

# Provisional payments

Improved  
support  
for mental  
injury



**Treating health practitioners  
stakeholder pack**

June 2021 – V1.0



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# Introduction

From 1 July 2021, WorkSafe will provide provisional payments for mental injury claims. Eligible workers and volunteers who submit a mental injury claim can access provisional payments for reasonable treatment and services while their claim is being determined. Provisional payments will be available for 13 weeks, regardless of whether a claim is accepted or rejected.

This pack includes information to help you understand the key changes and how you can support your patients. We'd love you to share this information to help prepare for the launch of provisional payments. To make it easy, we've provided sample copy and digital assets to download and on-share through your own channels.

If you have any queries regarding the use of this material, please contact: Lisa Allen, Senior Marketing Advisor,  
[lisa\\_allen1@worksafe.vic.gov.au](mailto:lisa_allen1@worksafe.vic.gov.au)

For questions relating to payments and policies email  
[provider@worksafe.vic.gov.au](mailto:provider@worksafe.vic.gov.au)

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# Factsheet

# Factsheet

## GP's and healthcare providers

This factsheet is to help GP's and healthcare providers understand provisional payments and how to support a patient with a mental injury claim.

### Factsheet

Factsheet for healthcare providers

## Provisional payments

### Improved support for mental injury



Victorian workers can access early treatment and support while they await the determination of their mental injury claim. This support is called **provisional payments**. Eligible workers can access provisional payments for reasonable treatment and services for up to 13 weeks, even if their claim is rejected.

**How you can support your patient**

WorkSafe encourages workers with a mental injury to see a healthcare provider as quickly as possible to develop a treatment plan and receive appropriate medical treatment. Provisional payments aim to encourage faster support for workers seeking treatment for a mental injury to improve their chances of recovery and return to work.

A worker who makes a mental injury claim will know in about five business days if they are entitled to access provisional payments while their claim is being determined. These payments are for reasonable medical treatment and services for their mental injury.

**What it means for you**

General practitioners (GPs) and other healthcare providers will now be able to invoice the agent for payment before a claim is accepted in line with the WorkSafe approved service and fee schedule.

Provisional payments will cover any reasonable treatment or service relating to the claimed mental injury, as recommended by the GP or other healthcare providers, including medication (according to the current WorkSafe fee schedule). For the majority of workers with a mental injury, it is anticipated treatment will include GP and psychology visits.

The employer medical excess no longer applies for mental injury claims, so all invoices can be sent directly to the agent. Workers who are entitled to provisional payments will be provided with a claim number to be used on provider invoices to the agent.

**Changes to the claim form**

There have been updates to the Worker's Injury Claim Form to include provisional payments.

The updated claim form is available at [worksafe.vic.gov.au/worker-claim-form](https://www.worksafe.vic.gov.au/worker-claim-form)

**Entitlement to provisional payments**

Workers are not entitled to provisional payments where:

- there is clear evidence a claimant is not a Victorian worker
- the worker's claim is a duplicate of an existing claim
- the claim is for a physical injury only.

Eligible Victorian volunteers are also entitled to provisional payments, subject to the criteria above.

**Certificates of Capacity**

Workers seeking or receiving provisional payments do not require a Certificate of Capacity.

**Treatment covered**

Support provided through provisional payments is available to cover reasonable medical treatment and service costs from the date a worker is notified of their entitlement in line with the WorkSafe approved service fees.

If a worker's injury claim is accepted, the worker will continue to receive reasonable treatment and services for their accepted injuries under the workers' compensation legislation.

Even if the claim is rejected, a worker who is entitled to provisional payments will still have their mental injury treatment costs covered for up to 13 weeks.

**Work-related physical injuries**

Only a worker's mental injury is covered by provisional payments. For physical injuries, the claim must first be accepted before a worker is able to be reimbursed for treatment accessed.

**Further information**

For further information about provisional payments and how you can support workers, visit [worksafe.vic.gov.au/supporting-injured-workers](https://www.worksafe.vic.gov.au/supporting-injured-workers)

For information about return to work, visit [worksafe.vic.gov.au/return-to-work](https://www.worksafe.vic.gov.au/return-to-work)

For information on how to invoice for services provided visit [worksafe.vic.gov.au/instructions-invoicing-worksafe](https://www.worksafe.vic.gov.au/instructions-invoicing-worksafe)

**Information in your language**

For translated information and resources, call 131 450 to speak to WorkSafe with an interpreter or visit [worksafe.vic.gov.au/choose-your-language](https://www.worksafe.vic.gov.au/choose-your-language)

WSV3037/01/05.21



[Download factsheet](#)

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# Factsheet

## Practice managers and administration staff

This factsheet is for practice managers and administrators to understand provisional payments and how to manage payments and administration relating to the scheme.

### Factsheet

Factsheet for practice managers and administrators

## Provisional payments

Improved support for mental injury



Victorian workers can access early treatment and support while they await the determination of their mental injury claim. This support is called **provisional payments**. Eligible workers can access provisional payments for reasonable treatment and services for up to 13 weeks, even if their claim is rejected.

WorkSafe encourages you to share this information with the required staff to ensure everyone is aware.

Victoria's new provisional payments legislation aims to ensure financial barriers do not prevent a worker from seeking the support they need, reduce the length of time a worker with a mental injury cannot perform their work duties and to improve return to work outcomes.

It is important to understand how the new laws will change how you manage payments and other processes related to provisional payments.

#### Changes to the claim form

There have been updates to the Worker's Injury Claim Form to include provisional payments.

The updated claim form is available at [worksafe.vic.gov.au/worker-claim-form](https://worksafe.vic.gov.au/worker-claim-form)

#### What it means for healthcare providers

General practitioners (GPs) and other healthcare providers will now be able to invoice the agent for payment before a claim is accepted.

Provisional payments will cover reasonable treatment or service for a worker's mental injury, as recommended by the GP or other treating healthcare providers, including medication (according to the current WorkSafe fee schedule). For the majority of workers or volunteers with a mental injury, it is anticipated treatment will include GP and psychology visits.

#### Entitlement to provisional payments

Workers are not entitled to provisional payments where:

- there is clear evidence a claimant is not a Victorian worker
- the worker's claim is a duplicate of an existing claim
- the claim is for a physical injury only.

Eligible Victorian volunteers are also entitled to provisional payments, subject to the criteria above.

#### Work-related physical injuries

Only a worker's mental injury is covered by provisional payments. For physical injuries, the claim must first be accepted before a worker is able to be reimbursed for treatment accessed.

#### Managing payments

The worker will receive a claim number and you can invoice the agent directly to reimburse the cost of the treatment and/or service in line with WorkSafe approved services and fee schedules.

For physical injuries, the payment process has not changed. If the worker does not have a claim number, and there is no bulk billing, the worker will need to pay for the cost of the treatment or service in line with WorkSafe's schedule of fees.

Alternatively, if the worker pays for their service at the time, they can seek reimbursement from their agent. For WorkSafe's current Medical Services - Reimbursement rates fee schedule visit [worksafe.vic.gov.au/medical-services-fee-schedule](https://worksafe.vic.gov.au/medical-services-fee-schedule)

To assist with faster payment, healthcare providers are encouraged to use the service provider electronic funds transfer (EFT) process. For an application form, visit [worksafe.vic.gov.au/provider-efit-form](https://worksafe.vic.gov.au/provider-efit-form)

#### Medication costs

Reasonable cost of medical treatment and services also includes the purchase of medications. Pharmacists can invoice the worker's agent. However, there are some occasions where the worker may have to pay for the purchase of the medication and then be reimbursed by the agent.

#### Gap payments

If a worker chooses to access a healthcare provider that charges a fee above the WorkSafe fee schedule, they will be out of pocket for the gap payment.



1 // Factsheet for practice managers and administrators: Provisional payments

Factsheet for practice managers and administrators

## Provisional payments

Improved support for mental injury

#### Medical excess

Employers do not pay medical excess for mental injury claims where the worker has an entitlement to provisional payments.

#### Further information

For information about provisional payments and the invoicing process, visit [worksafe.vic.gov.au/instructions-invoicing-worksafe](https://worksafe.vic.gov.au/instructions-invoicing-worksafe)

For questions relating to payments and policies email [provider@worksafe.vic.gov.au](mailto:provider@worksafe.vic.gov.au)

For information on how to invoice for services provided visit [worksafe.vic.gov.au/instructions-invoicing-worksafe](https://worksafe.vic.gov.au/instructions-invoicing-worksafe)

#### Information in your language

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2 // Factsheet for practice managers and administrators: Provisional payments

WorkSafe Victoria

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# FAQs

## FAQs

## FAQs for GPs and other healthcare providers

# Provisional payments

## Improved support for mental injury

**Will secondary mental injury claims be entitled to receive provisional payments?**

A secondary mental injury claim will arise where a worker has an accepted claim, usually for a physical injury, the primary injury and/or requests treatment for a psychological injury that is caused by the primary injury. For example, where a worker has an accepted claim for a broken leg and subsequently develops a mental injury, such as depression, as a result of not being able to work due to the broken leg. A worker with a secondary mental injury, which presents after their claim for a physical injury has been accepted, will not be entitled to provisional payments. However, they can be compensated for other supports through the operation of WorkSafe's secondary mental injury policy, as they will be able to access up to six psychology sessions without first requiring investigation of their mental injury.

**Are there other supports available in addition to covering reasonable treatment costs?**

Other supports are available to workers for up to 13 weeks, in addition to reasonable treatment costs. This includes return to work supports such as occupational rehabilitation and community based supports. After the expiry of provisional payments, the worker may be able to also access services from the public health system, or through other health insurance arrangements they may have.

More information about community based supports is available at [worksafe.vic.gov.au/return-to-work-support](http://worksafe.vic.gov.au/return-to-work-support)

Information about return to work is available at [worksafe.vic.gov.au/return-to-work](http://worksafe.vic.gov.au/return-to-work)

**Where can I find more information?**

Find out more about provisional payments and support for workers with a mental injury please call WorkSafe's Advisory Service on-towhat 1800 136 089 or visit [worksafe.vic.gov.au/supporting-injured-workers](http://worksafe.vic.gov.au/supporting-injured-workers)

For questions relating to payments and police email [provider@worksafe.vic.gov.au](mailto:provider@worksafe.vic.gov.au)

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WIS034001-05/2016.21

2 FAQs for GPs and other healthcare providers Provisional payments

WorkSafe Victoria



# Flowchart

# Flowchart

Use this flowchart to understand the steps involved in supporting a patient with a mental injury claim.

## Flowchart



[Download flowchart](#)

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# Newsletter

# Newsletter banner

These image banners and content (see following pages) can be used in newsletter updates of other relevant publications. Where appropriate, we encourage you to include the FAQ's or other relevant information from this pack in your newsletter articles.

## Newsletter banner

*Hands*



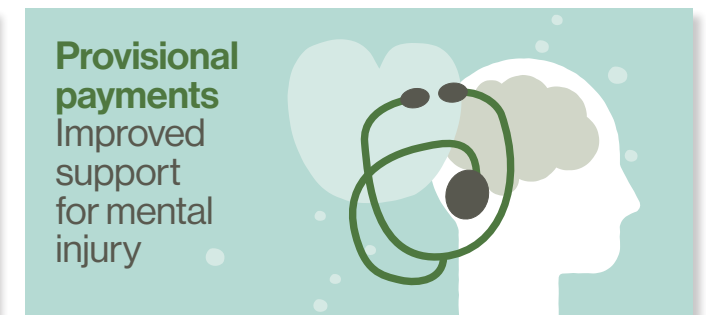
*Sun*



*Clock*



*Stethoscope*



[Download banners](#)

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# Newsletter information

*To be used  
prior to 1 July 2021*

## Newsletter information

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*To be used prior to 1 July 2021*

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*Heading option 1:*

**WorkSafe Victoria set to introduce improved support for workers with a mental injury**

*Heading option 2:*

**WorkSafe Victoria – Improved support for mental injuries**

*Body text*

---

**Mental injury remains a significant challenge in the Victorian community and our workplaces are no exception.**

To improve support for mental injuries, WorkSafe Victoria is introducing provisional payments for workers with a mental injury claim. This will help workers access early treatment and support when they need it most.

From 1 July, eligible workers can access provisional payments for reasonable treatment and services for up to 13 weeks, even if their WorkCover claim for a mental injury is rejected. This includes general practitioner (GP) visits, psychologist and psychiatrist appointments, and medication for mental injuries, ahead of a claim being accepted or not. For the majority of workers with a mental injury, it is anticipated treatment will include GP and psychology visits.

This means GPs and healthcare providers will be able to invoice the agent for payment before a claim is accepted.

Workers who are entitled to provisional payments will be provided with a claim number to be used on provider invoices to the agent. The employer medical excess no longer applies for mental injury claims, so all invoices can be sent directly to the agent.

WorkSafe has shared resources and materials to help you prepare for the changes and support your patients with a mental injury.

### **Further information**

To find out more about provisional payments and how you can support workers with a mental injury, please visit [worksafe.vic.gov.au/supporting-injured-workers](https://worksafe.vic.gov.au/supporting-injured-workers)

Information about return to work is available at [worksafe.vic.gov.au/return-to-work](https://worksafe.vic.gov.au/return-to-work)

For translated information and resources, call 131 450 to speak to WorkSafe with an interpreter or visit [worksafe.vic.gov.au/choose-your-language](https://worksafe.vic.gov.au/choose-your-language)

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# Newsletter information

*To be used  
after 1 July 2021*

## Newsletter information

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*To be used after 1 July 2021*

---

*Heading:*

**Improved support for workers with a mental injury is now available**

*Body text*

---

WorkSafe Victoria has introduced provisional payments to improve support for workers with a mental injury.

Eligible workers can access provisional payments for reasonable treatment and services for up to 13 weeks, even if their WorkCover claim is rejected. This includes general practitioner (GP) visits, psychologist and psychiatrist appointments, and medication for mental injuries, ahead of a claim being accepted or not.

Provisional payments aim to provide early support for workers with a mental injury to improve their recovery and return to work outcomes.

Workers who are entitled to provisional payments will be provided with a claim number to be used on provider invoices to the agent. The employer medical excess no longer applies for mental injury claims, so all invoices can be sent directly to the agent.

Only a worker's mental injury is covered by provisional payments. For physical injuries, the claim must first be accepted before a worker can be reimbursed for treatment accessed.

It's important to know that the process for physical injury claims will not change.

Workers seeking or receiving provisional payments do not require a Certificate of Capacity.

For more information about provisional payments, visit [worksafe.vic.gov.au/provisional-payments](https://worksafe.vic.gov.au/provisional-payments)

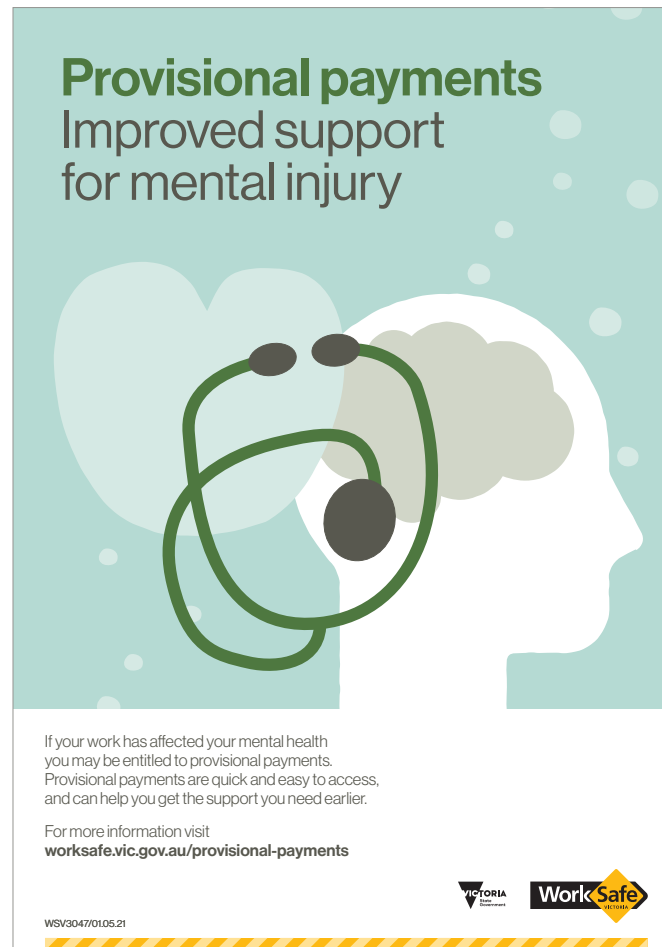
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# Printable flyer

# Printable flyer

Print and display copies of this flyer in your practice to help raise awareness of provisional payments and the support available for mental injury claims.

## Printable flyer



[Download flyer](#)

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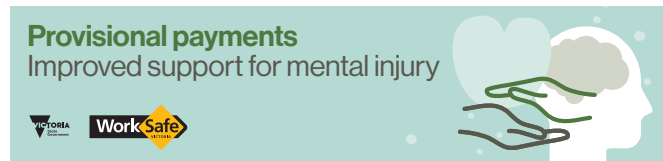
# Email banner

# Email banner

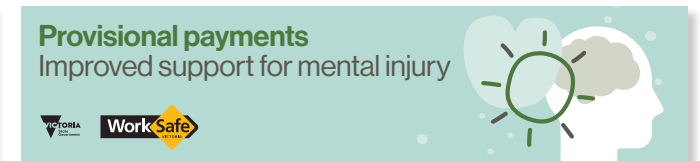
This banner can be added to email signatures to assist in raising awareness about provisional payments. You can hyperlink this email signature to the current provisional payments webpage on the WorkSafe website [worksafe.vic.gov.au/victorias-new-provisional-payments-work-related-mental-injuries](https://worksafe.vic.gov.au/victorias-new-provisional-payments-work-related-mental-injuries).

## Email banner

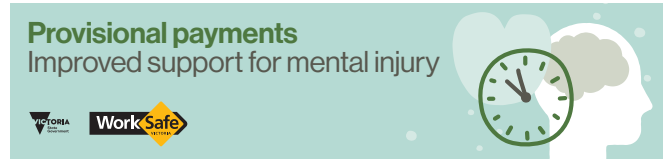
*Hands*



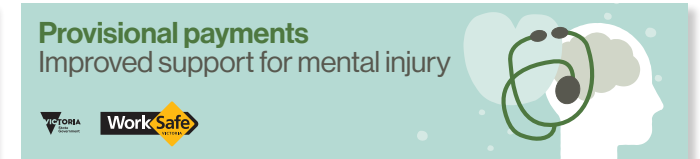
*Sun*



*Clock*



*Stethoscope*



[Download banners](#)

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# Social media

# Social media tiles

These image tiles and content (see following pages) can be used on social media.

## Social media tiles

*Hands*



*Sun*



*Clock*



*Stethoscope*



[Download tiles](#)

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# Social media content

Use the following content to promote provisional payments to your networks via social media.

**Please tag WorkSafe Victoria so we can like and share!**

# WorkSafe



/WorkSafe Victoria



@WorkSafeVic

# ProvisionalPayments



/WorkSafe Victoria



@WorkSafeVic

# ImprovedSupport

## Social media content

### Text option 1

From 1 July, Victorian workers can access early treatment and support while awaiting the outcome of their mental injury claim. This support is called provisional payments. For further information visit **[worksafe.vic.gov.au/supporting-injured-workers](https://worksafe.vic.gov.au/supporting-injured-workers)**

### Text option 2

To improve support for workers, WorkSafe Victoria is introducing provisional payments for mental injury claims. This aims to help your patients access early treatment and support when they need it most.

For further information and how you can support patients with a mental injury, visit **[worksafe.vic.gov.au/supporting-injured-workers](https://worksafe.vic.gov.au/supporting-injured-workers)**

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# Worker's Injury Claim Form

# Worker's Injury Claim Form

From 1 July 2021, a new Worker's Injury Claim Form will be available. Workers with a mental injury must submit the claim form to their employer or agent before they can access provisional payments.

The new claim form will be available from Australia Post outlets and the WorkSafe website from 1 July 2021. All claims submitted on or after 1 July 2021 must use the new Worker's Injury Claim Form.

If you would like to order printed copies of the new claim form please email [printing@worksafe.vic.gov.au](mailto:printing@worksafe.vic.gov.au).

## Worker's Injury Claim Form

The image displays a collage of eight pages from the Worker's Injury Claim Form. The pages are arranged in two rows of four. The top row includes: 1. 'Worker's Injury Claim Form' title page with 'As the worker you need to' and 'As the employer you need to' sections. 2. 'Worker's Injury Claim Form Part A' with 'A. Worker's personal details' and 'B. Employer details'. 3. 'Worker's Injury Claim Form Part B' with 'C. Details of the injury' and 'D. Details of the claim'. 4. 'Further information' page with 'E. Further information' and 'F. Further information'. The bottom row includes: 5. 'Worker's Injury Claim Form Part A' with 'A. Worker's personal details' and 'B. Employer details'. 6. 'Worker's Injury Claim Form Part B' with 'C. Details of the injury' and 'D. Details of the claim'. 7. 'Further information' page with 'E. Further information' and 'F. Further information'. 8. 'Further information' page with 'G. Further information' and 'H. Further information'.

[Download form](#)

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# Resources for your patients



# Resources for your patients

Use the following resources to share with your patients.

## Resources for your patients

Please click on the links below to download resources



### Worker's Injury Claim Form

[worksafe.vic.gov.au/worker-claim-form](https://worksafe.vic.gov.au/worker-claim-form)



### Information for injured workers: Getting help with your mental health

[worksafe.vic.gov.au/resources/information-injured-workers-getting-help-four-ways-start](https://worksafe.vic.gov.au/resources/information-injured-workers-getting-help-four-ways-start)



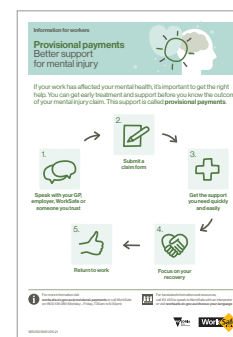
### Injured worker factsheet

[Download factsheet](#)



### Injured worker flowchart

[Download flowchart](#)



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# Thank you

## **WorkSafe Victoria**

1 Malop Street, Geelong 3220

Toll-free 1800 136 089

Website [worksafe.vic.gov.au](http://worksafe.vic.gov.au)

