



WorkCoverSA

Remedial massage fee schedule and guidelines

South Australian workers compensation remedial
massage services

Effective date: 1 January 2012

Returning to work and the role of the provider

Why a return to work is important

Getting back to work can be a crucial part of an injured worker's rehabilitation. It helps to reduce the financial and emotional impact on the worker and their family. With a positive approach and the right support, an injured worker can recover and return to normal life. Helping improve South Australia's return to work rate is everyone's responsibility, and we all have a role to play.

The provider's role in the recovery process

Staying at home until completely recovered is often not the best thing for an injured worker. As a provider you have a vital role to play in helping injured workers stay at or return to work. You can help by focusing on what a worker can do rather than what they can't. To help make a difference, ensure you:

- screen for risk early
- adopt a whole-person approach
- make enough time for clinical management
- contact the workplace where appropriate.

For more information, visit the health provider tab at: www.workcover.com.

How to use the *Remedial massage fee schedule and guidelines*

This document contains information about services and fees that apply to remedial massage therapists who provide services to South Australian workers compensation claimants.

The *Remedial massage fee schedule and guidelines* dated 1 July 2011 is hereby rescinded, and is replaced by the current *Remedial massage fee schedule and guidelines*, effective 1 July 2012.

Pursuant to section 32(2)(i) of the *Workers Rehabilitation and Compensation Act 1986* (the Act), WorkCover hereby authorises, as a class of costs, the costs of remedial massage services that meet all the criteria and conditions as contained within this document.

All services and fees in this schedule are effective 1 July 2012.

This document is divided into three sections as follows:

1. Recommended fee schedule

This section includes all item codes and maximum fees chargeable for a service.

2. Service description guidelines

This section includes a detailed description of services and information about standards for provision of services.

3. Accounts and invoicing standards

This section provides general information relating to account and invoicing standards, and useful contacts.

Copies of this document can be downloaded from our website at: [www.workcover.com>health provider>the workcover system>fee schedules](http://www.workcover.com>health%20provider>the%20workcover%20system>fee%20schedules).

If you have any questions, please call WorkCover's Client Services on 13 18 55.

1. Recommended fee schedule

Subject to the operation of section 32(4) and (5) of the Act, a worker receiving remedial massage services that meet all the conditions detailed below shall be entitled to be compensated for the costs of those services to the extent that they:

- are a reasonable amount for the provision of the service; and
- were reasonably incurred by the worker as a consequence of having suffered a compensable disability.

Item number	Service description	Max fee (ex. GST)
RT100	Initial consultation An initial assessment including examination and treatment	\$79.30
RT200	Subsequent—standard consultation (less than or equal to 30 mins duration) A brief consultation involving examination, treatment and documentation, with minimal therapist contact time	\$39.70
RT300	Subsequent—extended consultation (greater than 30 mins but not more than 45 mins duration) An extended consultation involving increased time for examination, treatment and documentation	\$59.50
RT400	Subsequent—long consultation (greater than 45 mins duration) A long consultation should only be utilised in a limited number of cases where the nature of the injury is considered to be complex.	\$79.30
RT500	Standard report WorkCover's claims agent may request a standard report in response to a series of specific questions. A report will be taken to be standard when re-examination of the worker is not required and the report is based on a transcription of existing records.	\$79.30

Note 1:	'Consultation' means actual contact time a remedial massage provider spends with a patient.	
Note 2:	WorkCover may, as part of an audit program, initiate discussions with a remedial massage provider and/or their patients in relation to the duration and content of a service.	

2. Service description guidelines

2.1 Service description for remedial massage providers

2.1.1 The service provided is the treatment of specific soft tissue disorders or dysfunctions to assist with the improvement of function in the rehabilitation process and restoration of the worker to the workforce and community. This is to be carried out using mainstream techniques as taught in the Diploma of Remedial Massage program, which comprises the following components:

- Bowen
- Compressive—including digital ischemic pressure
- Cupping
- Deep tissue massage
- Effleurage
- Friction
- Manual Lymphatic Drainage (refer Section 2.1.3)
- Myofascial release
- Passive joint movement
- Passive soft tissue
- Percussion
- Petrissage/kneading
- Proprioceptive neuromuscular facilitation
- Shiatsu
- Soft tissue mobilisation
- Stretching
- Temperature therapy
- Traditional Thai massage
- Trigger point release
- Tui na/An mo
- Vibration

2.1.2 Remedial massage must be limited to manual application. WorkCover will not pay for electrotherapies, or treatments or services involving other appliances.

2.1.3 Manual Lymphatic Drainage (for example, the Dr Vodder technique) should only be provided where there are significant swelling problems that are not improving naturally. This may include post-operative situations. Any provision of this technique must be supported by the referring medical expert.

2.2 Provider standards

Non-medical experts delivering remedial massage services are expected to have:

- a) a Diploma in Remedial Massage from a nationally Recognised Training Organisation (RTO)
- b) professional indemnity insurance (minimum \$2 million in any one claim) and public liability insurance (minimum \$2 million in any one claim).

- c) a recognised and current accredited senior first aid/apply first aid certificate, from an accredited body such as from Red Cross or St John

2.3 Guidelines for remedial massage providers

The following guidelines relating to remedial massage must be met.

- 2.3.1 The remedial massage must not include thrust, manipulation or adjustment of joint structures.
- 2.3.2 The services provided by way of remedial massage must at least meet the standard of care generally adopted by the massage industry.
- 2.3.3 The remedial massage must be outcome-focused and directly related to the compensable injury/condition, and assist with the worker's physical recovery and restoration to the workforce and/or community.
- 2.3.4 Remedial massage services must only be provided pursuant to a referral by a medical expert, as defined in Section 3 of the Act. A copy of the referral must be sent to WorkCover's claims agent for approval. Where a worker self-refers, the remedial massage provider must contact the relevant case manager for approval prior to service delivery.
- 2.3.5 A referral must be in writing and include:
- how the service is intended to increase and maintain the worker's functional ability
 - the number of services to be provided (refer to Section 2.3.8)
 - how long the service should be provided
 - dates of review
 - specific body area to be treated (relevant to the compensable injury described on the WorkCover Medical Certificate).
- 2.3.6 A remedial massage provider does not have the authority to refer for remedial massage or any other service. For example, the remedial massage provider cannot refer the worker for exercise programs, in other words, for programs relating to aquatic therapy or a gymnasium. The remedial massage provider should refer back to the treating medical expert for any other services required in the circumstances of the case. In addition, the remedial massage provider must not override or amend recommendations made by a medical expert.
- 2.3.7 If, in the opinion of the remedial massage provider, further remedial massage treatments are required, a progress report should be sent to the referring medical expert. If, in the opinion of the medical expert, further treatments are considered appropriate, the medical expert must complete a repeat referral and submit it to WorkCover's claims agent for approval.
- 2.3.8 The provision of treatment must be in accordance with the following best practice standards:
- A review should occur after each treatment.
 - If at four treatments it is clear that remedial massage will be of no benefit to the worker, the remedial massage provider has an obligation to discontinue treatment, and the worker should return to the referring medical expert.
 - If improvement is occurring after four treatments, a course of up to 10 treatments may be beneficial where consistent improvement in functional ability has been demonstrated and

maintained after the first four treatments.

- A subsequent course of treatment will require **prior notification** to WorkCover's claims agent, and approval will be determined on a case-by-case basis.

2.3.9 A remedial massage provider cannot provide advice about, or supply the worker with, therapeutic equipment, drugs, herbal lineaments, ointments, health products, vitamins or food supplements.

2.3.10 The remedial massage provider must:

- have an understanding of the principles of the *Workers Rehabilitation and Compensation Act 1986*
- participate in the Quality Review Program if so requested by WorkCover.

2.3.11 WorkCover reserves the right to review or audit a remedial massage provider based on performance, professional conduct, issues raised or complaints.

2.3.12 WorkCover may disallow a remedial massage provider from providing services to workers at any time within 30 days of giving written notice. In some cases, this may take effect immediately. This may occur under any of the following circumstances:

- the remedial massage provider is found guilty, or convicted or fined for a criminal offence involving dishonesty or an offence punishable by imprisonment (disallowment is immediate)
- the remedial massage provider is censured by, or expelled from, an association

3. Accounts and invoicing standards

All amounts listed in this booklet are exclusive of GST. If applicable, WorkCover will pay to the provider an amount on account of the provider's GST liability in addition to the GST-exclusive fee. Suppliers should provide WorkCover with a tax invoice where the amounts are subject to GST.

For all invoices, whether a tax invoice or not, the following information should be provided:

- provider details—name, provider number and location
- invoice number
- Australian Business Number (ABN)
- worker's surname and given name/s
- claim number, if known
- name of worker's employer, if known
- brief description of the injury to which the service/s relate
- each service for which payment is sought itemised separately with
 - date of consultation/attendance/service and commencement time
 - service item number in accordance with this fee schedule
 - meaningful service description in accordance with this fee schedule
 - duration of service in hours/minutes where required for a service described in this fee schedule
 - charge for the service in accordance with this fee schedule
 - total charge for invoiced items and any GST that may be applicable.

Invoices are to be submitted within six weeks of service. Invoices for services displaying the information set out above will allow for prompt and efficient processing of accounts. Payment for services, including reports, will not be made in advance.

WorkCover's claims agent is unable to pay on 'account rendered' or statement invoices. Payment will be made, where appropriate, on an original account or duplicate/copy of the original.

Invoices that do not meet these standards may be returned to the provider for amendment.

Please note: WorkCover pays via electronic funds transfer (EFT). Therefore, bank account details are also required.

GST

For all GST-related queries, please contact the Australian Tax Office on: 13 24 78 or your tax advisor.

Changes to provider details or adding new providers

For changes to provider details (such as an Australian Business Number, address or payee electronic funds transfer details) please complete an *Application and EFT form* available from: www.workcover.com by searching '*Application and EFT form*' or phone 13 18 55. The *Application and EFT form* must then be faxed to WorkCover on: (08) 8233 2479.

Where payment is outstanding

Please contact Employers Mutual or the self-insured employer if the compensation claim has been accepted and the payment is outstanding. If the claim has not been accepted, responsibility for payment of the account rests with the worker.

WorkCover details

100 Waymouth Street, Adelaide
GPO Box 2668, Adelaide SA 5001
DX660 Adelaide
General enquiries (SA only): 13 18 55
TTY (for deaf/hearing impaired): (08) 8233 2574
Fax: (08) 8233 2990
www.workcover.com

Useful contacts and information

All WorkCover claims (that are not self-insured) are managed by Employers Mutual.

Employers Mutual

26 Flinders Street, Adelaide
GPO Box 2575, Adelaide SA 5001
DX270 Adelaide
Phone: (08) 8127 1100
Fax: (08) 8127 1200

Self-insured employers

For matters relating to self-insured claims, please contact the employer directly.

Allianz Australia SA CTP

All claims relating to motor vehicle crashes are managed by Allianz Australia SA CTP on behalf of the insurer; the Motor Accident Commission.

89 Pirie Street, Adelaide SA 5000

GPO Box 219, Adelaide SA 5001

Phone: 1300 137 331

Fax: 1300 137 431

Email: SACTPClaims@allianz.com.au

Dated the 1st day of January 2012

Wayne Potter,

General Manager

Regulation & Education

Authorised Delegate