

# 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.

## 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.

## How do I find out more about the Insurance Commission?

Call the Insurance Commission on **1800 632 242** or visit [icwa.wa.gov.au](http://icwa.wa.gov.au)

## 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.



Insurance Commission  
of Western Australia



## 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.