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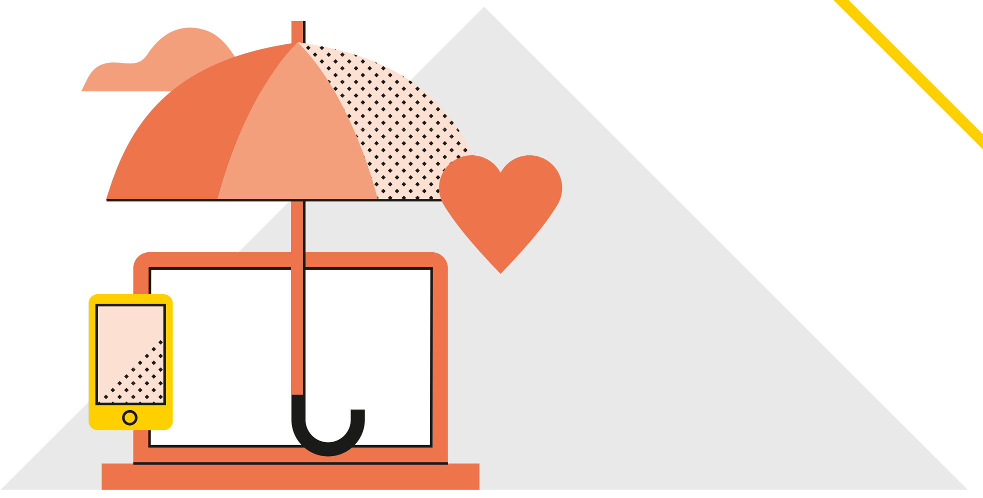
Date: September 2024

CommBank Smart Health User Guide

WorkSafe Victoria (WSV) Claims

Please print a copy of each user guide and keep it next to your Smart Health terminal for easy reference.



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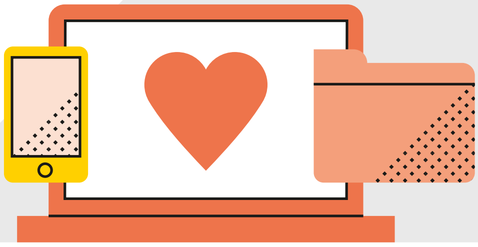
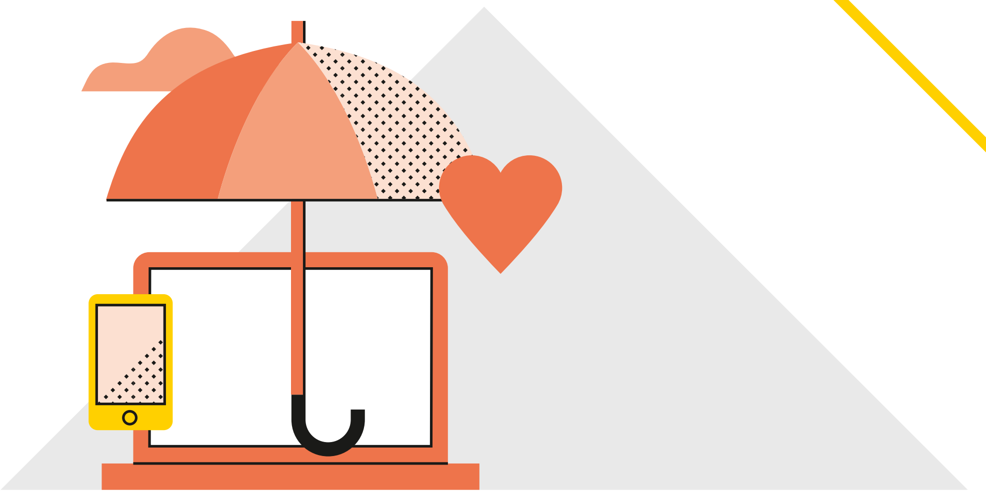


Purpose

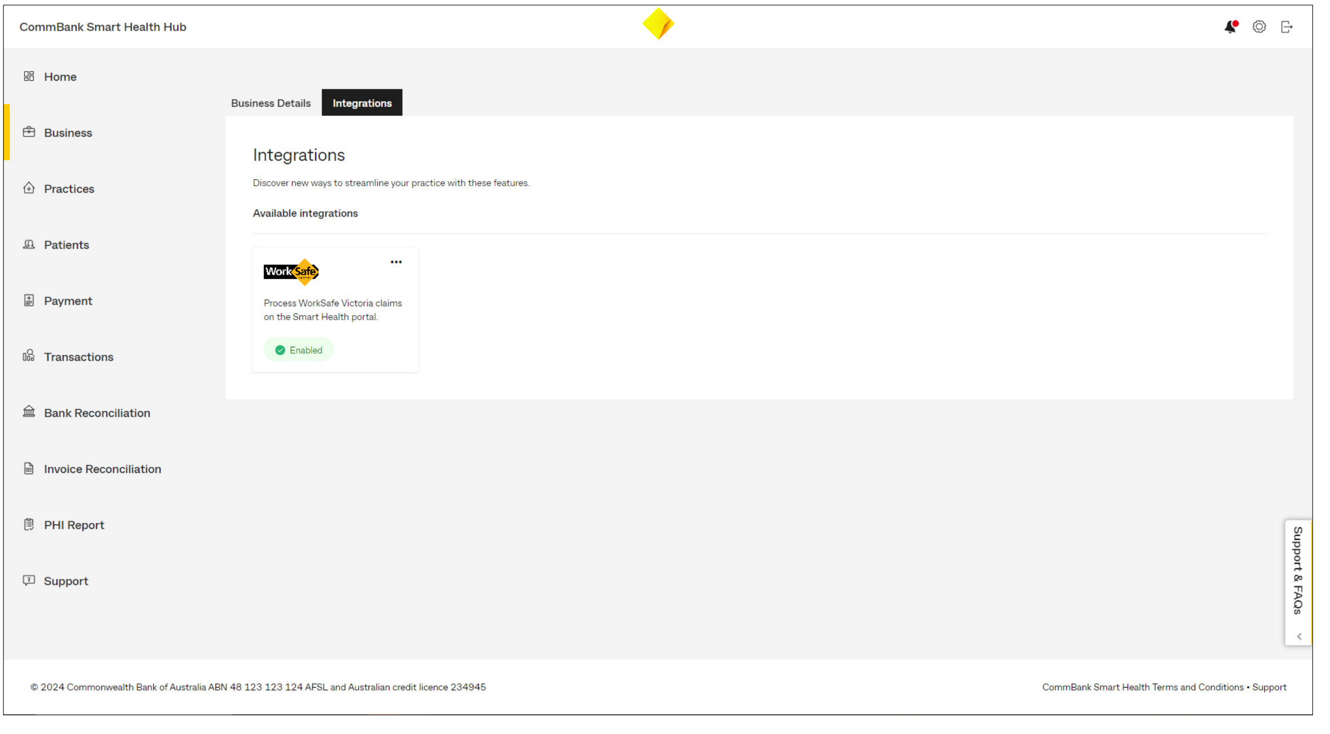
This user guide will help you with procedures to begin making WorkSafe Victoria claims through Smart Health Hub. If you need information on how to use CommBank Smart Health Hub, please refer to the user guide available under 'Resources' section on Smart Health webpage at **commbank.com.au/smarthealth** or call **1800 222 484.**



Setting Up WorkSafe Victoria Claiming

Enabling WorkSafe Victoria Claiming in Smart Health Hub

Note: You will need to have your user set up as a business administrator



Step 1: Log in to Smart Health Hub as a Business Administrator.

Step 2: Click **Business** in left-hand menu.

Step 3: Click the **Integrations** tab from the options at the top of the screen.

Step 4: Click the **Enable** button on the WorkSafe Victoria integrations tile.

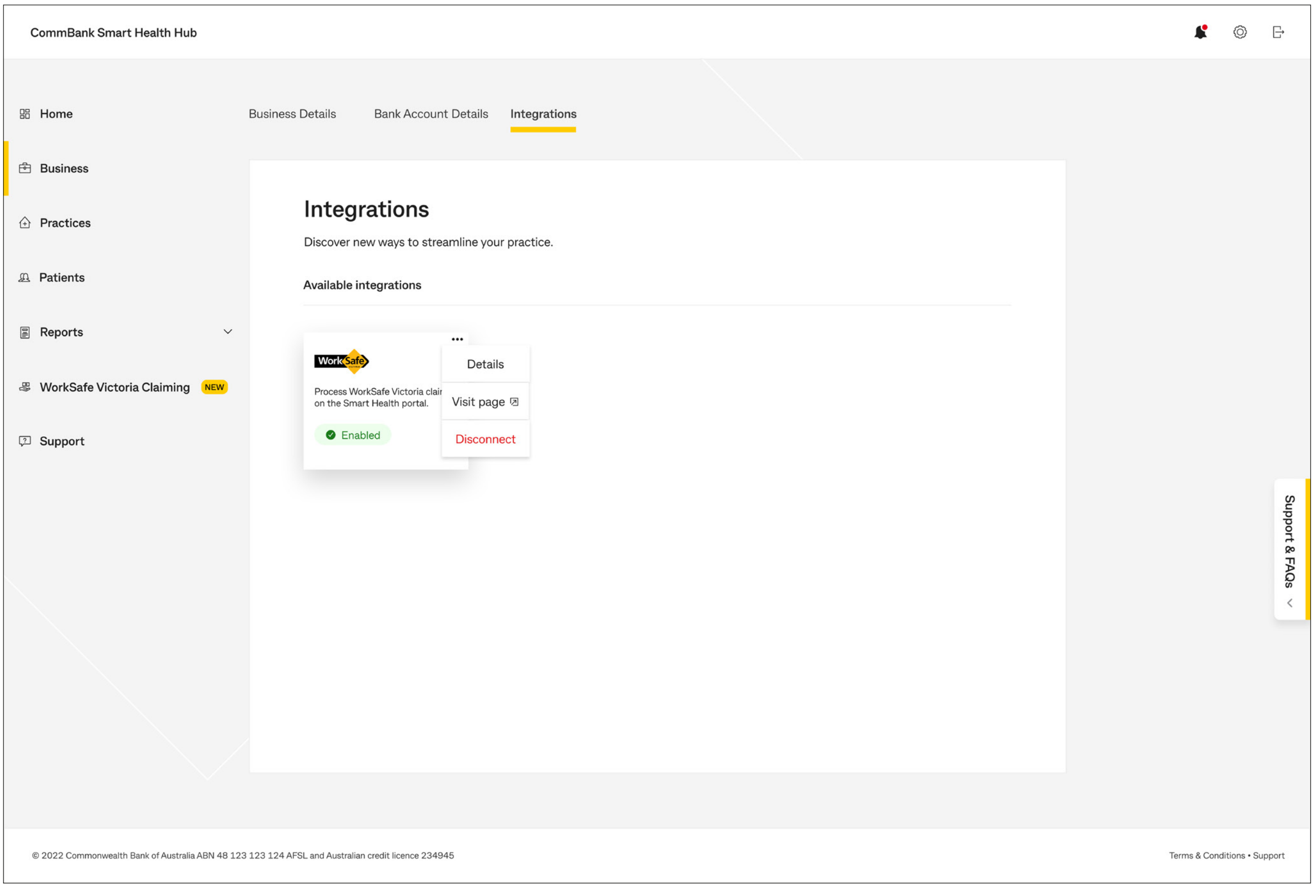
Note: If the green Enabled icon is already displayed on the tile, WorkSafe Victoria claiming is already enabled for this account.

Step 5: In the pop-up screen that is opened, click **Enable and Confirm.**

Step 6: Once enabled, the integration tile will display the green Enabled icon.

Disabling WorkSafe Victoria Claiming in Smart Health Hub

Note: If the business has processed any WorkSafe Victoria claims (in any claim status), the WorkSafe Victoria integration cannot be disconnected.



Step 1: Log in to Smart Health Hub as a Business Administrator.

Step 2: Click **Business** in left-hand menu.

Step 3: Click the **Integrations** tab from the options at the top of the screen.

Step 4: Click the **Enabled** button on the WorkSafe Victoria integrations tile and select **Details**.

Step 5: In the pop-up screen that is opened, click **Disconnect** and then **confirm.**

WorkSafe Victoria Supported Modalities

The full list of supported modalities for WorkSafe Victoria claiming in Smart Health Hub are listed below:

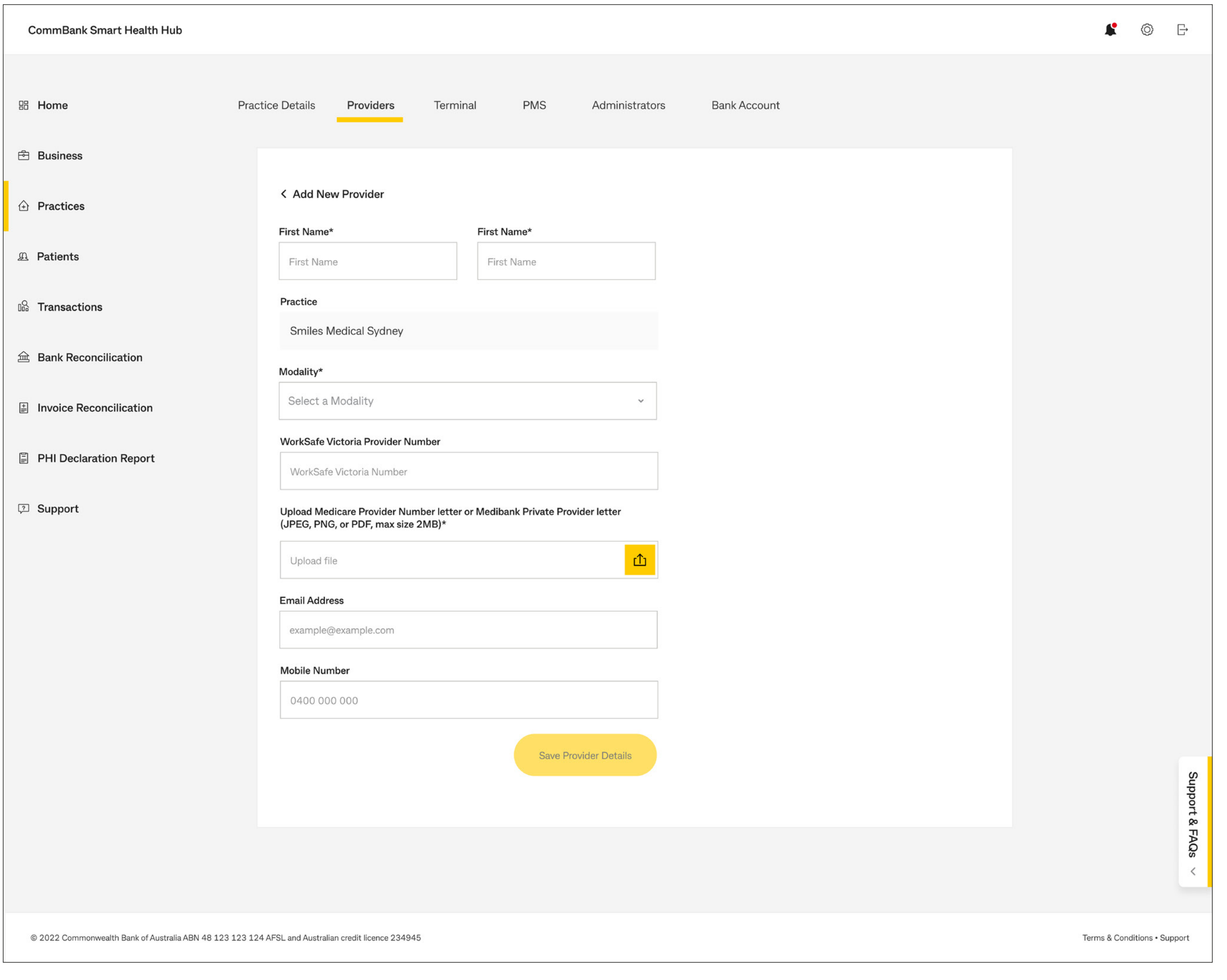
- General Practitioner (GP)
- General Practitioner (Medicare Only)
- Physiotherapist
- Pharmacy
- Acupuncturist
- Chiropractor
- Counsellor
- Dietitian
- Exercise Physiologist
- Naturopath
- Occupational Therapist
- Optometrist
- Osteopath
- Podiatrist
- Psychologist
- Remedial Massage
- Social Worker
- Speech Pathologist

Note: Referring Provider details (optional) can be provided for informational purposes when creating the claim in Smart Health Hub.

Adding a New Provider for WorkSafe Victoria claiming

Note: In order for a provider to use their Medicare Provider Number for WorkSafe Victoria Claiming they must be registered with WorkSafe Victoria with that Medicare Provider Number and their details with WorkSafe Victoria must match the details registered in the Smart Health Hub exactly otherwise the provider will need to contact WorkSafe Victoria directly to update their registration details.[1]

Alternatively, these providers can also add their WorkSafe Victoria Provider Number if they are registered with WorkSafe Victoria with this identifier instead.



Step 1: Click **Practices** in the left-hand menu.

Step 2: Select the practice where you wish to add a provider.

Step 3: Select **Providers** from the options at the top of the screen.

Step 4: Select **Add New Provider** from the top of the screen.

Step 5: Select **Add Provider Manually.**

Step 6: Enter the provider's first name and last name.

Step 7: Select the provider's modality from the drop-down list.

Note: Providers with Modalities listed in WorkSafe Victoria Supported Modalities can also optionally provide a WorkSafe Victoria Provider Number if they registered with WorkSafe Victoria with that identifier.

1 Providers can contact the WorkSafe Provider Support Team for additional support. Additional WorkSafe Support Information is available here: www.worksafe.vic.gov.au/payments-platform

Where a Provider has registered with WorkSafe Victoria please provide the WorkSafe Victoria Provider Number.

Step 8: Enter Medicare Provider Number OR Medibank Provider Number.

If you have selected the Pharmacy modality, you only need to provide a WorkSafe Victoria Provider Number and then continue with step 11.

Step 9: Upload Medicare Provider Letter (OR Medibank Provider Letter – required if the provider wishes to process claim types other than WorkSafe Victoria).

Step 10: Provide the WorkSafe Provider Number (if the provider has registered with WorkSafe Victoria, otherwise provide the Provider Number captured in step 8 above if you wish to do WorkSafe Victoria Claiming).

Step 11: Enter provider's email address and/or mobile number (if available).

Step 12: Click **Save Provider Details**.

Enabling an existing provider for WorkSafe Victoria Claiming

If a provider is already registered with WorkSafe Victoria with their Medicare Provider Number, they can begin processing WorkSafe Victoria claims in Smart Health Hub after enabling the WorkSafe Victoria Integration – **Enabling WorkSafe Victoria Claiming.**

Providers registered as a WorkSafe Victoria Provider will need to provide WorkSafe Provider Number along with their Medicare Provider Number. To process WorkSafe Victoria claims they will need to edit their provider record to provide their WorkSafe Victoria Provider if not already saved. To do this, follow the steps below:

Step 1: Click **Practices** in left-hand menu.

Step 2: Click **target practice** from the list of practices.

Step 3: Click the **Providers** tab from the options at the top of the screen.

Step 4: Click the **target provider**.

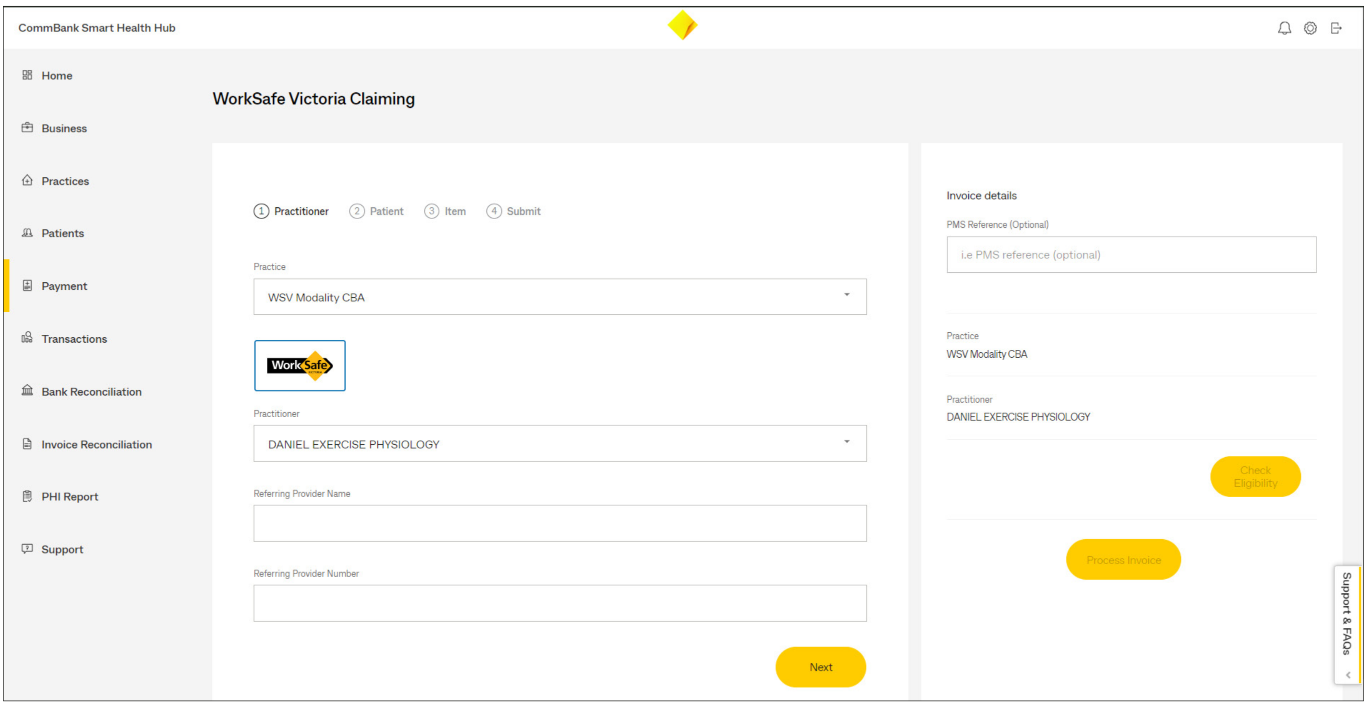
Step 5: Edit the provider's WorkSafe Victoria Provider Number.

Step 6: Click **Save Provider Details**.

Note: If you encounter an error saving this identifier, please contact the Smart Health support team on 1800 222 484 (available from 8am – 8pm, Monday to Friday).

If providers need to update their details with WorkSafe Victoria, additional contact details can be found here: **www.worksafe.vic.gov.au/contact-worksafe**

Processing a WorkSafe Victoria Claim



Step 1: Select **Payment** menu item on the left.

Note: If you do not see this menu item, refer to **Enabling WorkSafe Victoria Claiming in Smart Health Hub** section.

Step 2: Select **Practice** and then **Practitioner** and click **Next.**

Note: For select modalities, the system will also prompt for referring provider details (where available):

- The Referring Provider Number
- The Referring Provider Name

Please refer to the screen above.

Step 3: Search for the patient using the search bar.

To add a new patient, click the **Create New Patient** panel by clicking the expand arrow and provide your patient's details.

Note: When adding your patient's WorkSafe Claim Number, please ensure you are entering the patient's full 11-digit WorkSafe Claim Number including all zeros ('0'), with no spaces or dashes.

Step 4: Select **Patient** and click **Next.**

Step 5: Search for WSV claim items by entering the item code or description in the search bar and then select the search icon to begin search.

Step 6: Select item, fill out item details and click Add Item – repeat for all items for invoice and click Next when complete.

(Optionally Check Eligibility now – See Performing a WorkSafe Victoria Eligibility Check).

Note: Providers may update the Schedule Fee based on the amount charged.

Note: Some items may require additional information for the item.

Step 7: Click **Process Invoice.**

Review the Claim Result, Invoice Status, and Item Results (per item) to view the result of the claim and the items within it. Based on the claim result, see the appropriate section below (Accepted, Rejected, Pending Review) for next steps.

Accepted Claims and Gap Payments

If the claim is returned as Accepted by WorkSafe Victoria, there are two possibilities:

- The claim is fully covered by WorkSafe Victoria and there is no remaining gap payment to be made – See **Fully Covered** section.
- The claim is partially covered by WorkSafe Victoria and requires the patient to pay the remaining gap – See **Partially Covered** section.

Fully Covered

If the claim is fully covered, the Invoice status will be marked as Settled and you will be provided with the following options:

- Cancel Invoice – Cancels the invoice and cancels the claim with WorkSafe Victoria.
- Create New Payment – Returns to WorkSafe Victoria Claiming home screen to process another transaction.

Partially Covered

If the claim is partially covered by WorkSafe Victoria, the invoice status will be marked as incomplete – the patient will be required to pay the remaining gap, and you will be presented with the following options:

- Cancel Invoice – Cancels the whole invoice and cancels the claim with WorkSafe Victoria.
- Mark as Paid (Cash/Other) – Marks the invoice as Settled. You are to collect the cash or other payment from your patient. The invoice status will be marked as Settled.
- Create New Payment – Returns to WorkSafe Victoria Claiming home screen.

Rejected Claims and Receiving Payment

If the claim is returned as Rejected by WorkSafe Victoria, the patient will be required to pay for the invoice in full. You will be presented with the following options:

- **Cancel Invoice** – Cancels the whole invoice.
- **Mark as Paid (Cash/Other)** – Marks the invoice as paid. You are to collect the cash or other payment from your patient. The invoice status will be marked as Settled.
- **Create New Payment** – Returns to WorkSafe Victoria Claiming home screen.

Pending Review Claim

If WorkSafe Victoria claim status shows 'Pending Review', you will be presented with the following options and should wait for a response from the Agent. This may take approximately 2 business days.

- **Cancel Invoice** – Cancels the invoice and cancels the claim with WorkSafe Victoria. We recommend waiting for the automatic response once this invoice has been reviewed before cancelling the claim.
- **Create New Payment** – Returns to WorkSafe Victoria Claiming home screen.

You can contact the WorkSafe Victoria Provider Support Team for a specific explanation as to why the service requires review and view additional information here: worksafe.vic.gov.au/payments-platform

Cancelling a WorkSafe Victoria Claim

Note: WorkSafe Victoria claims can only be cancelled on the same day they are created.

Step 1: Click **Transactions** from left-hand menu.

Step 2: Use the Practice selector to select the practice to view.

Step 3: Use the Claim Type selector to select the WorkSafe Victoria claim type.

The list of transactions should now be filtered to just display WorkSafe Victoria claim transactions.

Step 4: Select transaction you wish to cancel by clicking the status hyperlink, e.g. this will redirect the user to the invoice details screen.

Step 5: Select **Cancel Invoice** from the options at the right of the screen. The invoice will be cancelled.

WorkSafe Victoria Eligibility Check

Step 1: Click **Payment** from left-hand menu.

Step 2: Select **Practice** and then **Practitioner** and click **Next**.

Note: For select modalities, the system will also prompt for referring provider details (where available):

- The Referring Provider Number.
- The Referring Provider Name.

Step 3: Search for patient using search bar.

If the patient is new, click the **Create New Patient** panel by clicking the expand arrow and provide your patient's details.

Note: When adding your patient's WorkSafe Claim Number, please ensure you are entering the patient's full 11-digit WorkSafe Claim Number including all zeros ('0'), with no spaces or dashes.

Step 4: Select **Patient** and click **Next**.

Step 5: Search for items using the search bar.

Step 6: Select item, fill out item details and click **Add Item** – repeat for all items for invoice and click **Next** when complete.

Step 7: Click **Check Eligibility**.

The Claim Result field will be populated with the result of the claim from WorkSafe Victoria.

Creating a new patient

Step 1: Click **Patients** from the left-hand navigation menu.

Step 2: Select **Add New Patient** from the sub-item in the left-hand navigation – or from the top right of the screen.

Step 3: Enter the patient's details.

Step 4: Click **Save** to save details or **Back** to cancel.

Upload Patients

Step 1: Click **Patients** from the left-hand navigation menu.

Step 2: Select **Upload Patients** from the sub-item in the left-hand navigation – or from the top right of the screen.

Step 3: Select the **add file** icon.

Step 4: Select the CSV or TAB file in the file explorer that opens and click **Open.**

Note: The file must be in the format of the sample CSV and TAB files provider (i.e. with the columns FirstName, LastName, Contact Number.

Note: The file can contain a maximum of 1000 patients at a time. If uploading more than 1000 patients, this will need to be done in batches.

Step 5: Click **Upload File.**

Updating Patient Details

Step 1: Click **Patients** from the left-hand navigation menu.

Step 2: Search for a patient by name or mobile number.

Step 3: Select the patient record.

Step 4: Edit the patient's details.

Step 5: Click **Save** to save details or **Back** to cancel.

Viewing WorkSafe Victoria Transactions

Step 1: Click **Transactions** on the left-hand menu.

Step 2: Use the Practice selector to select the practice to view.

Step 3: Use the Claim Type selector to select the WorkSafe Victoria claim type.

The list of transactions will now be filtered to just display WorkSafe Victoria claim transactions.

Step 4: Click the status hyperlink to navigate to the invoice details.

Reconciliation for your WorkSafe Victoria Claims

The CommBank Smart Health Hub allows for easy and accurate reconciliation of WSV claims.

Please note, you will not receive emails from the Agents and will need to log in to the portal to view reconciliation information.

Transaction Reconciliation

By navigating to the Transactions page from the side navigation panel, you will see a list of all transactions made by a particular practice registered to your account.

If you have multiple practices, you can view another practice registered to your account by selecting it using the Practice drop-down selector at the top.

The Transactions Report table displays a transaction Status, giving you an overview of the status of each invoice including Settled, Incomplete, Cancelled and Pending.

You can export this report to CSV or XLSX by clicking the Export button on the right.

For all WorkSafe Victoria claims, you can click on the specific transaction to see the detailed Transaction record.

Invoice Reconciliation

By navigating to the Invoice Reconciliation page from the side navigation panel, you will see all invoices made by a particular practice registered to your account, allowing you to view expected amounts, total paid amounts, and payment status.

You can change the date or practice from the options at the top and click Run Report. Simply select the target practice from the Practice drop-down selector and specify the date range you wish to view with the From Date and To Date selectors.

You can export this report to CSV or XLSX by clicking the Export button on the right.

For additional details, including what has been paid, you can click on the specific transaction which will bring up the Disbursement details.

Bank Reconciliation

By navigating to the Bank Reconciliation page from the side navigation panel, you will be redirected to the Bank Reconciliation Report page.

This tool provides you with a detailed listing of bank payments made to a particular practice. You can change the date or practice from the options at the top and click Run Report. Simply select the target practice from the Practice drop-down selector and specify the date range.

For additional details, including which invoices have been paid as part of each bank payment, you can click on the specific transaction which will bring up the invoice details including the optional PMS Reference you can input when processing the transaction. You can cross reference your PMS Reference number or Invoice Numbers and Item codes with the Invoice Reconciliation Report if you need additional details.

You can export this report to CSV or XLSX by clicking the Export button on the right.

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