

# WorkCover

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QUEENSLAND

## Chinese Medicine Table of Costs

Effective 1 July 2024

# Chinese Medicine Table of Costs

## Quick reference table - Common Item Numbers

ITEM NUMBER	DESCRIPTION (HIGH LEVEL)	INSURER PRIOR APPROVAL REQUIRED	FEE – GST NOT INCLUDED
300004	Initial Consultation	No	\$129
300005	Subsequent Consultation	Yes (see table below)	\$101
300079	Communication – 3 to 10 minutes	No	\$36
300100	Communication – 11 to 20 minutes	No	\$73
300082	Case Conference	Yes (see table below)	\$217/hr (pro-rata)
300086	Progress Report	At insurer request	\$73
300088	Standard Report	At insurer request	\$184
300090	Comprehensive Report	At insurer request	\$217/hr (pro-rata)

ITEM NUMBER / SERVICE	DESCRIPTION
<p><b>300004</b></p> <p>Initial Consultation</p> <p><b>Insurer prior approval required</b> No</p> <p><b>Fee – GST not included<sup>1</sup></b> \$129</p>	<p>A one-on-one initial consultation for acupuncture in the treatment of work-related injuries or conditions, or the first consultation in a new episode of care for the treatment of work-related injuries or conditions.</p> <p>Services to be conducted in accordance with the Clinical Framework for the Delivery of Health Services<sup>2</sup>.</p> <p>Initial consultation may include:</p> <ul style="list-style-type: none"> <li>– subjective assessment</li> <li>– objective assessment</li> <li>– treatment/service</li> <li>– tailored goal setting and treatment planning</li> <li>– setting expectations of recovery and return to work</li> <li>– clinical recording</li> <li>– communication (with referrer) – any relevant information for the worker’s rehabilitation to the insurer.</li> </ul>
<p><b>300005</b></p> <p>Subsequent Consultation</p> <p><b>Insurer prior approval required</b> Yes</p> <p><b>Fee – GST not included<sup>1</sup></b> \$101</p>	<p>A one-on-one subsequent consultation for acupuncture in the treatment of work-related injuries or conditions.</p> <p>The first six (6) consultations (including initial consultation) are pre-approved, provided the injuries have not previously been treated by an allied health provider.</p> <p>If additional treatment is required, submit a Provider Management Plan<sup>3</sup> (PMP) by the 6th subsequent treatment consultation. The PMP should include a comprehensive treatment plan containing:</p> <ul style="list-style-type: none"> <li>– expected functional gains</li> <li>– transition of care to self-management and</li> <li>– treatment timeframes.</li> </ul> <p>Services to be conducted in accordance with the Clinical Framework for the Delivery of Health Services<sup>2</sup>.</p> <p>Subsequent consultation may include:</p> <ul style="list-style-type: none"> <li>– ongoing assessment (subjective and objective)</li> <li>– intervention/treatment</li> <li>– setting expectations of recovery and return to work</li> <li>– clinical recording</li> <li>– communication with the insurer of any relevant information for the worker’s rehabilitation.</li> </ul>

ITEM NUMBER / SERVICE	DESCRIPTION
<p><b>300079</b></p> <p>Communication - 3 to 10 mins</p> <p><b>Insurer prior approval required</b> No</p> <p><b>Fee – GST not included<sup>1</sup></b> \$36</p>	<p>Direct communication between treating provider and insurer, employer, insurer referred allied health provider and doctors to assist with faster and more effective rehabilitation and return to work for a worker.</p> <p>Excludes communication with a worker, and of a general administrative nature or conveying non-specific information. Must be more than three (3) minutes. Refer to details below the tables for a list of exclusions before using this item number.</p> <p>Treating providers are expected to keep a written record of the details of communication including date, time, and duration. The insurer may request evidence of communication at any time.</p>
<p><b>300100</b></p> <p>Communication - 11 to 20 mins</p> <p><b>Insurer prior approval required</b> No</p> <p><b>Fee – GST not included<sup>1</sup></b> \$73</p>	<p>Direct communication between treating provider and insurer, employer, insurer referred allied health provider and doctors to assist with faster and more effective rehabilitation and return to work for a worker.</p> <p>Excludes communication with a worker, and of a general administrative nature or conveying non-specific information. Must be more than ten (10) minutes. Refer to details below the tables for a list of exclusions before using this item number.</p> <p>Treating providers are expected to keep a written record of the details of communication including date, time, and duration. The insurer may request evidence of communication at any time.</p>
<p><b>300082</b></p> <p>Case Conference</p> <p><b>Insurer prior approval required</b> Yes</p> <p><b>Fee – GST not included<sup>1</sup></b> \$217 per hour (Charged pro-rata as a fraction of an hour)</p>	<p><b>Prior approval is required before providing the service.</b></p> <p>Face-to-face or phone communication involving the treating provider, insurer and one or more of the following:</p> <ul style="list-style-type: none"> <li>- treating medical practitioner or specialist</li> <li>- employer or employee representative</li> <li>- worker</li> <li>- allied health providers; or</li> <li>- other.</li> </ul>
<p><b>300086</b></p> <p>Progress Report</p> <p><b>Insurer prior approval required</b> At the request of the insurer</p> <p><b>Fee – GST not included<sup>1</sup></b> \$73</p>	<p>A written report providing a brief summary of the worker's progress towards recovery and return to work.</p>

ITEM NUMBER / SERVICE		DESCRIPTION
<b>300088</b>		A written report used for conveying relevant information about a worker's compensable injury where the case or treatment is not extremely complex or where responses to a limited number of questions have been requested by the insurer.
Standard Report		
<b>Insurer prior approval required</b>	At the request of the insurer	
<b>Fee – GST not included<sup>1</sup></b>	\$184	
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<b>300090</b>		A written report only used where the case and treatment are extremely complex. Hours to be negotiated with the insurer prior to providing the report.
Comprehensive Report		
<b>Insurer prior approval required</b>	At the request of the insurer	
<b>Fee – GST not included<sup>1</sup></b>	\$217 per hour (Charged pro-rata as a fraction of an hour)	
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<b>300093</b>		Copies of patient records relating to the worker's compensation claim including file notes, results of relevant tests e.g., pathology, diagnostic imaging, and reports from specialists.
Copies of Patient Records Relating to Claim		
<b>Insurer prior approval required</b>	At the request of the insurer	Paid at \$30 flat fee plus \$1 per page.
<b>Fee – GST not included<sup>1</sup></b>	\$30	

1. Rates do not include GST. Check with the [Australian Taxation Office](#) or your tax advisor if GST is applicable.
2. WorkCover Queensland encourages the adoption of the nationally recognised [Clinical Framework for the Delivery of Health Services](#) when treating a worker with a work-related injury or condition.
3. [A Provider Management Plan](#) (PMP) template is available on the [Workers' Compensation Regulatory Services' website](#).

## Who can provide Chinese medicine services to workers?

All acupuncture services performed must be provided by a Chinese medicine practitioner who has a current registration in the Division of Acupuncture under the [Australian Health Practitioner Regulation Agency \(AHPRA\)](#).

## Consultations (Item numbers 300004, 300005)

For an accepted claim, the insurer will pay the cost of an initial consultation however not for an initial and subsequent consultation on the same day unless in exceptional circumstances, as approved by the insurer.

A provider cannot bill for multiple initial consultations or multiple subsequent consultations for the same claimant on the same day.

Consultations may include the following elements:

- **Subjective (history) assessment** – consider major symptoms and lifestyle dysfunction; current/past history and treatment; pain, aggravating and relieving factors; general health; medication; risk factors and key functional requirements of the worker’s job.
- **Objective (physical) assessment** – assess movement—for example active, passive, resisted, repeated, muscle tone, spasm, weakness, accessory movements, passive intervertebral movements—and pain by carrying out appropriate procedures and tests. Assess overall work function level and any physical impairments preventing the worker’s pain from resolving.
- **Assessment results (prognosis formulation)** – provide a provisional prognosis for treatment, limitations to function and progress for return to work.
- **Reassessment (subjective and objective)** – evaluate the physical progress of the worker using outcome measures for relevant, reliable, and sensitive assessment. Compare against the baseline measures and treatment goals. Identify factors compromising treatment outcomes and implement strategies to improve the worker’s ability to return to work and normal functional activities. Actively promote self-management (such as ongoing exercise programs) and empower the worker to play an active role in their rehabilitation.
- **Treatment (intervention)** – formulate and discuss the treatment goals, progress and expected outcomes with the worker. Provide treatment modalities including exercise programs according to the goals of therapy.
- **Clinical recordings** – record information in the worker’s clinical records, including the purpose and results of procedures and tests.
- **Communication (with the referrer)** – communicate any relevant information for the worker’s rehabilitation to insurer. Acknowledge referral and liaise with the treating medical practitioner about treatment.

When transitioning between pre-approved and prior approved services, it is recommended that you contact the insurer for clarification on what (if any) restrictions may apply.

The insurer will not pay a fee for the completion of a Provider Management Plan (PMP).

## Telehealth services

Telehealth services relate to video consultations only. Phone consultations are not covered under the current table of costs.

The following should be considered prior to delivering telehealth services:

- Providers must consider the appropriateness of this mode of service delivery for each worker on a case-by-case basis i.e., the principles and considerations of good clinical care continue to be essential in telehealth services.
- Providers are responsible for delivering telehealth services in accordance with the principles of professional conduct and the relevant professional and practice guidelines to ensure that all care is taken to ensure the privacy, confidentiality, safety, appropriateness, and effectiveness of the service.
- As with any consultation, it is important to provide sufficient information to enable workers to make informed decisions regarding their care.
- All telehealth services require prior approval from the insurer and must be consented to by all parties – the worker, provider, and insurer.

For invoicing purposes, telehealth services do not have specific item numbers and should be invoiced in line with the current item numbers and descriptors in the above table of costs.

The word ‘Telehealth’ must be noted in the comments section on any invoice submitted to the insurer when this service has been utilised.

## Service conditions

Services provided to workers are subject to the following conditions:

- **Treatment consultations** – where the claim has been accepted, the insurer will pay for the first six (6) sessions (including initial consultation) without prior approval. Any further treatment for acupuncture requires insurer approval.
- **Post-operative acupuncture treatment** – when a worker is referred for acupuncture treatment after a surgical procedure, a new set of six (6) consultations (including initial consultation as required) will take effect.
- **Incidentals** – All acupuncture needles are consumables and are not subsidised by the insurer.
- **Provider Management Plan** – this form is available on the [Workers' Compensation Regulatory Services' website](#) and is to be completed if treatment is required after any pre-approved consultations or any services where prior approval is required. Check with each insurer as to their individual requirements.
- **Approval for other services or consultations** – approval must be obtained for any service requiring prior approval from the insurer before commencing treatment.
- **Payment of treatment** – the maximum fees payable are listed in the table of costs above. For services not outlined in the table of costs above, prior approval from the insurer is required.
- **Treatment period** – treatment will be deemed to have ended if there is no treatment for a period of two (2) calendar months. If further treatment is then required, the worker must obtain another referral from their treating medical provider and a PMP will need to be submitted prior to any services being delivered.
- **End of treatment** – all payments for treatment end where there is either no further medical certification, the presenting condition has been resolved, the insurer finalises/ceases the claim, the worker is not complying with treatment, or the worker has achieved maximum function.
- **Change of provider** – the insurer will pay for another initial consultation by a new provider if the worker has changed providers (not within the same practice). The new provider will be required to submit a PMP for further treatment outlining the number of consultations the worker has received previously.

## Communication (Item numbers 300079, 300100)

Used by treating providers for direct communication between the insurer, employer, insurer referred allied health provider and doctors to assist with faster and more effective rehabilitation and return to work for a worker.

The communication must be relevant to the work-related injury or condition and assist the insurer and other involved parties to resolve barriers and/or agree to strategies or intervention/s proposed. Communication includes phone calls, emails, and facsimiles.

Each phone call, fax/email preparation must be more than three (3) minutes in duration to be invoiced. Note: most communication would be of short duration and would only exceed ten minutes in exceptional or unusual circumstances.

The insurer will not pay for:

- normal consultation communication that forms part of the usual best practice of ongoing treatment (when not of an administrative nature this must be invoiced under the appropriate item number)
- communication conveying non-specific information such as 'worker progressing well'
- communication made or received from the insurer as part of a quality review process
- General administrative communication, for example:
  - forwarding an attachment via email or fax e.g., forwarding a Suitable Duties Plan or report
  - leaving a message where the party phoned is unavailable
  - queries related to invoices

- for approval/clarification of a Provider Management Plan or a Suitable Duties Plan by the insurer.

Supporting documentation is required for all invoices that include communication. Invoices must include the reason for contact, names of involved parties and will only be paid once where there are multiple parties involved with the same communication (phone call/email/fax). Line items on an invoice will be declined if the comments on the invoice indicate that the communication was for reasons that are specifically excluded.

If part of the conversation would be excluded, the provider can still invoice the insurer for the communication if the rest of the conversation is valid. The comments on the invoice should reflect the valid communication. Providing comments on an invoice that indicates that the communication was specifically excluded could lead to that line item being declined by the insurer.

### Case Conference (Item number 300082)

The objectives of a case conference are to plan, implement, manage, or review treatment options and/or rehabilitation plans and should result in an agreed direction for managing the worker's return to work.

The case conference must be authorised by the insurer prior to being provided and would typically be for a maximum of one hour (this excludes travel to and from the venue).

A case conference may be requested by:

- a treating medical practitioner
- the worker or their representative/s
- the insurer
- an employer
- an allied health provider.

### Reports (Item numbers 300086, 300088, 300090)

A report should be provided only following a request from the insurer or where the provider has spoken with the insurer and both parties agree that the worker's status should be documented. Generally, a report will not be required where the information has previously been provided to the insurer.

The provider should ensure:

- the report intent is clarified with the referrer
- reports address the specific questions posed by the insurer
- all reports relate to the worker's status for the accepted work-related injury or condition
- the report communicates the worker's progress or otherwise
- all reports are received by the insurer within ten (10) working days from when the provider received the request.

**In general, reports delayed longer than three (3) weeks are of little use to the insurer and will not be paid for without prior approval from the insurer.**

All reports include:

- worker's full name
- date of birth
- date of the work-related injury
- claim number
- diagnosis



- date first seen
- period of time covered by the report
- referring medical practitioner
- contact details/signature and title of provider responsible for the report.

Insurers may request a progress report, a standard report, or a comprehensive report:

- **Progress report** – a brief summary of a worker’s progress including return to work status, completion of goals, future recommendations, and timeframes.
- **Standard report** – conveys relevant information relating to a worker’s recovery and return to work where the case or treatment **are not** extremely complex. Includes functional and return to work status, treatment plan, interventions to date, any changes in prognosis along with the reasons for those changes, barriers, recommendations, goals, and timeframes. Also includes responses to a limited number of questions raised by an insurer. A standard report would not be appropriate if further examination of the worker was required for the report to be completed.
- **Comprehensive report** – conveys all the information included in a standard report however would only be relevant where the case or treatment are **extremely complex**, or the questions raised by the insurer are extensive.

## Patient Records (Item number 300093)

The fee is payable upon request from the insurer for copies of patient records relating to the workers compensation claim including file notes, results of relevant tests e.g., pathology, diagnostic imaging, and reports from specialists.

Paid at \$30 flat fee plus \$1 per page

If the copies of records are to exceed 50 pages, the practitioner is required to seek approval from the insurer before finalising the request.

## Rehabilitation and return to work

Rehabilitation is defined under section 40 of the [Workers’ Compensation and Rehabilitation Act 2003](#) (the Act) as follows:

### 40 Meaning of rehabilitation

1. Rehabilitation, of a worker, is a process designed to–
  - a. ensure the worker’s earliest possible return to work; or
  - b. maximise the worker’s independent functioning.

Primarily, the purpose of rehabilitation is to return the worker to their pre-injury duties and pre-injury employer.

Sometimes this is not feasible because of the worker’s injury and/or medical restrictions and the demands of the pre-injury duties. In this case, the secondary purpose of rehabilitation is to return the worker to other suitable duties with the pre-injury employer. If this is not possible, the worker may be offered suitable duties with a different employer (sometimes described as a host employer).

If the worker has ongoing or predicted impairment and/or medical restrictions, and the demands of the pre-injury duties are beyond the worker’s capabilities, the primary purpose of rehabilitation becomes to permanently return the worker to other suitable duties with the pre-injury employer. If this is not feasible, the worker may be returned to work on other suitable duties with a different employer.

If the extent of an injury means return to work is inappropriate, the purpose of rehabilitation is then to maximise the worker’s independent functioning.

## Treatment standards and expectations

When treating a worker with a work-related injury or condition, the provider should, where appropriate:

- Deliver outcome-focused and goal-orientated services, which are focused on achieving maximum function and safely returning the worker to work.
- Goals should be SMART (S – Specific, M – Measurable, A – Attainable or assignable, R – Realistic, T – Time-related) measures.
- Consider biopsychosocial factors that may influence the injured worker’s return to work.
- Advise and liaise with the relevant treating practitioners and insurer.
- Keep detailed, appropriate, up-to-date treatment records and any relevant information obtained in the service delivery.
- Ensure that the worker has given their written authority prior to the exchange of information with third parties other than the referrer.
- Be accountable for the services provided, ensuring those services incurred for the work-related injury or condition are reasonable.
- Maintain practice competencies relevant to the provider’s profession and the delivery of services within the Queensland workers’ compensation environment.

**Note:** long-term maintenance therapy is generally not supported unless sustained improvement in function can be demonstrated.

## General guidance on payment for services

This table of costs sets out the maximum fees payable by the insurer for the applicable services. This table of costs applies to all work-related injury or condition claims whether insured through WorkCover Queensland or a self-insured employer. The maximum fees in this schedule apply to services provided on or after 1 July 2024. The related injury or condition may have been sustained before, on or after this date.

The purpose of the services outlined in this table of costs is to enable injured workers to receive timely and quality medical and rehabilitation services to maximise the worker’s independent functioning and to facilitate their return to work as soon as it is safe to do so. WorkCover Queensland or the self-insurer will periodically review a worker’s treatment and services to ensure they remain reasonable having regard to the worker’s injury or condition.

The insurer expects the fees for services to be reasonable and in line with this table of costs. Systems are in place to ensure compliance with invoicing and payment rules. Any non-compliant activities will be addressed with providers. Compliance actions may range from providing educational information to assist providers in understanding their [responsibilities](#) and the insurer’s expectations, to criminal penalties for fraud. The insurer also reserves the right to refer misconduct to the relevant professional body, council, or complaints commission.

The worker’s compensation claim must have been accepted by the insurer for the injury or condition being treated. If the application for compensation is pending or has been rejected, the responsibility for payment for any services provided is a matter between the provider and the worker (or the employer, where services have been requested by a Rehabilitation and Return to Work Coordinator).

The insurer will not pay for appointments where a worker fails to attend or cancels a scheduled appointment.

All invoices should be sent to the relevant insurer for payment. Check whether the worker is employed by a self-insured employer, or an employer insured by WorkCover Queensland.

Identify the appropriate item in the table of costs for services or treatment provided. The insurer will only consider payment for services or treatments for the work-related injury or condition, not other pre-existing conditions. Insurers will not pay for general communication such as receiving and reviewing referrals.

All hourly rates are to be charged at pro-rata where applicable e.g., for a 15-minute consultation/service charge one quarter ( $\frac{1}{4}$ ) of the hourly rate. All invoices must include the time taken for the service as well as the fee.

Fees listed in the table of costs do not include GST. The provider is responsible for incorporating any applicable GST on taxable services/supplies into the invoice. Refer to a taxation advisor or the Australian Taxation Office for assistance if required.

Self-insurers require separate tax invoices for services to individual workers. WorkCover Queensland will accept invoicing for more than one worker on a single invoice.

Accounts for treatment must be sent to the insurer promptly, and within two (2) months after the treatment is completed.

To ensure payment, the invoice must contain the following information:

- the words 'Tax Invoice' stated prominently
- practice details and Australian Business Number (ABN)
- invoice date
- worker's name, residential address, and date of birth
- worker's claim number (if known)
- worker's employer name and place of business
- referring medical practitioner's or nurse practitioner's name
- date of each service
- item number/s and treatment fee
- a brief description of each service delivered, including areas treated
- the name of the provider who provided the service.

## Further assistance

Contact the relevant insurer for claim related information such as:

- payment of invoices and account inquiries
- claim numbers/status
- rehabilitation status
- approval of [Provider Management Plans](#).

More information for [service providers](#) is available on our website together with the current list of [self-insured employers](#). If you require further information, call us on 1300 362 128.

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[worksafe.qld.gov.au](https://worksafe.qld.gov.au)