



TAC & WorkCover Payment Policy

Complete. is a centre of excellence committed to providing the highest quality care and achieving the best possible treatment outcomes for TAC and WorkCover patients. Our patients are treated by a team of international leaders in the field of injury, against an advanced framework that promotes faster healing and better long term results for many work and traffic injuries, compared to the traditional insurance treatment framework which often involves rushed appointments with junior clinicians. The following conditions apply to the provision and payment of services.

- 1) All patients receiving treatment under TAC or WorkCover must provide evidence of claim approval, including a copy of their claim number, at the initial consultation. Good communication is essential to optimising recovery so please also provide the name of your case manager if you have one.
- 2) Complete. will not bill directly to the TAC or a WorkCover insurer as full payment is required at the time of each consultation. Proof of treatment and a copy of the invoice will be provided to the patient for use as evidence in a TAC/WorkCover reimbursement claim.
 - 2.1) Please note that the TAC and some WorkCover insurers may not cover the entire consultation fee. The gap will therefore remain at the cost of the patient.
- 3) The patient must provide consent for their treating practitioner to provide details of their assessment, treatment and progress to the TAC or their WorkCover insurer as required.
- 4) No TAC or WorkCover reports will be completed if charges are outstanding on the patient's account. Once full payment is received, required reports will be completed and sent to the appropriate parties.

For further information regarding the Complete. TAC & WorkCover Payment Policy, please email info@complete.clinic or phone (03) 9882 2020.