

# Workcover Claim Submission Guide

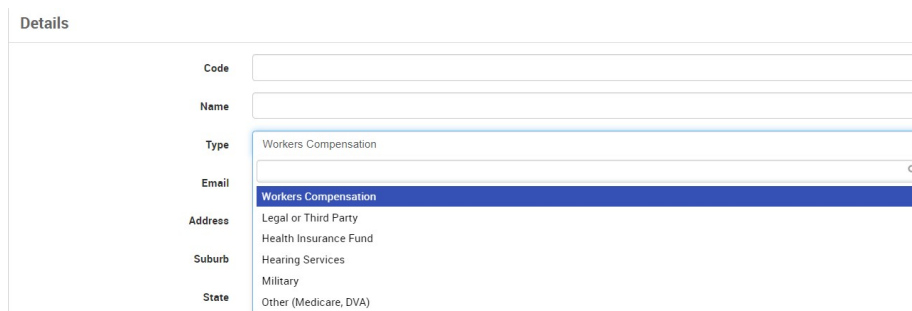
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## Guide for Workcover Claim Submission in CareRight

**Note:** Direct submission of Workcover claims from CareRight is not supported. The process and requirements for claim submission vary among Workcover companies.

### Step 1: Adding Workcover as a Guarantor

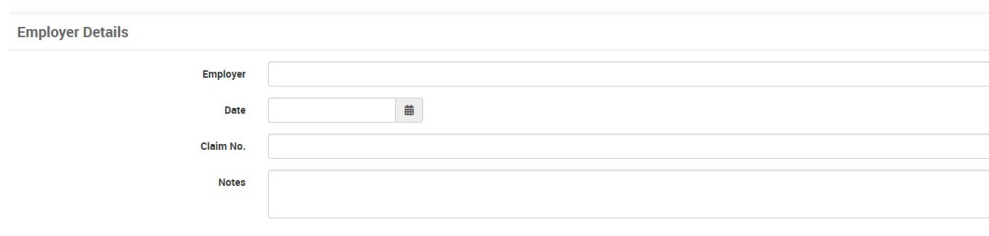
1. Access the Guarantor section in CareRight: [Guarantor Management](#).
2. Specify "Workcover Compensation" in the Type field.
- 3.



The screenshot shows a 'Details' form with the following fields: Code, Name, Type, Email, Address, Suburb, and State. The 'Type' dropdown menu is open, showing a list of options: Workers Compensation (selected), Legal or Third Party, Health Insurance Fund, Hearing Services, Military, and Other (Medicare, DVA).

### Step 2: Creating a Workcover Account for the Patient

1. Establish a new account for the patient: [Add a New Account](#).
2. Input the claim number and employer details in the relevant sections.
- 3.



The screenshot shows the 'Employer Details' form with the following fields: Employer, Date, Claim No., and Notes. The 'Date' field has a calendar icon.

### Step 3: Invoice Generation

1. Generate an invoice for the patient's Workcover account.

### Step 4: Claim Submission

**Note:** Claim submission procedures vary across Workcover companies. Follow the general steps below and tailor them to your specific Workcover provider.

#### 1. Invoice Generation:

- Create the invoice within CareRight as usual.

#### 2. Manual Submission:

- Typically, Workcover claims require manual submission.

- Manually send the generated invoice to the Workcover company using their specified submission method.

### 3. Including Claim Information:

- Ensure the invoice contains essential claim information, such as claim number and employer details.
- Customize the template if needed to meet specific Workcover requirements.

**Note:** Adapt the invoice template if necessary for accurate claim submission. Confirm with your Workcover provider for any specific information or template requirements.

### Additional Considerations:

- For queries or issues, contact your Workcover company for assistance.
  - Adjust the invoice template as needed to meet the specific requirements of your Workcover provider.
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