

Medical Certificate

A certificate designed to support early access to reasonable and necessary treatment to help people injured in a motor vehicle accident recover from their injuries and efficient CTP claim processing.

Purpose

The Medical Certificate (Certificate) is created to support injured road users receive early treatment for their injuries and progress their CTP claim.

The Certificate, when completed by a medical practitioner, informs insurers of the nature and probable 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 support recovery?

Timeliness

CTP Insurers are obliged 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 helps the CTP Insurer to make decisions to fund reasonable and necessary treatment.

The Certificate aligns with the CTP Regulator's objectives outlined in the [Injury Recovery and Early Intervention Framework](#).

Consistency

The Certificate provides medical information relating to an injury in one consistent format across the Scheme. All CTP Insurers use the same Certificate.

It also provides clarity for medical practitioners about what to charge for completing the certificate.

The Certificate provides the following information to help the claim process:

- patient personal and accident details
- details of the injury, including provisional diagnosis, reported injury and symptoms as well as results of any investigations
- physical and mental health functional abilities
- capacity, restrictions and fitness for work
- proposed treatment, including expected duration and referral details
- medical practitioner details.

Claim lodgement

If a claim is yet to be lodged, the injured person needs to submit the Certificate with their Injury Claim Form. If a claim has already been lodged, the Certificate can be sent directly to the insurer.

A copy of the invoice or receipt should be retained by the injured person to submit to the insurer for consideration of reimbursement.

Frequently asked questions

For claimants

Do I need to use this Certificate to have a compliant claim?

The information collected on the Certificate allows a CTP Insurer to make decisions on funding reasonable and necessary treatment. Information may be provided by a treating doctor in another format e.g. a report however, there may be delays in accessing treatment, care and support if any of the key information is not provided.

Can I claim the cost of the consultation for a completed Certificate?

If the insurer accepts your claim, they will reimburse your reasonable and necessary out of pocket expenses. Attach proof of payment for the medical consultation to your claim form when you lodge the claim. The CTP Insurer may agree to fund the cost of the consult to obtain the Certificate before liability has been determined. Speak to the CTP Insurer about this at lodgement.

If the claim has already been lodged when you attend a medical consultation to complete the certificate, some medical practitioners may provide an invoice for the CTP insurer to pay, others may require payment straight away and you can seek reimbursement from the insurer.

For medical practitioners

What do I charge for completion of the Certificate?

Completion of the Certificate can be charged under the following Medicare Benefits Schedule item numbers:

- Item no. 00023 (less than 20 minutes)
- Item no. 00036 (20 to 40 minutes)
- Item no. 00044 (greater than 40 minutes).

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

If a patient gives you a Certificate detached from their Injury Claim Form, you can write directly on it. The Certificate is also available in Word (RTF) and PDF formats on the CTP Regulator's website at www.ctp.sa.gov.au/for-health-providers/medical-certificate. to either enter directly into the online template or print and handwrite the information. To ensure efficient processing, 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.