



WorkSafe Victoria Claiming in the Smart Health Hub - FAQs



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When do I get paid?

Payments for approved WorkSafe Victoria transactions are processed by the Smart Health solution the next business day. If you settle with CommBank, you will receive the funds the next business day. If you settle with another financial institution this may take up to 3 business days.

How do I see my statements and remittance advices for payments?

You can view your Transaction history in the Smart Health Hub by navigating to the Transactions page or the Invoice Reconciliation page. This will include the Amount, Status and Patient details. See the User Guide for additional details.

Who to contact for more information on a claim

Every time a Merchant submits an invoice, the Smart Health Hub will display the response from WorkSafe Victoria in near real-time. If Merchants require support to resolve issues with invoicing for a specific claim or patient, they can contact the claim's designated managing WorkSafe Victoria agent as per usual business practice and they will be able to provide additional information. Contact details for the WorkSafe Victoria agents can be found at www.worksafe.vic.gov.au/your-worksafe-agent.

The Invoice Number is different to my Practice Management System (PMS)? Can I add my own PMS invoice number?

The Smart Health solution includes a unique invoice number for each transaction. There is also an optional PMS Reference field so that Merchants can add their own PMS or internal reference ID to every WorkSafe claim they submit via the Smart Health Hub.

When you create a claim, on the right-hand side you will see the PMS Reference field where you can add in your own ID before selecting the Process Invoice option. This ID will then be shown in the reconciliation reporting for quick reference when reconciling their payments.

What happens if my invoice goes into Pending Review?

If WorkSafe Victoria has put your claim under review, you can wait for a response from the WorkSafe Victoria agent. This may take approximately 2 business days and the invoice will update automatically in the Smart Health system, however, it may take longer depending on the claim.

If the invoice is approved, Smart Health will process the payment directly.

If the invoice is rejected, you will need to action this accordingly.

You can contact the WorkSafe Provider Support Team for the specific explanation as to why the service/s require review. Additional WorkSafe Support Information is available here: <https://www.worksafe.vic.gov.au/payments-platform>.

Why am I seeing a badge icon, banner and highlighted rows on the Transactions page?

We're constantly looking to improve our customers' experience and have introduced a user friendly enhancement to notify for changes in WorkSafe Victoria invoice status from Payment Pending to either Accepted or Rejected.

My invoice declined but I've used a valid Participant Claim Number?

This response has been received directly from WorkSafe Victoria and you will need to contact the WorkSafe Victoria agent directly for additional information.

WorkSafe Victoria agent contact details can be found here: <https://www.worksafe.vic.gov.au/your-worksafe-agent>.

We recommend that you confirm claimant/patient details such as name, date of birth and Claim number for the patient record in the Smart Health Hub to ensure all details are correct.

When submitting a WorkSafe Victoria claim in the Smart Health Hub you will need the patient/claimant 11-digit claim number and date of birth. Claim numbers must include all zeros (0) with no spaces or dashes.

What do I need to perform an eligibility check?

When submitting a claim eligibility check in the Smart Health Hub you will need the patient/claimant 11-digit claim number and date of birth. Claim numbers must include all zeros (0) with no spaces or dashes.

What if I need to update my patient's details?

You can update a patient's details via the Patients tab in the Smart Health Hub – See **User Guide** for more information.

I received the error message "Valid Provider Number Required" – what does this mean?

Provider details registered within the Smart Health hub need to be identical to that of WorkSafe Victoria including the spelling of the first name and last name.

Likewise, where a Medicare Provider Number has been used these also need to be identical.

The Merchant will need to contact WorkSafe Victoria directly to update their registration details.

How can I find the WorkSafe Victoria scheduled fees?

The Smart Health platform includes the item codes and fee schedule provided by WorkSafe Victoria. When adding an item, the fee will default to the WorkSafe Victoria schedule fee. WorkSafe Victoria's fee schedule can be found at <https://www.worksafe.vic.gov.au/>.



Which item codes are supported?

The supported item codes can be found [here](#).

If the item code you are looking for is not available, you will need to invoice the item using the existing process.

What happens if my invoice is only partially covered by WorkSafe or there is an outstanding Gap Payment?

If WorkSafe Victoria is covering part of your invoice or your invoice has an outstanding gap payment pending, your claim will appear in a Pending Payment or Incomplete status. For the coverage that WorkSafe Victoria has approved to pay for the items in the claim, we will still pay this money to your nominated bank account despite the invoice not being in a Settled state.

