

AUTOMATED PAYMENTS REFERENCE GUIDE – INSURANCE COMMISSION

Payment for Insurance Commission pre-approved treatments via your HICAPS terminal

The Insurance Commission of Western Australia, together with HICAPS, is enabling service providers to claim payment for pre-approved treatment provided to injured motorists and WA Government employees through existing HICAPS terminals.

This facility will simplify invoice and payment processing, and result in service providers receiving prompt payment for treatment approved by the Insurance Commission.



**Insurance Commission
of Western Australia**

How do I receive payment from the Insurance Commission using my HICAPS terminal?

Enter the Claimant's 19 digit Insurance Commission treatment number into the HICAPS terminal (the treatment number is used the same as the 19-digit fund card number). A step-by-step guide on **How to process a HICAPS transaction** is available on the HICAPS website <https://www.hicaps.com.au/forms/hicaps-user-guide>

Please Note: You can only process one item per transaction.

How do I reconcile Insurance Commission claims?

The Retrieval Reference Number (RRN) printed on the HICAPS receipt will appear on your remittance as the Invoice Number.

What if I have a question about pre-approved treatment or a treatment number?

Call the Insurance Commission's service provider help line on **1800 632 242**. You can also visit icwa.wa.gov.au to learn more about the Insurance Commission

Does the injured person need to sign the receipt?

Yes. The person receiving treatment must sign the receipt.

Do I need to keep the receipt of invoice lodgement?

Yes, for seven years.

Can you do different service-date transactions?

No, only same-day transactions can be done via the terminal.

Can I check if a service is pre-approved by the Insurance Commission before treatment occurs?

Yes, use the quote facility on the HICAPS Terminal. (A step by step Guide on How to do a Quote Guide is available on HICAPS website – <https://www.hicaps.com.au/forms/hicaps-user-guide>)



Helpful hints

- **Patient ID** – Use '01' for all Insurance Commission claims when processing transactions using HICAPS.
- **Item per Transaction** – You can only process one item per transaction.
- **Item Numbers** – Refer to your HICAPS Quick Reference Guide for initial and standard consultation item numbers. To download a copy visit the support section <https://www.hicaps.com.au/forms/item-number-guides>
- **Insurance Commission claim** – Invoices can only be lodged through HICAPS terminals after the injured person has been provided with a 19 digit Insurance Commission treatment number for approved treatments.