

## Occupational Therapy Service and Payment Policy

### Who can provide services to Participants?

The LSA will only pay for services by healthcare professionals who are:

- registered by LSA to provide the services identified in this schedule; and
- registered as an occupational therapist with Australian Health Practitioners Regulation Authority.

### LSA's expectations for the delivery of services to workers

The LSA expects that all providers of services to Participants under the Lifetime Support Scheme adhere to their registration requirements including relevant codes and guidelines in the application of their registration standards.

The LSA expects all providers to provide necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads. The services are focused on being person-centred, financially sustainable, innovative and efficient.

### How much the LSA will pay?

This fee schedule is published on the LSA website. Published fees are the maximum fees chargeable, excluding GST. Where applicable, GST can be applied over and above the published fees. Any exceptions to this must be negotiated and approved in writing by the LSA.

### What the LSA will pay for

The LSA will pay for services that are:

- for the necessary and reasonable treatment, care and support for injuries related to the Participant's motor vehicle injury
- approved by the LSA before the provider supplies a service
- performed in accordance with any service order

### What the LSA will not pay for

The LSA will not pay for:

- medical services, medications, equipment and other services associated with injuries not related to the motor vehicle accident
- experimental or non-established treatment
- Services invoiced in advance of the service delivery
- Non-clinical administration and the coordination of appointments

- Services focussed on improving a Participant's general level of health, fitness and wellbeing
- More than one consultation on the same day.

### Cancellation and Non-Attendance Fees

The LSA will only pay for cancellations made within 24 hours, unless filled by another client/Participant.

Where there has been a cancellation or non-attendance of 2 or more appointments by a LSA Participant, the service provider must notify the LSA prior to re-booking.

### Travel time and expenses

Travel time will only be paid for the purposes of a home, hospital or worksite visit, assessment or re-assessment.

There is no Complex or higher rate available for travel time. The LSA will only pay the applicable scheduled travel time rate.

All accounts must include the total time spent travelling.

Providers need to consider flexible ways of working to reduce worker travel time. If travel time and expenses are undertaken for more than one Participant, the travel time and expenses must be divided accordingly.

Travel expenses will only be paid where a provider is required to travel to a destination greater than 100km (one way) from the provider's principal place of business or residential address. Travel expenses may include standard economy airfares, overnight accommodation and reasonable cost for meals associated with the overnight stay, taxi fares, car parking and car hire expenses, excluding fuel costs and vehicle mileage. Tax compliant invoices for travel expenses must be provided with the relevant invoice for payment to be made. The invoice must be clearly itemised if more than one expense is being claimed (e.g. airfare, accommodation, meals, etc.).

There is no charge for travel time from one clinic to another clinic. Travel time and expenses will not be paid for occupational therapists conducting regular visits (e.g. to hospitals).

### **Invoicing requirements**

#### ***How do I invoice the LSA?***

You must issue a valid tax invoice containing the following information:

- Your ABN and registered business name
- Date of Invoice
- Invoice number
- Participant's name
- Date of Service

- Description of Service provided i.e. service and number of hours
- LSA service order number
- Cost for the service (including GST if applicable), which must not exceed the approved amount of the services outlined in the service order.

#### ***When submitting an invoice***

For your first invoice, please ensure that the LSA Vendor Creation Form has been submitted to the LSA, otherwise payment cannot be made. The dates of services listed on the invoice must be within the date range covered in your service order with the LSA. If the service order number is not included or the services provided do not match the service order, the invoice will be returned and payment will be delayed. Do not charge or invoice the participant. Invoices should be issued for monthly billing periods.

If you do not know the service order number, contact the Lifetime Support Authority on 1300 880 849 and ask to speak to a Participant Support Officer.

#### ***Where do I send my invoices?***

Email invoices to the following email address:  
[LSA.financials@sa.gov.au](mailto:LSA.financials@sa.gov.au)

#### ***How and when will I get paid?***

The LSA will make payment via Electronic Funds Transfer (EFT) to your nominated bank account as advised on the Vendor Creation Form. When an EFT payment has been made, a remittance advice will be emailed to the email address you have provided on the Vendor Creation Form. The LSA follows the SA Government's standard payment terms, which are 30 days from the receipt of an invoice, provided.

In addition: The invoice must be correct and complete (if not, it cannot be processed and may be returned to you). The services or goods provided must be within the contract and service order terms and have been satisfactorily delivered.

## Physiotherapy Service and Payment Policy

### Who can provide services to Participants?

The LSA will only pay for services by healthcare professionals who are:

- registered by LSA to provide the services identified in this schedule; and
- registered as a physiotherapist with Australian Health Practitioners Regulation Authority.

### LSA's expectations for the delivery of services to workers

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### What the LSA will not pay for

The LSA will not pay for:

- medical services, medications, equipment and other services associated with injuries not related to the motor vehicle accident
- experimental or non-established treatment
- Services invoiced in advance of the service delivery
- Non-clinical administration and the coordination of appointments

- Services focussed on improving a Participant's general level of health, fitness and wellbeing
- More than one consultation on the same day.

### Cancellation and Non-Attendance Fees

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Where there has been a cancellation or non-attendance of 2 or more appointments by a LSA Participant, the service provider must notify the LSA prior to re-booking.

### Travel time and expenses

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There is no Complex or higher rate available for travel time. The LSA will only pay the applicable scheduled travel time rate.

All accounts must include the total time spent travelling.

Providers need to consider flexible ways of working to reduce worker travel time. If travel time and expenses are undertaken for more than one Participant, the travel time and expenses must be divided accordingly.

Travel expenses will only be paid where a provider is required to travel to a destination greater than 100km (one way) from the provider's principal place of business or residential address. Travel expenses may include standard economy airfares, overnight accommodation and reasonable cost for meals associated with the overnight stay, taxi fares, car parking and car hire expenses, excluding fuel costs and vehicle mileage. Tax compliant invoices for travel expenses must be provided with the relevant invoice for payment to be made. The invoice must be clearly itemised if more than one expense is being claimed (e.g. airfare, accommodation, meals, etc.).

There is no charge for travel time from one clinic to another clinic. Travel time and expenses will not be paid for physiotherapists conducting regular visits (e.g. to hospitals).

### **Invoicing requirements**

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#### **Titled Rates**

Titled Members of the Australian College of Physiotherapists may be eligible for Titled Rates. The APA Physiotherapist Title is a measure of career progress and represents a physiotherapist who is highly qualified in a particular area of practice.

Titled rate will be paid where the treating physiotherapist is Titled in a category that is relevant to the Participant's needs and requirements.

The following areas of practice have a titling pathway:

- APA Cancer Physiotherapist
- APA Cardiorespiratory Physiotherapist
- APA Continence and Women's Health Physiotherapist
- APA Gerontological Physiotherapist
- APA Lymphoedema Physiotherapist
- APA Musculoskeletal Physiotherapist
- APA Neurological Physiotherapist
- APA Occupational Health Physiotherapist
- APA Paediatric Physiotherapist
- APA Pain Physiotherapist
- APA Palliative Care Physiotherapist
- APA Research Physiotherapist
- APA Sports and Exercise Physiotherapist

### **Specialist Rates**

Fellows of the Australian College of Physiotherapists, members who have been awarded specialisation may be eligible for Specialist Rates. Specialisation as awarded by the Australian College of Physiotherapists is conferred to physiotherapists who have attained the highest level of expertise in their particular field of physiotherapy. These physiotherapists have undergone a rigorous training and examination process.

Specialist rates will be paid where the treating physiotherapist is a Specialist in a category that is relevant to the Participant's needs and requirements.

The following areas of practice have a specialisation pathway:

- Cardiorespiratory
- Gerontology
- Musculoskeletal
- Neurology
- Occupational Health
- Paediatrics
- Pain
- Sports and Exercise
- Women's, Men's and Pelvic Health

## Speech Pathology Service and Payment Policy

### Who can provide services to Participants?

The LSA will only pay for services by healthcare professionals who are:

- registered by LSA to provide the services identified in this schedule; and
- registered as a practising member of Speech Pathology Australia.

### LSA's expectations for the delivery of services to workers

The LSA expects that all providers of services to Participants under the Lifetime Support Scheme adhere to their registration requirements including relevant codes and guidelines in the application of their registration standards.

The LSA expects all providers to provide necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads. The services are focused on being person-centred, financially sustainable, innovative and efficient.

### How much the LSA will pay?

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### What the LSA will pay for

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- for the necessary and reasonable treatment, care and support for injuries related to the Participant's motor vehicle injury
- approved by the LSA before the provider supplies a service
- performed in accordance with any service order

### What the LSA will not pay for

The LSA will not pay for:

- medical services, medications, equipment and other services associated with injuries not related to the motor vehicle accident
- experimental or non-established treatment
- Services invoiced in advance of the service delivery
- Non-clinical administration and the coordination of appointments

- Services focussed on improving a Participant's general level of health, fitness and wellbeing
- More than one consultation on the same day.

### Cancellation and Non-Attendance Fees

The LSA will only pay for cancellations made within 24 hours, unless filled by another client/Participant.

Where there has been a cancellation or non-attendance of 2 or more appointments by a LSA Participant, the service provider must notify the LSA prior to re-booking.

### Travel Time

Travel time will only be paid for the purposes of a home, hospital or worksite visit, assessment or re-assessment.

There is no Complex or higher rate available for travel time. The LSA will only pay the applicable scheduled travel time rate.

All accounts must include the total time spent travelling.

Providers need to consider flexible ways of working to reduce worker travel time. If travel time and expenses are undertaken for more than one Participant, the travel time and expenses must be divided accordingly.

Travel expenses will only be paid where a provider is required to travel to a destination greater than 100km (one way) from the provider's principal place of business or residential address. Travel expenses may include standard economy airfares, overnight accommodation and reasonable cost for meals associated with the overnight stay, taxi fares, car parking and car hire expenses, excluding fuel costs and vehicle mileage. Tax compliant invoices for travel expenses must be provided with the relevant invoice for payment to be made. The invoice must be clearly itemised if more than one expense is being claimed (e.g. airfare, accommodation, meals, etc.).

There is no charge for travel time from one clinic to another clinic. Travel time and expenses will not be paid for therapists conducting regular visits (e.g. to hospitals).

### **Invoicing requirements**

#### ***How do I invoice the LSA?***

You must issue a valid tax invoice containing the following information:

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- Date of Invoice
- Invoice number
- Participant's name
- Date of Service

- Description of Service provided i.e. service and number of hours
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#### ***When submitting an invoice***

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If you do not know the service order number, contact the Lifetime Support Authority on 1300 880 849 and ask to speak to a Participant Support Officer.

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## Psychology Service and Payment Policy

### Who can provide services to Participants?

The LSA will only pay for services by healthcare professionals who are:

- registered by LSA to provide the services identified in this schedule; and
- registered as a psychologist with Australian Health Practitioners Regulation Authority.

### LSA's expectations for the delivery of services to workers

The LSA expects that all providers of services to Participants under the Lifetime Support Scheme adhere to their registration requirements including relevant codes and guidelines in the application of their registration standards.

The LSA expects all providers to provide necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads. The services are focused on being person-centred, financially sustainable, innovative and efficient.

### How much the LSA will pay?

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### What the LSA will not pay for

The LSA will not pay for:

- medical services, medications, equipment and other services associated with injuries not related to the motor vehicle accident
- experimental or non-established treatment
- Services invoiced in advance of the service delivery
- Non-clinical administration and the coordination of appointments

- Services focussed on improving a Participant's general level of health, fitness and wellbeing
- More than one consultation on the same day.

### Cancellation and Non-Attendance Fees

The LSA will only pay for cancellations made within 24 hours, unless filled by another client/Participant.

Where there has been a cancellation or non-attendance of 2 or more appointments by a LSA Participant, the service provider must notify the LSA prior to re-booking.

### Consultations

Consultations include face to face sessions, sessions conducted over the telephone, emergency telephone contact and video calling.

### Travel time

Travel time will only be paid for the purposes of a home, hospital or worksite visit, assessment or re-assessment.

There is no Complex or higher rate available for travel time. The LSA will only pay the applicable scheduled travel time rate.

All accounts must include the total time spent travelling.

Providers need to consider flexible ways of working to reduce worker travel time. If travel time and expenses are undertaken for more than one Participant, the travel time and expenses must be divided accordingly.



There is no charge for travel time from one clinic to another clinic. Travel time and expenses will not be paid for psychologists conducting regular visits (e.g. to hospitals).

### **Invoicing requirements**

#### ***How do I invoice the LSA?***

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- Invoice number
- Participant's name
- Date of Service
- Description of Service provided i.e. service and number of hours
- LSA service order number
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#### ***When submitting an invoice***

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If you do not know the service order number, contact the Lifetime Support Authority on 1300 880 849 and ask to speak to a Participant Support Officer.

#### ***Where do I send my invoices?***

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#### ***How and when will I get paid?***

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## **Exercise Physiology Service and Payment Policy**

### **Who can provide services to Participants?**

The LSA will only pay for services by healthcare professionals who are:

- registered by LSA to provide the services identified in this schedule; and
- accredited with Exercise & Sports Science Australia as an exercise physiologist.

### **LSA's expectations for the delivery of services to workers**

The LSA expects that all providers of services to Participants under the Lifetime Support Scheme adhere to their registration requirements including relevant codes and guidelines in the application of their registration standards.

The LSA expects all providers to provide necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads. The services are focused on being person-centred, financially sustainable, innovative and efficient.

### **How much the LSA will pay?**

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### **What the LSA will pay for**

The LSA will pay for services that are:

- for the necessary and reasonable treatment, care and support for injuries related to the Participant's motor vehicle injury
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- performed in accordance with any service order

### **What the LSA will not pay for**

The LSA will not pay for:

- medical services, medications, equipment and other services associated with injuries not related to the motor vehicle accident
- experimental or non-established treatment
- Services invoiced in advance of the service delivery
- Non-clinical administration and the coordination of appointments

- Services focussed on improving a Participant's general level of health, fitness and wellbeing
- More than one consultation on the same day.

### **Cancellation and Non-Attendance Fees**

The LSA will only pay for cancellations made within 24 hours, unless filled by another client/Participant.

Where there has been a cancellation or non-attendance of 2 or more appointments by a LSA Participant, the service provider must notify the LSA prior to re-booking.

### **Exercise sessions**

Initial and individual sessions should:

- be billed in accordance with the time spent with the Participant during the session.

Exercise sessions should:

- be part of an overall strategy to assist the Participant to transition to independence and self-directed management
- provide the Participant with the necessary initial supervision and education to self-manage their compensable injury with a home-based exercise program

### **Travel time and expenses**

Travel time will only be paid where discussed and approved by the LSA.

All accounts must include the total time spent travelling.

### **Invoicing requirements**

#### ***How do I invoice the LSA?***

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- Date of Invoice
- Invoice number
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#### ***When submitting an invoice***

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