

## CLAIMING TRAVEL REIMBURSEMENTS

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### WHAT CAN BE CLAIMED AS TRAVEL REIMBURSEMENT?

You are entitled to claim for reimbursement for the reasonable costs of travel to and from medical treatment/services, medical panel appointments and conciliation. Please note that you will only be reimbursed for the distance taken by the most direct route to receive your treatment or attend your appointment.

When claiming for travel reimbursements, it is a requirement that the claim be made within 6 months of the date of travel. If not received within this time frame, the request may be denied.

#### Private Vehicle

We will reimburse:

- The use of your own motor vehicle. Reimbursement is made at a set rate per kilometre (currently 30cents / km, *Subject to indexation*)
- Cost of car parking and City Link tolls. In this instance, we request that you provide confirmation by way of receipt. If you do not have a receipt for parking, we will be able to reimburse the cost of up to \$15.00, but will require verification of the appointment you attended.

#### Public Transport

We will reimburse:

- The daily fare to cover all zones travelled. In this instance, we request that you provide confirmation by way of receipt or copy of your purchased ticket.

#### Taxi

If you require transport by taxi, prior approval must be sought from Gallagher Bassett. In this instance, you are required to submit a letter from your treating practitioner stating that you are not capable of travelling either by public or private transport.

Your case manager will provide a response on whether or not taxi travel expenses will be reimbursed.

### HOW TO CLAIM FOR TRAVEL REIMBURSEMENT?

To claim for travel reimbursement, all you need to do is ensure that this form is completed in full. We request that you have your treater (doctor or health professional) initial the form as confirmation that you have attended on that day. This form will assist in promptly processing your reimbursement. Further to this, please ensure that you sign and date the declaration on this form.

### CLAIMING TRAVEL RE-IMBURSEMENT AT CONCILIATION

We will reimburse the reasonable costs of travelling to and from a conciliation conference up to a maximum of \$50 per conference. The Conciliation Costs Declaration Form is available from the Accident Conciliation Compensation Service (ACCS) on the day of the conference. You can then send the completed form to Gallagher Bassett for reimbursement. (NB: This entitlement is only for conciliation lodgements after 5 April 2010.)

### IF YOU NEED MORE INFORMATION

If you require any further information on how to claim for travel reimbursements, please contact your case manager.



## DIRECT ENTRY INFORMATION

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### WHAT IS DIRECT ENTRY?

Direct Entry is the process of having your medical and like reimbursements directly credited into your bank or financial institution account as opposed to receiving a cheque.

The advantages of Direct Entry are:

- Immediate access to your payments within 2 business days after the date we make the payment.
- There should be no printing or postal delays.
- If and when you move address, your payment will continue to be received via your bank or institution account. This alleviates the problem of cheques not being received.

### WHAT YOU NEED TO DO

If you wish to receive reimbursement for your medical and like expenses directly into your bank or financial institution account, we request that you complete the Direct Entry Application form (see reverse side), and return it to our office.

### HOW WILL YOU KNOW THAT PAYMENT HAS BEEN MADE?

For every payment that is directly credited to your account we will send you a statement containing the relevant information in relation to that payment.

### WHAT MUST YOU DO IF YOUR ACCOUNT DETAILS CHANGE?

If you need to change your account details in the future this can easily be accommodated by simply telephoning us to organise a new Direct Entry Application form. Gallagher Bassett Services Workers Compensation Vic Pty Ltd will confirm with you once the bank account details have been amended.

### WHEN WILL PAYMENTS COMMENCE TO BE PAID INTO YOUR ACCOUNT?

We will update your bank account details as soon as we have received your completed form. It may take up to ten working days for this process to take effect.

## MEDICAL & LIKE EXPENSE DIRECT ENTRY APPLICATION FORM

Date: / /

GALLAGHER BASSETT SERVICES  
 WORKERS COMPENSATION VIC PTY LTD  
 Locked Bag 3570  
 GPO Melbourne 3001

Claim Number:	
Surname:	
Given Name:	
Address:	
Phone Number:	

**Bank Account Details**

Title of Account:

Insert the exact name(s) the account is held in eg J Citizen

Account Details:

BSB Number                      Account Number  
 (Must be 6 numbers in length)    (Maximum of 10 numbers)

Signature(s)

If a joint account, both signatories should sign

Name of Bank or Financial Institution:

Address or Bank or Financial Institution where account is held:

This request to deposit funds directly into the account described in the schedule above is valid until further notice. If at any time the account details change for any reason then formal notification in writing will be required. Gallagher Bassett Services Workers Compensation Vic Pty Ltd (an Authorised Agent of the Victorian WorkCover Authority) will under no circumstances accept a change in the bank or financial institution details without a written signed request.

