

# PROVISIONAL PAYMENTS PILOT

## If you have a work related mental health injury it's important to get treatment early.

You may be eligible to access payments for mental health treatment and services through the Victorian Government's Provisional Payments Pilot.

To ensure cost isn't a barrier to accessing treatment, the pilot allows eligible emergency workers to access payments for medical treatment and services while their compensation claim is being determined.

### Who can access the pilot?

The pilot is available to **eligible former and current emergency workers (including employees and volunteers)** who have submitted a compensation claim to their employer for a mental health injury.

If you have recently submitted a claim or are intending to submit a claim, you should speak to your employer or volunteer agency about whether you are eligible to participate in the pilot.

Victoria Police and Ambulance Victoria emergency workers can access the pilot from **17 June 2019**.

All other eligible emergency workers can access the pilot from **1 July 2019**.

### Am I considered an emergency worker?

All of the following are included in the pilot;

- Employees and volunteers of Victoria Police, Ambulance Victoria, Country Fire Authority, Victoria State Emergency Services
- Employees of the Metropolitan Fire Brigade and the Emergency Service Telecommunications Authority
- Public sector nurses and midwives

- Child protection practitioners employed by the Department of Health and Human Services
- Corrections Victoria employees – Correctional and Detention Services
- Youth Justice employees – Correctional and Detention Services
- Forest Fire Fighters employed by the Department of Environment, Land, Water and Planning and partner agencies.

### How do I access the pilot?

When you submit your compensation claim to your employer or volunteer agency they will ask if you would like to participate in the pilot and provide you with a consent form to opt in to the pilot.

If you opt in and are eligible for the pilot, your employer or volunteer agency **will then commence paying** for your reasonable medical treatment and services while your claim is being determined.

Information on **how to submit a compensation claim** is available from your employer or volunteer agency.

## What medical treatments and services are covered?

The pilot will cover all **reasonable medical treatment and services** for related mental health injuries over the 13 continuous week period.

Reasonable medical treatment and services may include visits to your General Practitioner (GP), the cost of prescription medication and visits to mental health professionals such as psychologists or psychiatrists.

You can choose your own medical provider under the pilot.

If your claim is accepted by WorkCover, you should speak to your employer or volunteer agency for more information on choosing a provider registered with WorkSafe.

Reasonable travel expenses incurred to attend treatment and services will also be covered under the pilot.

Other treatments or services may also be covered if they are reasonable. Speak to your employer or volunteer agency to find out if the treatment or service you are seeking is eligible under the pilot.

It is important that you read and familiarise yourself with the schedule of fees **attached**.

## How will medical expenses be covered?

The payment for your treatment can be reimbursed in the following way:

1. Claim your Medicare benefit at the time of your appointment;
2. Pay the bill and submit the receipt to your employer or volunteer agency to seek payment.

You do not have to exhaust any appointments you are entitled to under a Medicare mental health treatment plan while provisional payments are being made.

In some cases, there may be a difference between what your practitioner charges and what your employer or volunteer agency may pay.

It is important that you read and familiarise yourself with the schedule of fees **attached**. You can speak to your employer or volunteer agency to find out if the treatment or service you are seeking is reasonable under the pilot.

## How long am I eligible for provisional payments?

All eligible emergency workers will receive provisional payments while their compensation claim is being determined.

If your compensation **claim is approved** your medical treatment and services will be covered through the compensation scheme.

If your **compensation claim is rejected**, you will still continue to have the cost of your reasonable medical treatment and services covered by the pilot for up to 13 continuous weeks from the date you submit your claim.

For example, if you are advised your compensation claim is rejected 3 weeks after you submitted your claim to your employer or volunteer agency, you will be able to access funding for medical treatment and services through the pilot for an additional 10 weeks.

## What if I already have a compensation claim?

If you have a compensation claim that is being determined, you can still access the pilot. You should speak with your employer or volunteer agency for further information.

If you are already receiving treatment for your mental health injury, you can still access the pilot.

If your claim has previously been rejected, you can make a new claim if you have new supporting evidence.

## What if my medical or treatment expenses are not considered reasonable?

If you are advised that your medical or treatment expenses are not considered reasonable or you are not eligible under the pilot, you can discuss your concerns with your employer or volunteer agency.

## Where can I get more information?

For more information about the **Provisional Payments Pilot** visit [www.vic.gov.au/provisional-payments](http://www.vic.gov.au/provisional-payments) or contact your employer or volunteer agency, employees union or association.

## FOR FURTHER MENTAL HEALTH SUPPORT YOU CAN CONTACT

Your Employee  
Assistance Program

Beyond Blue  
1300 224 636

Phoenix Australia  
(03) 9035 5599

Head to Health  
[headtohealth.gov.au](http://headtohealth.gov.au)