

Hello,

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

If you have an injury at work, you may be eligible to funded Physiotherapy and Myotherapy consults (through either your employer or work cover insurance company).

We know that claiming through WorkCover (WC) 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 WC process works when claiming Physiotherapy or Myotherapy consults at Baw Baw Physio and Fitness.

Employer and WC

Every workplace's processes are different, but it is important to speak up quickly if you are injured at work. To best understand the process at your workplace you will need to speak to your manager or HR team. Your workplace will then decide if they will lodge the claim with WorkCover. Regardless, normally your workplace will cover your medical expenses or Physiotherapy consultations until the WorkCover excess is met. Your employer will send all invoices through to WC to prove that the excess has been met. Now, WC will review your case and decide if they are willing to cover future consultations. Again, you will need to speak directly to your employer to understand their processes.

Physiotherapy

If you require physiotherapy following a workplace injury, you are welcome to book an appointment at any time. For Baw Baw Physio to invoice your employer or WC directly, we need a written letter stating that they are willing to cover physiotherapy consultations. If this letter is not obtained before your initial consultation with us, you may be liable for the cost (which you may be able to claim back from your employer or WorkCover). Once a letter of approval for physiotherapy is obtained, Baw Baw Physio and Fitness will invoice the insurer directly so there will be no out of pocket expense on your behalf.

Over the course of your physiotherapy rehabilitation, there will be surveys, forms and questionnaires to complete. Your physiotherapist will guide you through these and will communicate the results to your case manager. These are important for WC to assess if you are improving, as it is our goal to get you better and return to work.

Upon your initial consultation, we will need the following information from you:

- Date of injury
- Your individual claim number
- Your company name (if going through employer) or Insurance Company (if going through WC)
- Name, contact number and email address of either employer or case manager (if going through WC)
- Any scan reports since the injury
- If someone else 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 are welcome to physiotherapy at any time, you will just be liable for private patient fees if there is no letter provided stating that either your employer or WC will cover the consultations
- For Baw Baw Physio to invoice your employer or WC directly, we need a written letter from WC stating that they are willing to cover physiotherapy consults
- You are liable for the cost of the physiotherapy consultation if WC refuse to pay for the consultation
- Myotherapy is also available through Work Cover however there are a few more steps and a longer wait time for work cover approval. If you think you will benefit from Myotherapy through your WC claim please speak to our staff.

We hope this makes the WC 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