

# Physiotherapy

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## Introduction

Comcare can fund, as medical treatment, the appropriate cost of physiotherapy services where:

- the service is for the purpose of diagnosing or alleviating an injury
- there is clinical justification for the treatment for the compensable condition
- the treatment is likely to be effective and achieve or maintain measurable functional improvement, and
- the treatment promotes progress towards functional independence, participation and self management.

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## Commencing physiotherapy treatment

A referral from a medical practitioner is not required for the commencement of physiotherapy sessions by an employee. However, Comcare requires a [Physiotherapy Treatment Plan](#) to be completed and submitted by the physiotherapist when:

- physiotherapy is expected to exceed five treatment sessions
- there has been a gap in treatment of greater than 12 months, or
- the employee attends a new physiotherapy clinic.

All fields on the form should be completed by the physiotherapy provider before it is submitted to Comcare. Comcare will fund the completion of a PTP as part of the consultation session.

## Gaps in treatment

A gap in treatment is when no physiotherapy services have been sought for more than 12 months, and treatment resumes after this period. Comcare is able to fund physiotherapy services after a gap in treatment via the following process:

- completion of a PTP and
- confirmation that the treatment is related to the compensable condition.

## Ongoing treatment

A PTP can be marked as *'Initial'* for the initial treatment plan and *'Review'* for subsequent plans. The physiotherapist must provide a subsequent treatment plan marked as *'Review'* for any additional physiotherapy services considered, as required beyond the initial treatment plan.

Generally, Comcare should only continue to fund physiotherapy treatment if it:

- is the most clinically justifiable treatment based on the best available research evidence
- is achieving measurable progress towards goals focused on optimising function, participation and return to work
- empowers the employee to manage their condition, and
- considers any biological, psychological and social factors that could influence the employee's recovery or return to work.

Any period of ongoing treatment should be covered by a PTP, with approval being for the number of sessions indicated, or otherwise agreed to by the treating practitioner e.g., via [Clinical Panel Review](#). This provides transparency and opportunity for review regarding proposed treatment, goals and progress toward self-management.

## Invoicing for physiotherapy treatment

Comcare requires that the actual provider of the service be identified on each invoice for payment. It is the responsibility of the registered provider to ensure invoices submitted to Comcare are correct, regardless of who has prepared the account. Invoices sent to Comcare must display the following information:

- employee name
- employee claim number
- date of services
- description of services
- item code
- service location
- amount billed for each service, and
- name of the treating physiotherapist.

**Note:** Comcare will pay service providers a fee for providing a completed PTP required by Comcare. Comcare will not pay for an additional treatment session on the day that a PTP is completed.