

Chiropractic on Winston

Using Your RTWSA Cover for Chiropractic Care

If you have been injured at work and have an accepted ReturnToWorkSA claim, you may be entitled to chiropractic treatment at no out-of-pocket cost. This guide explains how to use Chiropractic on Winston as part of your RTWSA care.

Step 1 — Check Your Claim is Accepted

Before booking, confirm your claim has been accepted by RTWSA or your employer's insurer. If your claim is still pending, you may need to pay privately until it is approved.

You will need to know:

- ✓ Your RTWSA claim number
- ✓ The name of your claims agent (EML or Gallagher Bassett)
- ✓ Whether chiropractic treatment has been approved for your claim

Step 2 — Get a Referral (if required)

In most cases, a referral from your treating doctor (GP) is recommended before commencing chiropractic care under your RTWSA claim. Ask your GP to refer you specifically to Chiropractic on Winston.

- Ask your doctor: "Can you refer me to Chiropractic on Winston for my workplace injury?"
- Let your claims manager know you would like to see a chiropractor at Chiropractic on Winston
- Your claims manager may need to provide written approval — ask them to confirm

Step 3 — Contact Chiropractic on Winston

Once your claim is accepted and you have your referral, contact us to book your initial consultation. Please have the following ready when you call:

- Your full name and date of birth
- Your RTWSA claim number
- The name of your claims agent (EML or Gallagher Bassett)
- Your employer's name
- Your GP referral or approval letter (if you have one)
- A description of your injury and the date it occurred

Step 4 — Your Initial Consultation

At your first appointment, your chiropractor will conduct a thorough assessment of your injury, develop a treatment plan, and begin treatment. Please bring:

- Your referral letter from your GP (if applicable)
- Any relevant imaging or medical reports you already have
- Your RTWSA claim number and claims agent details

- Your Medicare card

Your chiropractor will communicate with your claims manager and treating doctor as required throughout your care.

What RTWSA Covers

RTWSA will cover:

- ✓ Initial and subsequent chiropractic consultations
- ✓ X-rays and imaging ordered as part of your treatment
- ✓ Telephone consultations related to your claim
- ✓ Chiropractic management plans
- ✓ Case conferences with your treatment team

RTWSA does not cover:

- ✗ Non-attendance or cancellation fees — please give us adequate notice if you can't attend
- ✗ General health, fitness or wellbeing services unrelated to your injury
- ✗ More than one consultation on the same day
- ✗ Treatment before your claim has been accepted

Your Responsibilities as a Patient

- Attend all scheduled appointments, or notify us as early as possible if you cannot
- Actively participate in your recovery and follow your treatment plan
- Keep your claims manager updated on your progress
- Notify us if your claim status changes
- Advise us promptly of any new claim number or change in claims agent

Frequently Asked Questions

Do I need to pay anything upfront?

No — if your claim is accepted and chiropractic treatment is approved, RTWSA pays us directly. You should have no out-of-pocket costs for approved treatments.

What if my claim isn't accepted yet?

You may still be able to book an appointment and pay privately in the meantime. If your claim is subsequently accepted, you can seek reimbursement from your claims agent for approved services.

How many appointments will I get?

Your claims manager will periodically review your treatment. Your chiropractor will develop a management plan and work with the claims manager to ensure continued treatment is approved where appropriate.

Can I choose Chiropractic on Winston if my employer suggests someone else?

Under the Return to Work Act 2014, workers generally have the right to choose their treating practitioner. Speak with your claims manager if you have any concerns.

Who do I contact if I have questions about my claim?

Contact your claims agent directly — EML on (08) 8127 1100 or Gallagher Bassett on (08) 8177 8450. For general RTWSA enquiries call 13 18 55 or visit www.rtwsa.com.

Ready to book? Contact Chiropractic on Winston today.

Please have your claim number and claims agent details ready when you call.