

Voluntary Medical Certificate

The Voluntary Medical Certificate is designed to support efficient CTP claim processing, and early access to reasonable and necessary treatment to help people injured in motor vehicle accidents recover from their injuries.

Purpose

The Voluntary Medical Certificate (Certificate) is a non-compulsory certificate which aligns with the CTP Regulator's objectives outlined in the Injury Recovery and Early Intervention Framework.

The Certificate, when completed by a medical practitioner, advises insurers of the nature or cause of an injury as required for a claim to be compliant under the *Motor Vehicles Act 1959*.

How will early completion of the Certificate assist recovery?

Timeliness

CTP Insurers have an obligation to fund appropriate, reasonable and necessary evidence-based medical services, treatment or care.

Completion of the Certificate at the initial consult or as early as possible in the claims process allows the treating medical practitioner to provide information to CTP Insurers about the injury and proposed treatment. This assists the CTP Insurer to make a claim compliant and allow earlier decisions to fund reasonable and necessary treatment.

Further information on the CTP Regulator's Injury Recovery and Early Intervention Framework is available at

<https://www.ctp.sa.gov.au/health-providers/injury-recovery-framework>

Consistency

The Certificate has been designed to provide medical information relating to an injury in one consistent format across the Scheme. All CTP Insurers will use the same Certificate.

It also provides clarity for medical practitioners about what they can charge either under the Medicare Benefits Schedule (MBS) for pre-claim lodgement or under the RTWSA fee schedule for post-claim lodgement.

The Certificate provides the following information to assist the process:

- personal and accident details
- details of the injury including provisional diagnosis, reported injury and symptoms as well as results of any investigations
- hospital details (where applicable)
- recommended treatment including expected duration and referral details
- capacity, restrictions and fitness for work
- medical practitioner's details.

Lodgement to the CTP Insurer

If a claim is yet to be lodged, the injured person will need to retain the Certificate to submit with their Injury Claim Form. If a claim has been lodged, the Certificate can be sent directly to the CTP Insurer. A copy of the Certificate, invoice or receipt should be *retained by the injured person to submit to the CTP Insurer* for consideration of payment.

Frequently Asked Questions

For claimants

Do I need to obtain this version of the Certificate to have a compliant claim?

The Certificate is not prescribed and its use is at your or your medical practitioner's discretion. Information can be provided by the treating doctor in other formats (i.e. a report). The Certificate has been designed in a simple one page format to highlight the key information the CTP Insurer requires to make decisions on funding reasonable and necessary treatment. Omission of the information captured in the Certificate may result in delays in accessing benefits.

Who will pay for the Certificate?

If the claim is accepted, the injured person can send the invoice to the CTP Insurer for direct payment to the medical practitioner or pay the invoice at the time of the appointment and seek reimbursement. If the claim is yet to be lodged or determined, the invoice will either need to be paid under Medicare or by the injured person. A copy of the receipt should be retained for potential reimbursement in the event the payment is approved by the CTP Insurer in the future.

For Medical Practitioners

What do I charge for completion of the Certificate?

For accepted claims, completion of the Certificate is a service within the RTWSA fee structure. The relevant item numbers in line with the Medicare Benefits Schedule (MBS) are:

- Standard attendance, Item no. 00023 (Level B less than 20 min)
- Long attendance, Item no. 00036 (Level C 20-40mins)
- Prolonged attendance, Item no. 00044 (Level D – greater than 40mins).

If the claim is yet to be accepted the Certificate can be charged as part of the normal consultation under the Medicare Benefits Schedule (MBS).

How do I enter information onto the Certificate and where can I obtain it?

The Certificate can be downloaded from the CTP Regulator's website at www.ctp.sa.gov.au/for-health-providers/voluntary-medical-certificate is available direct from the CTP Insurers. To ensure consistency, it is important that the format and integrity of the Certificate is maintained.

For further information, please contact the CTP Regulator Enquiries Line on 1300 303 558 or email ctp@sa.gov.au.