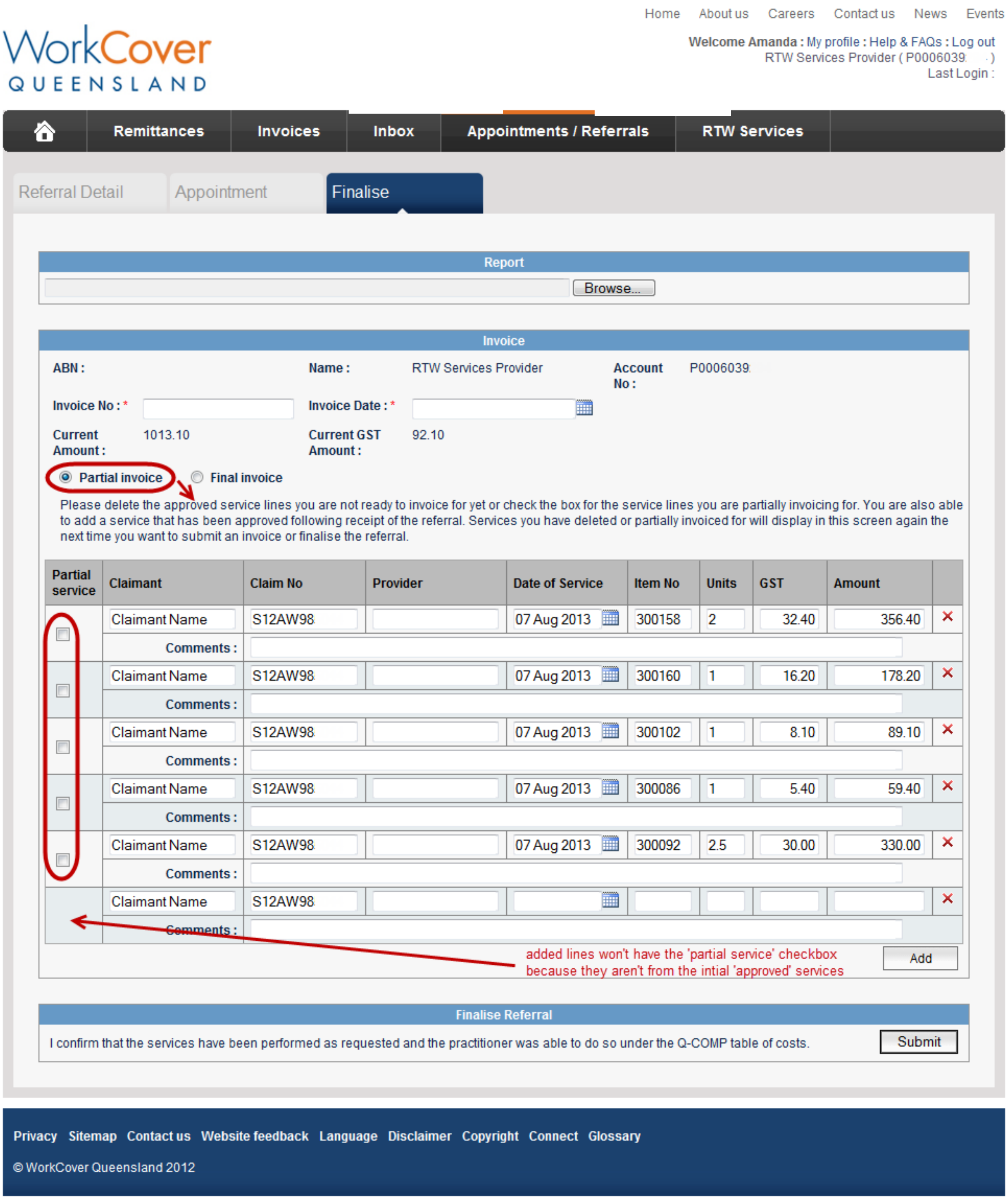


Partial Invoice Submission

You have the ability to submit a partial invoice prior to finalising the referral.

This will allow you to bill us for services that have been completed and before all the services referred for have been done – e.g. monitoring SDP might be over a few weeks, each week you may want to bill us for that week's services.

To use the partial invoice function, select the 'Partial invoice' radio button. Instructional text is displayed on the screen and checkboxes appear beside all the service lines that were approved as part of the claim referral:



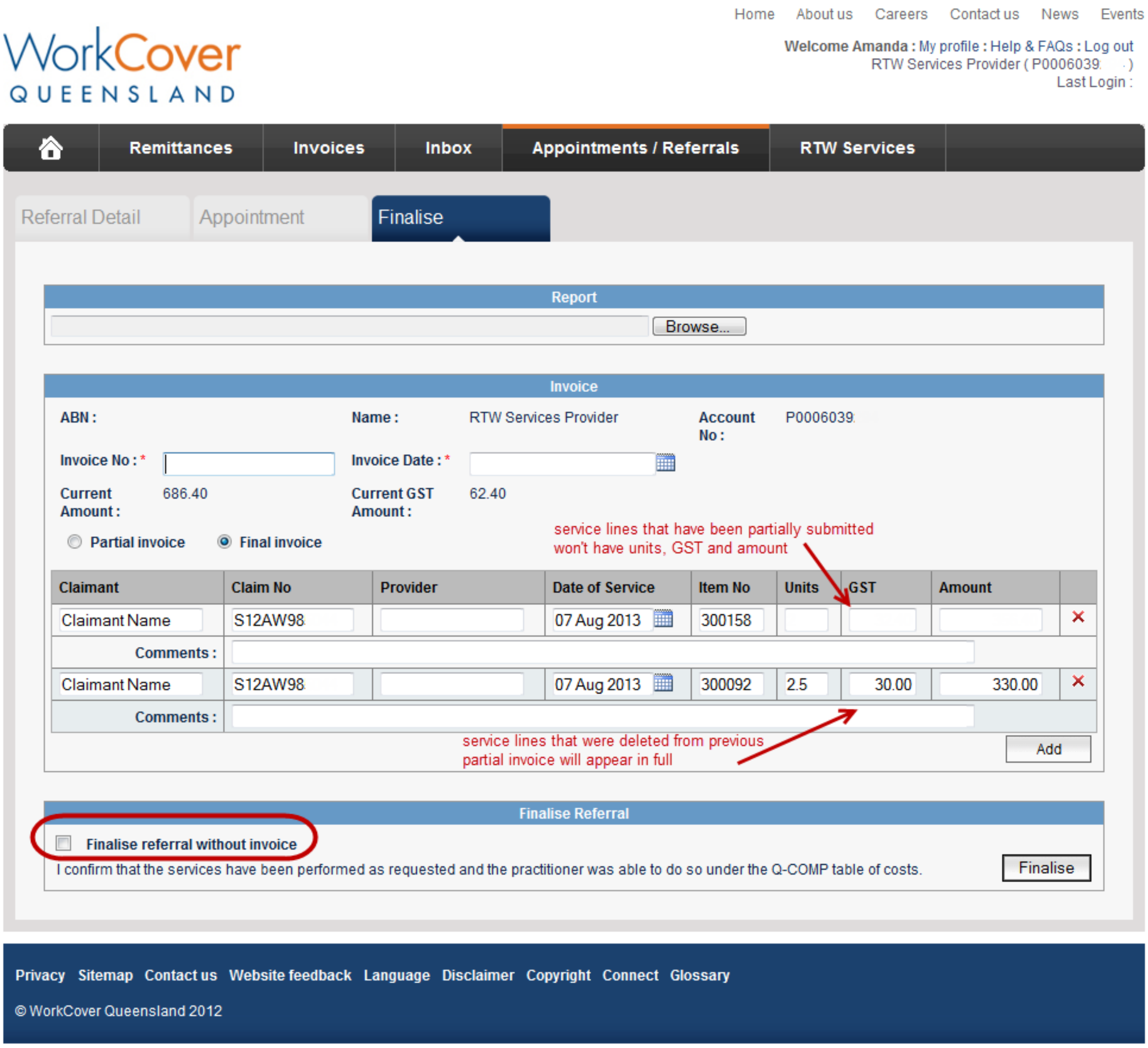
For a 'Partial invoice' you can do a combination of the following:

- Bill for part of a service line (‘Partial service’ checkbox).
    - This is where you want to only bill for some of the units on the service line that we’ve approved.
- Bill for a service line in full.
- Not bill for a service line (‘Delete’ icon).
    - This is where you are not ready to bill for any of the service line yet.

NB: If you select ‘Partial invoice’ then you need to at least indicate one service line as partial or delete a service line – otherwise it is not a partial and you’ll need to select the ‘Final invoice’ radio button.

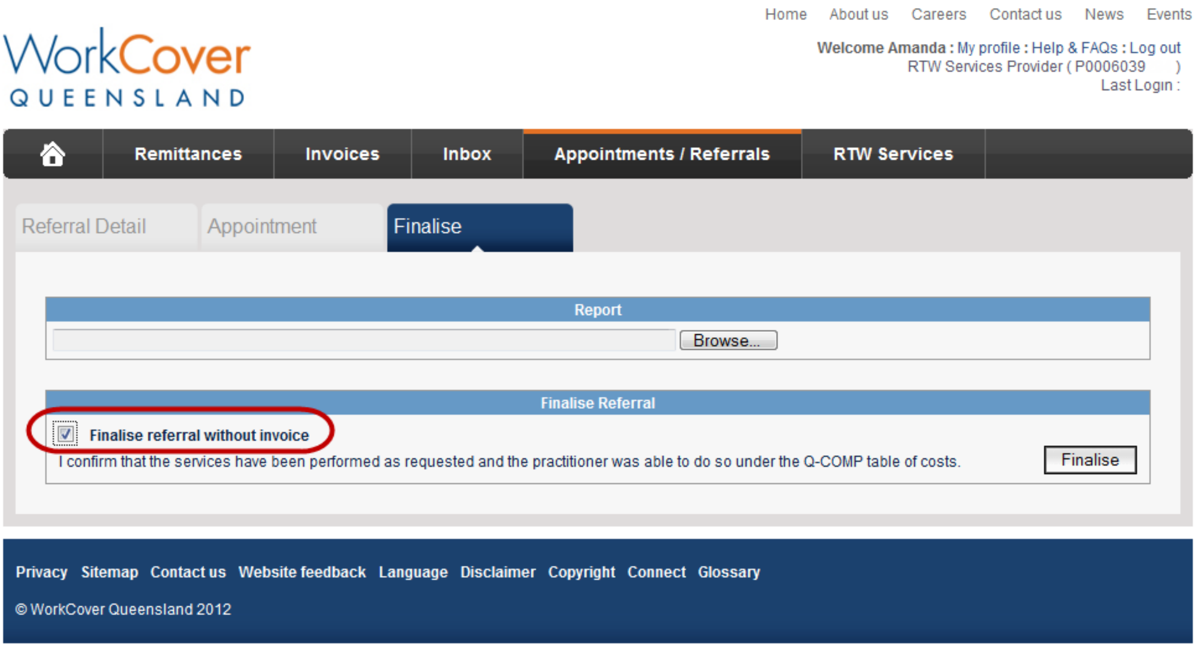
After the first ‘Partial invoice’ the screen will display slightly differently. The next time you open the ‘Finalise’ tab the invoice will auto populate as follows:

- Deleted services lines will auto populate in full.
- Partially submitted lines will populate with the service item but not the units, GST and amount
- There will be a ‘Finalise without invoice’ checkbox



Finalise without invoice

The option to ‘Finalise referral without invoice’ is available only after a partial invoice has been submitted. If the ‘Finalise referral without invoice’ checkbox is ticked, all invoice fields toggle closed and the provider is able to finalise the referral.



Finalise

1. To finalise the referral you will need to upload a report (if we asked for one) and or submit your invoice in the 'Finalise' tab.

   TIP: Service items will auto populate into the invoice fields, you can edit and add as required.

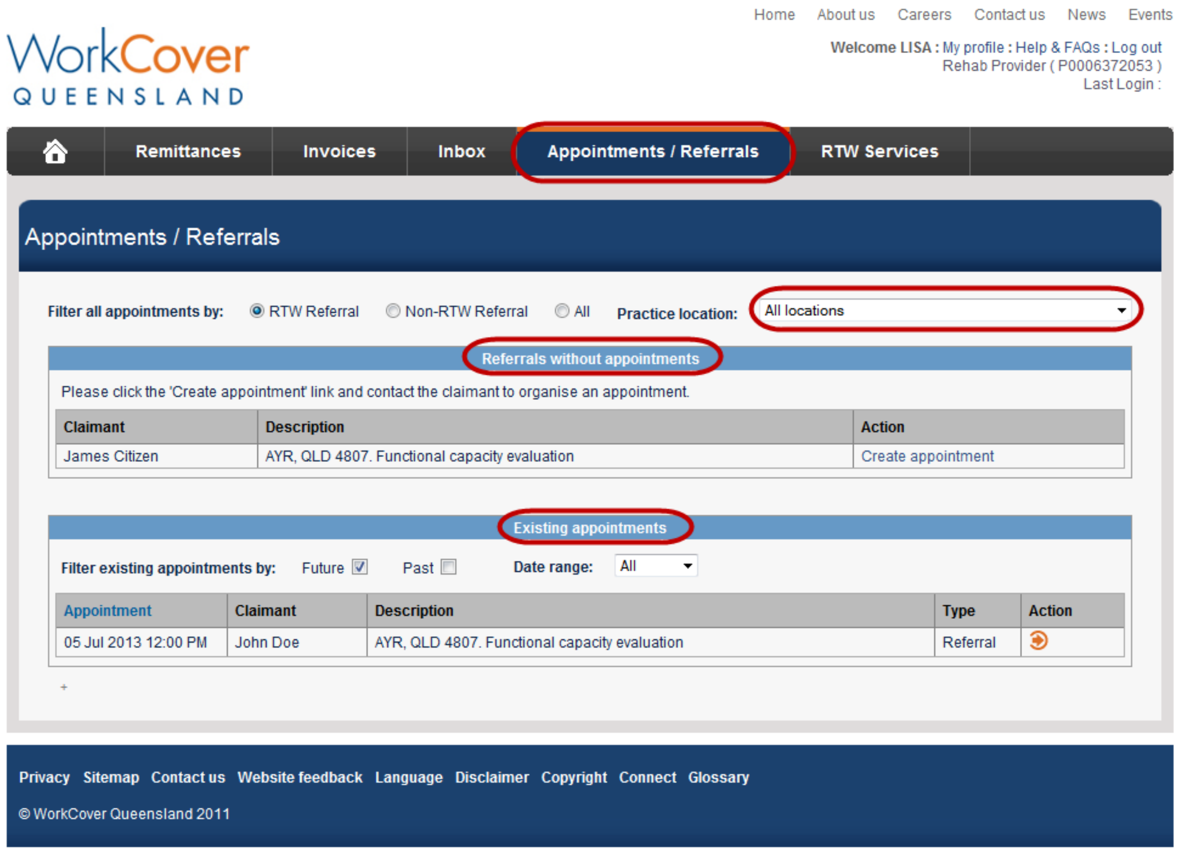
When you finalise a referral the attachment you upload will be saved to the claimant's file, you will be able to download a PDF of your invoice and you will receive a confirmation email. Your invoice will be processed as a priority.

Appointments/Referrals

This screen is where you can see a list of all your appointments. Click to take you to the claim referral detail. This works the same as the 'Inbox' notification icon.

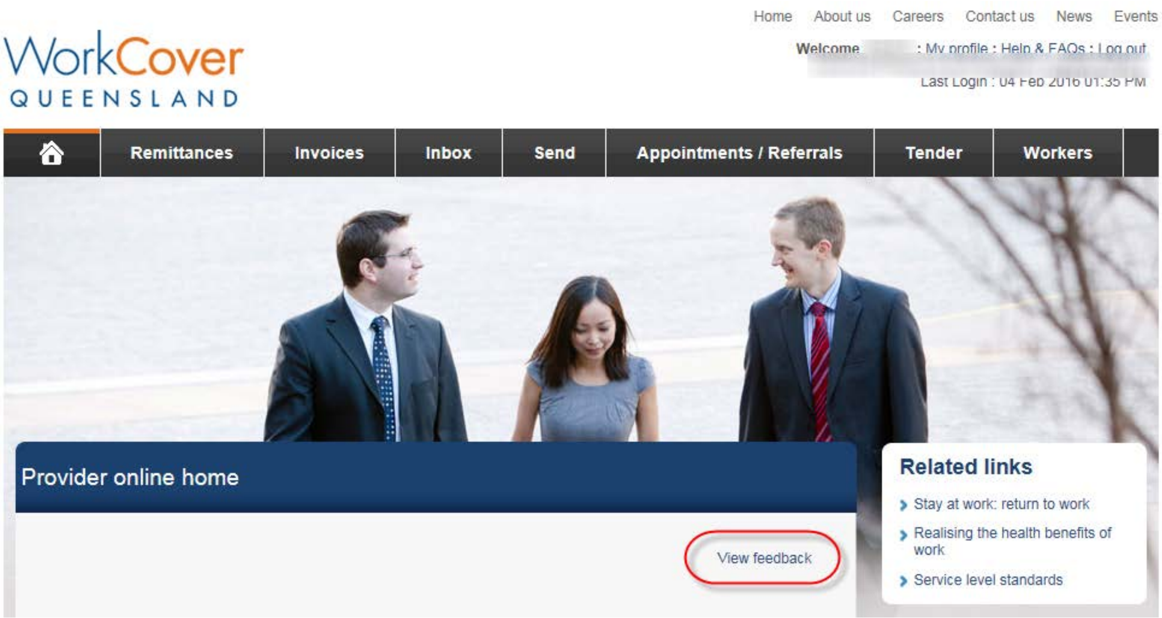
Any claim referrals that don't have an appointment yet will be displayed in a table at the top of the screen. Click 'Create appointment' to make an appointment for the claim referral.

TIP: If you have multiple Provider Online users accessing the claim referrals for each of your practice locations, an easy way to find the appointments for each location is to use the filter:

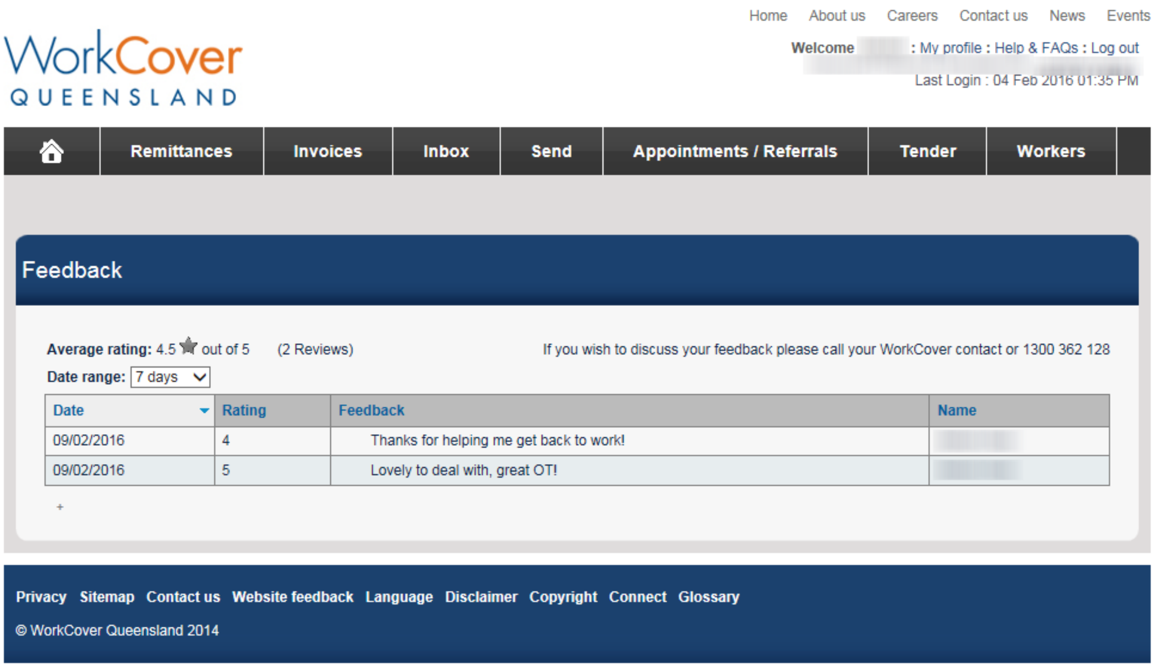


Viewing Feedback

Claimants have the ability to provide feedback about their experience with RTW Services providers via our 'Worker Assist' smartphone app and online services. You are able to view this feedback as it is received by clicking the 'View Feedback' link on the Provder Online Homepage:



On the 'Feedback' screen, you are able to see all feedback that has been submitted. Please contact your relationship manager if you would like to discuss your feedback.



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FAQ's

RTW Services Claim Referrals

Question	Answer
How do I get new RTW Services claim referrals?	All new claim referrals will be sent via the Provider Online Inbox and they will also appear in Appointments/Referrals in Provider Online. NB: The online user account which applied for RTW Services will be given access to the Inbox and Appointments/Referrals when we approve the RTW Services Provider List application.
What if other people in our organisation need to manage the claim referrals, not just the user who applied for the RTW Services Provider List?	People who will need to access the referrals in Provider Online will need to create a Provider Online User Account (see http://www.workcoverqld.com.au/service-providers/provider-online-working-electronically) and then contact us so we can enable access to the Inbox and Appointments/Referrals.
Why don't I see Inbox or Appointments/Referrals tabs in Provider Online?	This is because your online user account doesn't have the required access. Give us a call and we can enable access for you.
Why do all our people see the RTW Services tab when they login to their provider online user account?	The menu for RTW Services is displayed when a provider is eligible to be on the list (i.e. active rehab providers). This means all 'online user' accounts for that provider will see the menu because we won't know which user will want to apply (or manage) to be on the RTW Services Provider List.
Why do all our people see the Remittances and Invoices tabs when they login to their provider online user account?	This is because the Remittances and Invoices tabs are given to users by default when they register for Provider Online. If you have users who shouldn't have access to Invoices and Remittances, call us and we will remove the access.
Where do I see the new RTW Services claim referrals?	A new claim referral will appear in the Inbox and you will also see the referral in the Appointments/Referrals.

Question	Answer
Why are there two places I can see the referral?	Inbox The Inbox is where we notify you of things to do on the claims we refer to you. There are three types of notifications you can receive: 1. NEW RTW REFERRAL. You have received a new RTW Services referral. Please 'launch' to view the referral details and confirm receipt. 2. REFERRAL APPOINTMENT. A claimant appointment is required for this referral. Please 'launch' to view referral details and add an appointment. 3. FINALISE REFERRAL. The last appointment for this referral has passed. If reporting requirements have been completed, please 'launch' to finalise. Depending on each claim referral and how quickly you action it, you may not get all notifications for all claim referrals. For example if we were able to create an appointment at the time we referred the claim to you, the REFERRAL APPOINTMENT notification will not be created. And if you finalise the referral prior to (or on the day of) the last appointment, the FINALISE REFERRAL notification will not be created. The inbox is to notify you to do the actions required. Once you do the action, the notification will automatically be deleted from the inbox. Appointments/Referrals The Appointments/Referrals is a list of all claim referral appointments for the Provider (at all locations). If a claim referral doesn't have an appointment it will appear at the top of the list. Please action these as a priority. When you add an appointment, the referral will appear in appointment date order. NB: All referrals require at least one appointment.
What do I have to do when I get a new claim referral?	Initially you will need to review the Referral Detail and confirm receipt of the referral. There are three main stages to the electronic claim referral that you need to manage: 1. Review the referral detail, and 'Confirm receipt'. 2. Ensure there is at least one appointment for the referral. 3. Finalise the referral after you have provided the service(s).
Can I assign the referral to a particular user in our organisation?	No. There is no capability to assign referrals to a particular user. Provider Online functionality is generic and designed for the 'Provider' not the individual 'users' who log in to that provider.
How do I get to the referral detail on a particular claim?	In the Inbox (if there is an outstanding notification for that claim referral) – click on the 'Launch' icon for that claim referral. All claim referrals will remain in the Appointments/Referrals list so even if a notification in the Inbox has been deleted (after you performed the required action) you will still be able to access the referral detail. Find the claim referral in the list and click on the 'Launch' icon.

Question	Answer
What is the Referral Detail?	The Referral Detail is a screen where you can see details of all relevant information about the claim referral: - Referral details - WorkCover contact details - Claimant contact details - Claim summary - Approved services - Supporting attachments
How do I add an appointment?	In the Referral Detail screen click on the 'Appointment' tab and enter the appointment details and click 'Add'. The Address will default to the RTW Services location the claim referral was sent to. You can change this address for the appointment as required. Once you enter all fields, click 'Add'. The appointment will then appear in the list at the bottom of the screen.
What if I need to delete an appointment?	There must be more than one appointment recorded before the delete icons are enabled. Add the new appointment first then you will be able to delete the initial one.
Why can't I finalise the referral?	Each stage in the claim referral process needs to have been completed before you can finalise. Ensure that you have: 1. Confirmed receipt 2. At least one appointment recorded When these things have been done the referral status will be 'In progress' which will enable the finalisation of the referral.
How do I finalise the referral?	In the Referral Detail screen click on the 'Finalise' tab. You can upload a report in this screen (if we asked for one) and you will see that an invoice is pre populated with the services that we approved. Please review the invoice lines and ensure they are all correct. You can add or delete lines and edit the pre populated values as required. Then once the invoice has been completed, click the 'Finalise' button.
What if I need to add more lines to the invoice?	If we approved further services after the referral was sent, you can just add these as extra invoice lines by clicking on the 'Add' button in the Finalise screen.
Can I upload an invoice instead of keying it?	No. You need to key the invoice in the Finalise screen.
Can I fax or post my invoice and report?	No. Part of the Return to Work Services Standards and Conditions is that you work electronically with us and utilise our online services. To finalise the referral an invoice must be entered as part of the finalisation.
Can I print the referral form and attachments?	The documents were developed with working electronically in mind. You can use the print button on the claim referral details screen to print these details. The attatchments, when opened, can be printed using the browser or program function you have.
Can I save the referral form and attachment to a client file?	Yes, you can save the Claim Referral PDF document and you can savethe the attachments when they are open. To select a location, you can use the 'save as' function of the program or browser you are using.

Question	Answer
If more than one service has been referred for, can I bill for them separately?	Yes, partial billing has been created. The billing was designed to auto populate all services referred for into one invoice. As such the 'finalise' tab will default to 'final invoice'. If you need to bill separately for service items or service units prior to the final invoice you can select the 'partial invoice' radio button and follow the instructions on the screen. When you go to finalise the referral, a full invoice for services approved will be generated. You will then need to delete the service items you have already billed for as these will auto populate as per the original referral. A PDF download of the invoice will be created which you can print.
How do I enter the Q-COMP required information for "communication" or "monitoring suitable duties"?	Below each service item line is a "comments" field. Here you can enter the communication date, person contacted and purpose for communication. Sufficient character space has been allowed in these field boxes for you to enter one or multiple communication details. You can do the same for details regarding monitoring of SDP.

RTW Services Application

Question	Answer
How do I know if my application has been approved?	Log in to Provider Online and click on the RTW Services tab, then click on the 'Manage locations' button. You can see all the locations you entered as part of your application form. When these locations appear in this screen with a status of 'Active', you will have been approved to be on the list. If they are "Pending', this means we are still processing your application.
How can I add a new location?	Click on the 'Manage' button on the RTW services screen and fill in the address 'Add practice' button then fill in the fields and click 'Submit' at the bottom of the screen.
When I click on the 'Manage locations' button, why can't I edit the 'suburb' on my locations?	You are unable to change a 'suburb' on a location due to the way our allocation and claim referral functions work. If the suburb is incorrect, you will need to make that location inactive by unticking the 'Active' checkbox and add a new location.
What is a 'location'?	Locations are where you have a physical practice or the place you operate your business from. It is the place you intend to bill travel from.
When do applications close?	The ability to apply to be on our RTW Services Provider List is open all the time. You may be asked to review/renew your application in the future but we will contact you when this is required.
What if I don't want to use Provider Online to do the RTW Services claim referrals?	WorkCover can only send claim referrals to providers who have registered to be on our RTW Services Provider List. Part of the Return to Work Services Standards and Conditions is that you work electronically with us and utilise our online services.
Why does Provider Online Time out	For security reasons, Provider Online will time out if you do not key or complete an action for 20 minutes. If you are completing the invoicing process, when you log back in, you will be returned to the action and information you were completing prior to the time out.