

Hello,

Thank you for choosing Baw Baw Physio and Fitness to complete your physiotherapy.

If you have an injury related to a transport accident in Australia, you may be eligible to TAC funded physiotherapy consults.

We know that claiming through TAC can sometimes be complicated, especially if you have never done anything like this before. This is a short information sheet so that you are aware how the TAC process works when claiming physiotherapy consults at Baw Baw Physio and Fitness.

Excess

Initially after a transport accident, you must lodge a claim through TAC. When it comes to all medical bills, scans, physiotherapy consultations, etc, you are liable for the first \$623. These invoices need to be sent to TAC so they can keep track of your expenses. The excess is only waived if you were admitted to hospital overnight after the car accident.

Physiotherapy consultations

If you need physiotherapy directly after you have a transport accident, you are always welcome to book an appointment at Baw Baw Physio & Fitness. You will be liable for the full cost of these consultations. Once you have met your excess and we have written approval from TAC that they will cover the consultations, we will bill TAC directly so there will be no out of pocket expense for you. Please note, if TAC refuse to pay for a physiotherapy consultation, you as the patient are liable.

In the case of the excess being waived due to a hospital stay after your transport accident you may be eligible to TAC funded physiotherapy immediately, although we still need a letter stating TAC are willing to cover physiotherapy consultations. If there is no letter provided, you will be liable for the cost of the consultation which you may be able to claim back through TAC.

Initial Consultation

Upon your initial consultation, we will need:

- Date of injury
- Your individual claim number
- Any scan reports since the injury
- If TAC is paying for the consultations, a letter stating they are willing to cover physiotherapy consultations. Please call us on 5625 1631 if you are unsure about this.

Important to note

- You must meet the \$623 excess before TAC will cover any of your physiotherapy consults
- You are welcome to physiotherapy before the excess is met, you will just be liable for private patient fees (which will contribute towards meeting your excess)
- For Baw Baw Physio to invoice TAC directly, we need a written letter from TAC stating that they are willing to cover physiotherapy consults
- You are liable for the consultation fees if:
 - You haven't met the \$623 excess
 - TAC haven't provided a written letter approving physiotherapy consultations

- TAC refuse to pay a physiotherapy consultation

For more information, please visit <http://www.tac.vic.gov.au/what-to-do-after-an-accident>.

We hope this makes the TAC claiming process a little easier to understand. Again, we understand that it can be confusing and frustrating at times. If you have any further enquires please don't hesitate to give us a call on 5625 1631.