

Private Hospital Services

Table of Costs

23 JUNE 2021

Meet your presenter



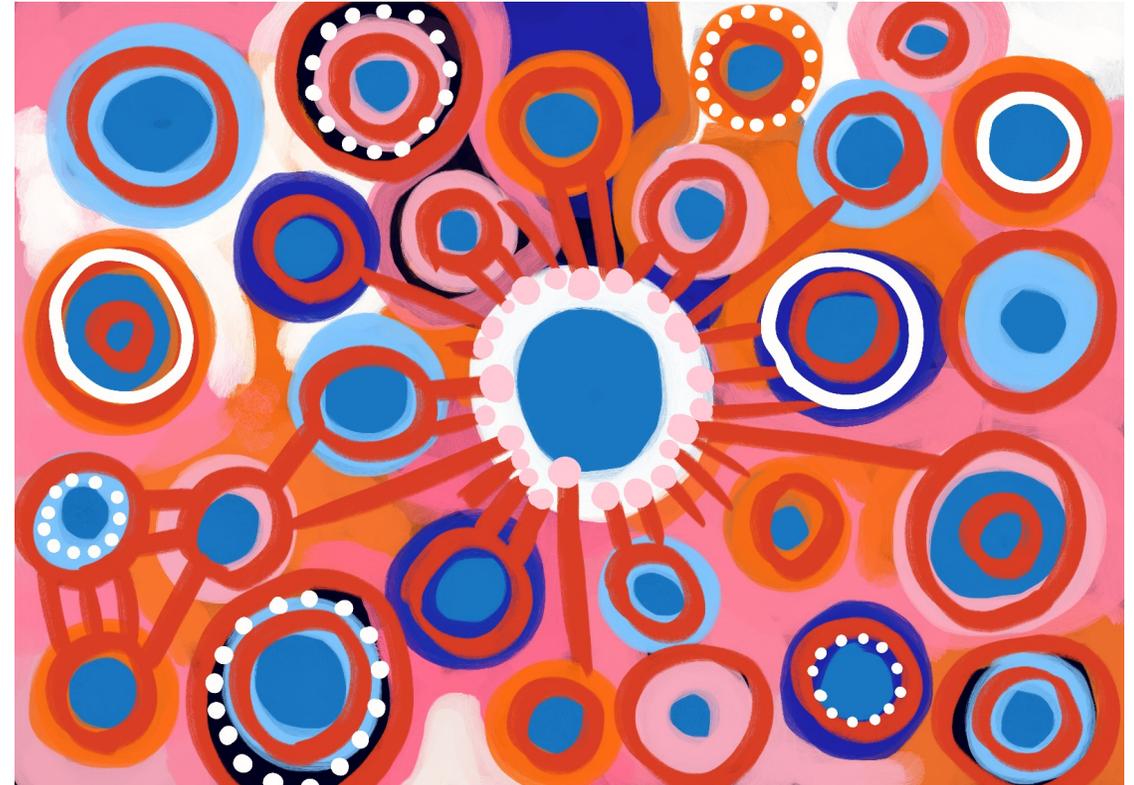
Matt Bannan

Customer Group Executive
Provider Engagement and Performance

Acknowledgement of country

WorkCover Queensland acknowledges and pays respect to Queensland's Elders past, present and emerging.

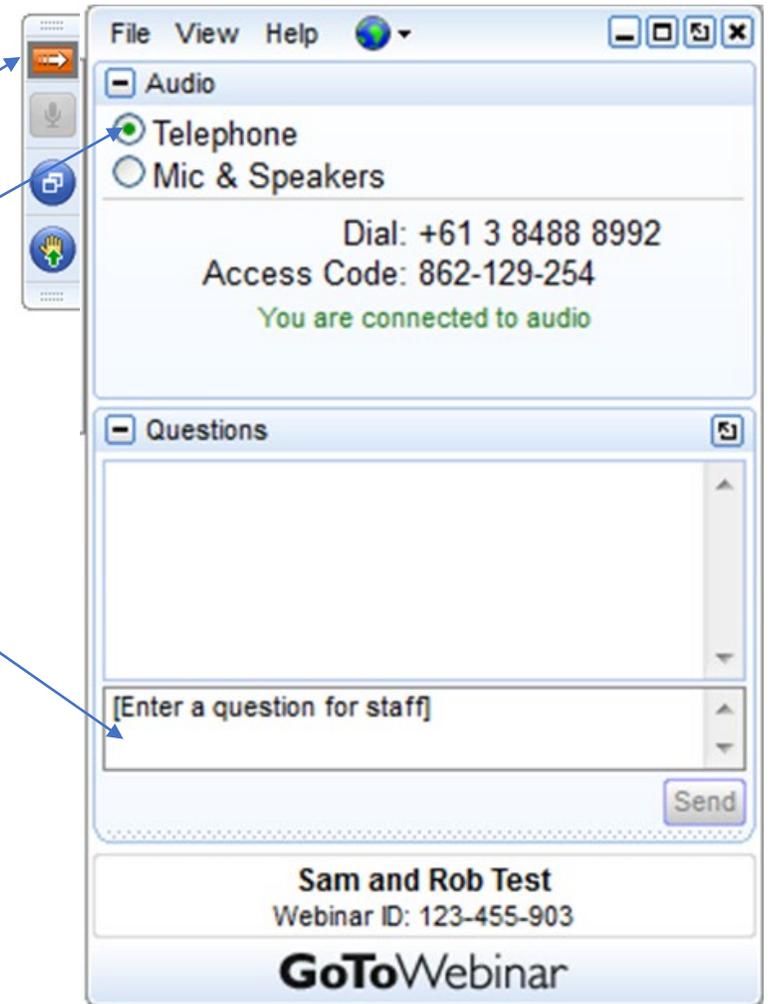
We thank the Traditional Custodians of Country throughout Australia for their ongoing custodianship of land, waters and community.



Artwork produced for
WorkCover Queensland by
Queensland indigenous
artist Rachael Sarra

How to interact with us

- Your control panel - click the red button to hide / unhide the panel
- Select audio on the control panel to change between computer audio or telephone
- If you have questions throughout the session, please use the Questions box to submit them. Type your question here and hit the send button.
- We'll answer as many as possible in the time we have. Responses to any unanswered questions will be available after the webinar. We'll send you a link.
- This webinar will be recorded and available on our website.



Agenda

- 1 Background

- 2 First open for comment wrap up

- 3 The benefits of online invoicing

- 4 Private Hospital Services Table of Costs - Fees

- 5 Specialised services

- 6 How do I contribute?

- 7 What's next?

Current challenges



Inconsistency



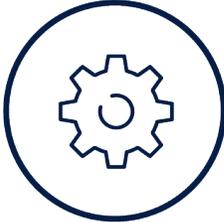
Responsiveness



Costs



Lack of visibility



Maintenance



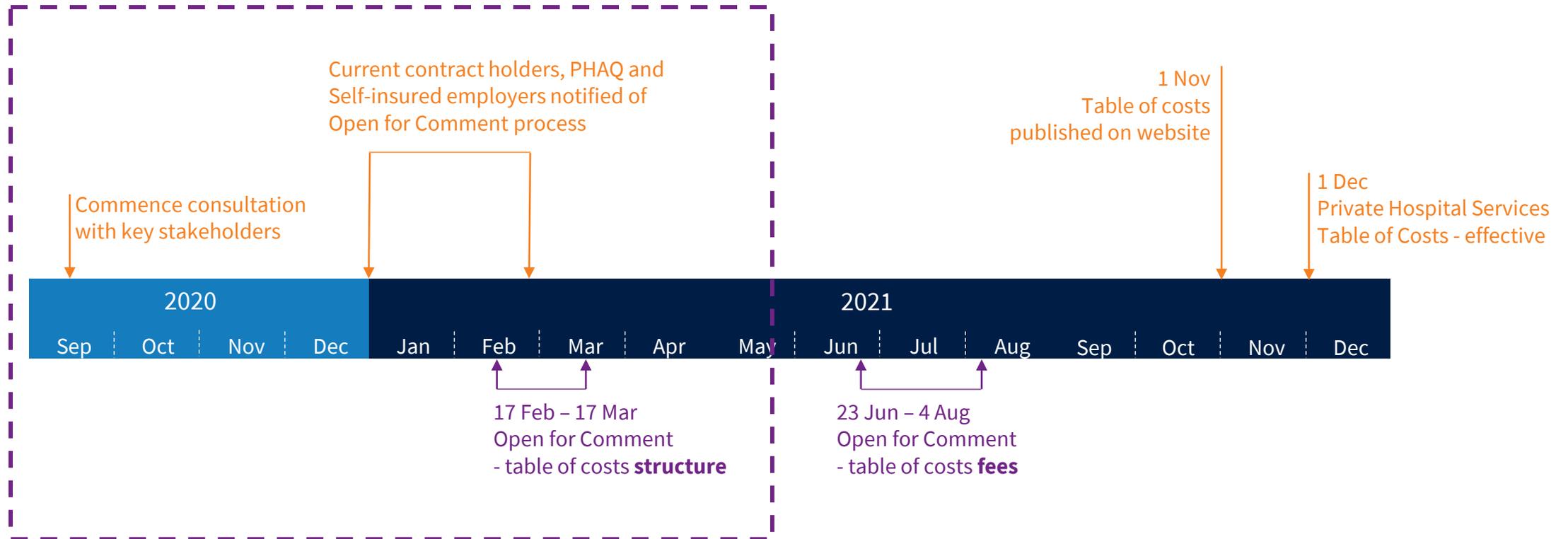
**Recovery and
outcomes**

Environmental scan

- Victoria, NSW, SA and NT Heads of Workers' Compensation Authorities (HWCA) all utilise fee schedules or rates order.
- A review of some international authorities also confirmed similar arrangements.



Stakeholder engagement so far



Your feedback mattered

We responded to your feedback and made the following changes to the table of costs:

- Specialised services now included
- Changed terminology: outpatient → day patient
- Explanatory notes expanded
- Definitions refined
- Quality assurance expectations expanded



The benefits of online invoicing (B2B)

You can invoice us directly by using the electronic invoicing function in your financial management software.

By submitting your invoices electronically, we can provide you with more efficient and timely services. Which means:



You save significant time
in invoice
administration



Your ability to track
invoices is improved



You get paid
faster!

We want to help.

Let us know your system
requirements through the
Open for Comment process

More information is available on our [website](#).

Private Hospital Services Table of Costs

Structure

The structure of the table of costs was communicated and feedback sought in the first Open for Comment process during February/March 2021. Thank you for your feedback.

Fees

We have now included the maximum fees for each item number, with the exception of specialised services. Following is more detail on how we established the fees and our proposed approach to considering requests for specialised services.

Gazette

The Private Hospital Services Table of Costs will be formally gazetted. The gazette will outline the maximum fees payable for each of the relevant services.

Commencement date

The Private Hospital Services Table of Costs will be effective **1 December 2021** to align with our annual Medical Items Table of Costs update. The table will be published in early November 2021 to ensure stakeholder readiness.



Fees

Which items have fees?

- same day accommodation
- overnight accommodation
- theatre
- prostheses
- provision of Health Records.

Which items don't have a specified fee?

Specialised services:

- mental health program
- rehabilitation program
- pain management program
- alcohol and other drugs program.

These services are subject to provision of the 'Request for Specialised Services' form and insurer pre-approval.

Fees modelling

We referenced a number of sources when modelling the proposed fee structure:

- our own data
- other jurisdictions/states in Australia
- private health insurance
- public hospitals.

What we found

Highest paying insurer

Based on the publicly available information, WorkCover Queensland is the highest paying workers' compensation insurer in Australia.

Fee diversity

There is significant fee diversity across jurisdictions and private insurers.

Aligned and simplified

The proposed table of costs is aligned to other jurisdictions and private insurance and is more simplified than the existing public hospitals table of costs.

Fee examples

The following is an extract from the table of costs and looks at some typical fees:

Theatre fees example

ITEM NO.	CATEGORY	GST EXCLUSIVE AMOUNT	GST AMOUNT	GST INCLUSIVE AMOUNT
400550	Band 1A	\$390	\$39.04	\$429.45
400551	Band 1	\$577	\$57.72	\$634.97
400552	Band 2	\$848	\$84.84	\$933.24
400553	Band 3	\$1,122	\$112.18	\$1,234.02

Overnight accommodation (per day) fee example

ITEM NO.	CATEGORY	DESCRIPTION	GST EXCLUSIVE AMOUNT	GST AMOUNT	GST INCLUSIVE AMOUNT
400510	Advanced Surgical Patients	1-14 days	\$1,116	\$112	\$1,228
400511		Over 14 days	\$789	\$79	\$868

Multiple theatre fees

Where more than one service is provided in a single theatre session, the theatre charge is:

- 100% of the service with the highest theatre charge; plus
- 50% of the service with the next highest theatre charge; plus
- 25% of each of the other services provided.

This 100/50/25 structure aligns with the Medical Benefits Scheme (MBS).

What's changed?



Most contract holders are currently contracted to charge for multiple theatre sessions on a 100/33/20 structure, this change represents an increase in the ratio of fees payable to you when billing for multiple services in a single theatre session.

The 100/50/25 rate was included in the first iteration of the table of costs in February.

Specialised Services

The following specialised services are included in the table of costs however they do not have specified fees allocated to them:

- mental health program
- rehabilitation program
- pain management program
- alcohol and other drugs program.

Why aren't these services allocated a specified fee?

We understand the offerings for these services can be complex and differ between hospitals.

For an initial period of 12 months, these new item numbers will not be allocated a specified fee. Our aim is to gather and analyse detailed data for these services. This will help us make more informed decisions on price setting from **1 December 2022** onwards.

What's the new process?

These services are subject to the provision of a 'Request for Specialised Services' form and insurer pre-approval.

We have developed a form to capture any requests for these services. On claims where these services are required, please complete the form, attach a copy of the requested program framework and return it to the insurer responsible for the claim.

If the insurer approves the requested program, you will be notified.

Request for Specialised Services form

Request for Specialised Services

WorkCover
QUEENSLAND

How to complete this form
This form is only to be used for claims where specialised services are required at a private hospital. Prior approval is required from the insurer. This form should NOT be used for surgery requests. Please use the Request for Surgery approval form for surgical procedures. Please clearly PRINT or type your answers in the allocated spaces below.

Save this form and submit via:
 [Provider Connect](#) On our [website](#) By fax to 1300 651 387

For self-insurers, save this form and submit to the relevant insurer.

1 Worker details

Claim number _____ Surname or family name of worker _____ Given names of worker _____

Date of birth (DD/MM/YYYY) _____ What is the current work-related diagnosis? _____

2 Proposed treatment plan

Select plan type Mental health Rehabilitation Pain management AODS Other

Please tick this box to acknowledge that you have attached a copy of the treatment program outlining the services to be delivered and the anticipated goal and outcomes.

ITEM NUMBER	NUMBER OF SERVICES	ESTIMATED COST

Please refer to the [Private Hospital Services Table of Costs](#)

Clinical justification for request
NOTE: the insurer will only consider requests for accepted injury/ies _____

3 Admission details (if required)

Proposed admission date (DD/MM/YYYY) _____ Proposed Hospital for admittance _____

4 Previous treatment

Select previous treatment Mental health Rehabilitation Pain management AODS Other

Details of previous treatment (if relevant) related to the accepted injury/ies only _____

5 Medical practitioner details

Full name _____ Practice _____ Telephone / Fax _____

Email _____ Signature _____ Date (DD/MM/YYYY) _____

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How do I contribute?

- Dedicated page on our website with links to resources and online form to submit your feedback.
- Option to upload a file with your feedback.
- All information collected will be used internally by WorkCover to inform future strategy and design decisions.
- Submissions will not be published publicly.
- All information collected will be handled in accordance with the Information Privacy Act 2009.

The screenshot shows the WorkSafe Queensland website. The header includes the Queensland Government logo, the WorkSafe.qld.gov.au URL, and navigation links for About, Contact, Services, and a phone number 1300 362 128. A search bar and a Login button are also present. A main navigation menu lists categories like Safety & prevention, Claims & insurance, Rehabilitation & return to work, Licensing & registrations, Laws & compliance, Your industry, and Resources. The breadcrumb trail indicates the current page is 'Home / Service providers / Working with WorkCover'. Social media sharing icons for Facebook, LinkedIn, Twitter, Email, and Print are visible. The main heading is 'Open for Comment - Private Hospital Services Table of Costs'. The text below explains that WorkCover Queensland will introduce a consistent fee structure for private hospital services and encourages stakeholders to provide feedback. A sidebar on the right contains a table of contents for the 'Service providers' section, including links for 'News and updates', 'Working with WorkCover', 'Register as a provider', 'Provider panels', 'How to invoice us', and 'Provider Connect'.

Open for Comment - Private Hospital Services Table of Costs

WorkCover Queensland will introduce a consistent fee structure, in the form of a table of costs, for private hospital services for the treatment of patients with a workers' compensation claim. Consultation and feedback from our stakeholders is key to ensuring we continue to meet our customers' needs, so we encourage you to share your thoughts and feedback through our Open for Comment process.

Service providers	
News and updates	
Working with WorkCover	-
Register as a provider	
Provider panels	+
How to invoice us	+
Provider Connect	+

Open for Comment process



What's next?

- The Open for Comment process for fees will run for 6 weeks (23 June to 4 August 2021)
- We encourage you to provide feedback on:
 - fees
 - specialised services
 - your system requirements
 - how we can help you prepare for this change
- We will collate feedback and respond accordingly during and after the Open for Comment period
- We will help you prepare for this change



What if I need help?

Please do not hesitate to contact us via:

- the Open for Comment process, or
- communications@workcoverqld.com.au



Questions

Thank you

If you have any further questions,
please contact:



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