

RTWSA Reception

Quick Reference Guide

Fee Schedule (effective 1 July 2025)

All fees are maximum amounts ex GST. GST is chargeable on top where applicable.

Item	Description	Max Fee (ex GST)
CH002	Initial consult — 30 minutes or less	\$84.30 flat
CH003	Initial consult — more than 30 minutes	\$146.90 flat
CH042	Subsequent consult — 30 minutes or less	\$66.50 flat
CH043	Subsequent consult — more than 30 minutes	\$136.90 flat
CHMP	Chiropractic management plan	\$58.90 flat
CH552	Telephone call (claim management/RTW)	\$32.60 flat
CH820	Treating chiropractor report	\$234.90 flat
CH780	Independent clinical assessment & report	\$234.90/hr (max 4hrs)
CH870	Case conference	\$234.90/hr
CH905	Travel time	\$199.40/hr

Radiology items also available: CHT11 (cervical 2 views \$182.40), CHT13 (thoracic 2 views \$154.90), CHT15 (lumbo-sacral 3–6 views \$213.90), CHT16 (sacro-coccygeal 2 views \$129.00), CHT27 (hip \$139.40), CHT28 (pelvic girdle \$175.90).

What RTWSA Will NOT Pay

RTWSA will not pay for:

- X Non-attendance or cancellation fees
- X Services invoiced before they are delivered
- X More than one consultation (initial or subsequent) on the same day
- X Written communication between treating practitioners
- X Needles used for dry needling or acupuncture
- X Services focused on general health, fitness or wellbeing
- X Any claim that has not been accepted — the worker is liable

Before Booking — Claim Status

Always confirm the claim is accepted before scheduling. If not yet accepted, the worker pays privately.

Ask the worker:

- ✓ Has your RTWSA claim been accepted?
- ✓ Do you have a claim number?
- ✓ Which claims agent manages your claim? (EML or Gallagher Bassett)
- ✓ Do you have a referral or approval from your treating doctor?

Invoicing Checklist

Every invoice must include all of the following:

- Provider name, RTWSA provider number, practice address
- Invoice number and invoice date
- ABN
- Worker's full name
- Claim number (if known)
- Employer name (if known)
- Each service itemised: date, commencement time, item no., description, duration, charge
- Total charge + any applicable GST
- Bank account / EFT details

Submit within 4 weeks of service. Invoices older than 6 months may not be paid.

Where to Send Invoices

Claims Agent	Email	Phone
EML	accounts@eml.rtwsa.com	(08) 8127 1100
Gallagher Bassett	invoices@gb.rtwsa.com	(08) 8177 8450
RTWSA EnABLE (severe injuries)	EnAble@rtwsa.com	13 18 55

To identify which agent manages a specific claim, use the Claims Agent Lookup at www.rtwsa.com.

Management Plans (CHMP)

- Can be initiated by the treating chiropractor after every 10 treatments
- Must be forwarded to the worker's claims manager and copies to treating doctor and worker
- For RTWSA-managed claims: submit when requested by the claims manager
- For self-insured claims: only submit when requested by the self-insured employer

Payment Terms

- 30-day payment terms — mandated, cannot be amended
- Do not send duplicate invoices if your payment terms are less than 30 days
- For outstanding payments: contact the relevant claims agent directly

- For provider detail changes (ABN, address, EFT): complete the Provider Registration Form at rtwsa.com and email prov.main@rtwsa.com