



# **WorkSafe Victoria Claiming in Smart Health Hub - User Guide**



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This user guide will help you with procedures to begin making WorkSafe Victoria claims through your Smart Health Hub. If you need information on how to use CommBank Smart Health, please refer to the user guide [here](#) or call 1800 222 484.

# Setting Up WorkSafe Victoria Claiming

## Enabling WorkSafe Victoria Claiming in Smart Health Hub

Requirement that user is a business administrator.

### Steps

Step No:	Actions
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- |   |   |
|---|---|
| 1 | Log in to Smart Health Hub as a Business administrator  |
| 2 | Click Business in left-hand menu  |
| 3 | Click the Integrations tab from the options at the top of the screen  |
| 4 | Click the Enable button on the WorkSafe Victoria integrations tile<br>Note: If the green Enabled icon is already displayed on the tile, WorkSafe Victoria claiming is already enabled for this account. |
| 5 | In the pop-up screen that is opened, click Enable and confirm   |
| 6 | Once enabled, the integration tile will display the green Enabled icon  |



# Disabling WorkSafe Victoria Claiming in the Smart Health Hub

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

## Steps

Step No:	Actions
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- 
- |   |  |
|---|--|
| 1 | Log in to Smart Health Hub as a Business administrator                                 |
| 2 | Click Business in left-hand menu   |
| 3 | Click the Integrations tab from the options at the top of the screen                   |
| 4 | Click the Enabled button on the WorkSafe Victoria integrations tile and select Details |
| 5 | In the pop-up screen that is opened, click Disconnect and confirm                      |
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# Adding a new provider for WorkSafe Victoria Claiming

## Step No: Actions

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- 1 Click Practices in the left-hand menu

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- 2 Select the practice you wish to add a provider to

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- 3 Select Providers from the options at the top of the screen

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- 4 Select Add New Provider from the top of the screen

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- 5 Select Add Provider Manually

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- 6 Enter the provider's first name and last name (required)

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- 7 Select the provider's modality (required)
  - Supported modalities for WorkSafe Victoria claiming are General Practitioner (GP), General Practitioner (Medicare Only), Physiotherapist and Pharmacy. Follow the corresponding steps below for the provider's modality.  
**General Practitioner (GP), General Practitioner (Medicare Only) & Physiotherapists**
    - a. Provide Medicare Provider Number (General Practitioner (GP), General Practitioner (Medicare Only), Physiotherapist) OR Medibank Provider Number (Physiotherapist)
    - b. Upload Medicare Provider Letter (General Practitioner (GP), General Practitioner (Medicare Only), Physiotherapist) OR Medibank Provider Letter (Physiotherapist) – (Required if the provider wishes to process claim types other than WorkSafe Victoria)
    - c. Continue to step 8

**Note:** General Practitioner (GP), General Practitioner (Medicare Only) and Physiotherapists can also optionally provide a WorkSafe Victoria Provider Number if they registered with WorkSafe Victoria with that identifier.

**Pharmacy**
    - a. Provide WorkSafe Victoria Provider Number
    - b. Continue to step 8

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- 8 Enter provider's email address and/or mobile Number (optional)

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- 9 Click Save Provider Details

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**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.<sup>1</sup>

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

## 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 after enabling the WorkSafe Victoria Integration – see Enabling WorkSafe Victoria Claiming section.

In the case of Pharmacy providers or in the case of General Practitioner (GP), General Practitioner (Medicare Only) and Physiotherapists registered with a WorkSafe Victoria Provider Number instead of 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.

## Steps

Step No:	Actions
1	Click Practices in left-hand menu
2	Click target practice from the list of practices
3	Click the Providers tab from the options at the top of the screen
4	Click the target provider
5	Edit the provider's WorkSafe Victoria Provider Number
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.

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

If Providers need to update their details with WorkSafe additional contact details are available here: <https://www.worksafe.vic.gov.au/contact-worksafe>

# Processing a WorkSafe Victoria Claim

## Steps

Step No:	Actions
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- |          |  |
|----------|--|
| <b>1</b> | Select WorkSafe Victoria Claiming menu item<br>Note: If you do not see this menu item, refer to Enabling WorkSafe Victoria Claiming in Smart Health Hub section.   |
| <b>2</b> | Select Practice and Practitioner and click Next  |
| <b>3</b> | Search for patient using search bar<br>If the patient is new, click the Create New Patient panel by clicking the expand arrow and provide your patient's details.<br>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.   |
| <b>4</b> | Select patient and click Next  |
| <b>5</b> | Search for items using the search bar  |
| <b>6</b> | Select item, fill out item details and click Add Item - repeat for all items for invoice and click Next when complete.<br>(Optionally Check Eligibility now – See Performing a WorkSafe Victoria Eligibility Check)<br>Note: Providers may update the Schedule Fee based on the amount charged.<br>Note: some items may require additional information for the item. |
| <b>7</b> | Click Process Invoice<br>Review the Claim Result, Invoice Status, and Item Results (per item) to view the result of the claim and the items within it. See the appropriate section below (Accepted, Rejected, Pending Review) for next steps.  |
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## Accepted Claim

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

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**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

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**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 Claim

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 has put your claim under review (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 Provider Support Team for the specific explanation as to why the service/s require review and view additional information here:

<https://www.worksafe.vic.gov.au/payments-platform>

## Cancelling a WorkSafe Victoria Claim

### Steps

**Note: WorkSafe Victoria transactions can only be cancelled same-day.**

Step No:	Actions
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- |   |   |
|---|---|
| 1 | Click Transactions from left-hand menu  |
| 2 | Use the Practice selector to select the practice to view  |
| 3 | Use the Claim Type selector to select the WorkSafe Victoria claim type<br>The list of transactions should now be filtered to just display WorkSafe Victoria claim transactions. |
| 4 | Select transaction you wish to cancel by clicking the status hyperlink, e.g. this will redirect the user to the invoice details screen  |
| 5 | Select Cancel Invoice from the options at the right of the screen. The invoice will be cancelled  |

# Performing a WorkSafe Victoria Eligibility Check

## Steps

Step No:	Actions
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1	Select WorkSafe Victoria Claiming menu item
2	Select Practice and Practitioner and click Next
3	<p>Search for patient using search bar</p> <p>If the patient is new, click the Create New Patient panel by clicking the expand arrow and provide your patient's details.</p> <p>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</p>
4	Select patient and click Next
5	Search for items using the search bar
6	Select item, fill out item details and click Add Item - repeat for all items for invoice and click Next when complete
7	<p>Click Check Eligibility</p> <p>The Claim Result field will be populated with the result of the claim from WorkSafe Victoria.</p>

## Creating a new patient

Step No:	Actions
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1	Click Patients from the left hand navigation menu
2	Select Add New Patient from the sub item in the left hand navigation – or from the top right of the screen
3	Enter the patient's details
4	Click Save to save details or Back to cancel

# Upload Patients

## Step No: Actions

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- 1 Click Patients from the left hand navigation menu
  - 2 Select Upload Patients from the sub item in the left-hand navigation – or from the top right of the screen
  - 3 Select the add file upload button
  - 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, ContactNumber  
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.
  - 5 Click Upload File
- 

# Updating Patient Details

## Step No: Actions

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- 1 Click Patients from the left hand navigation menu
  - 2 Search for a patient by name or mobile number
  - 3 Select the patient record
  - 4 Edit the patient's details
  - 5 Click Save to save details or Back to cancel
-

# Viewing WorkSafe Victoria Transactions

## Steps

Step No:	Actions
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- |   |   |
|---|---|
| 1 | Click Transactions on the left-hand menu  |
| 2 | Use the Practice selector to select the practice to view  |
| 3 | Use the Claim Type selector to select the WorkSafe Victoria claim type<br>The list of transactions will now be filtered to just display WorkSafe Victoria claim transactions. |
| 4 | Click the status hyperlink to navigate to the invoice details   |

## Reconciliation for your WorkSafe Victoria claims

The CommBank solution allows for easy and accurate reconciliation of provider accounts. Receive one daily payment instead of multiple, with full reconciliation reporting online and no more remittance emails and complicated reconciliation.

Your reconciliation reporting is available in real-time in the CommBank Smart Health Hub and you can access this anywhere and anytime.

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

### Add your Internal ID for Easy 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.

The WorkSafe Victoria claiming process in the Smart Health Hub allows you to input an optional PMS Reference. This allows you to add your own PMS or internal reference ID to every WorkSafe Victoria claim you submit from the Hub. This will then be shown in your reconciliation reporting for quick reference when reconciling your payments.



## 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.