

Completing an Expense claim form

In most circumstances, your service providers will invoice us directly, rather than you having to pay for services yourself. However, if you pay for any pre-approved treatment and rehabilitation services related to your injury yourself, you can claim reimbursement from icare. Before you pay for the services, you should check with your icare contact so that you can be sure the expenses will be reimbursed and seek approval before paying.

To make a claim you must submit an Expense Claim form. You can submit it yourself or someone can submit it on your behalf. Your icare contact can give you a copy of the form, or you can find it on our website at www.icare.nsw.gov.au.

There are exceptional circumstances where obtaining approval beforehand is not possible, such as a medical appointment at short notice. If this happens, talk to your case manager or icare contact as soon as possible. If the expense is related to your injury and considered reasonable and necessary, you should still be able to submit an Expense Claim.

What expenses can I claim?

The types of expenses that can be claimed via an Expense Claim may include:

- mileage for travel to approved treatment and rehabilitation services
- fares for travel to approved treatment and rehabilitation services
- medicines required because of your injury that you have paid for before a pharmacy account is set up
- medical appointments related to your injury arranged at short notice.
- For details on travel costs we pay for, see information sheet: Travel to attend treatment and rehabilitation services. This can be found on our website at www.icare.nsw.gov.au.

What information do I need to include in my Expense claim form?

- You need to include all of the following information so the expense claim can be processed.
- The submission date of the form.
- The name and details of the person who will be reimbursed – this could be you or someone else. (If it's someone else, write down their relationship to you on the Expense Claim form.)
- A tax invoice, receipt or fare ticket. We will accept digital copies, but you must keep the original for auditing purposes.
- Details of the item or service paid for.
- For mileage: The start and end destination, the total kilometres per trip (based on the shortest most direct route) and the reason for the trip. (For example, 'Appointment from A to B and back, 75km return, Dr Smith rehabilitation specialist'.)
- For parking: The receipt/parking ticket and the reason why the parking was needed.
- For tolls: The name of the motorway used, tolls charged, the date of travel and the reason why the motorway was required.
- For the first expense claim, or if your bank details change, you will also need to complete an EFT details form so we know which account to reimburse the funds to. This form can be obtained from our website at www.icare.nsw.gov.au. Alternatively, you can request this form from your icare contact.

How often should I submit an Expense claim?

You should submit an Expense Claim on a regular basis and within 3 months of paying for the expense. You don't have to submit a form every time you pay for something - 1 form can cover several expenses.

Where do I send the Expense claim form?

You can send the form to us by email or post to:

Email: care-expenseclaim@icare.nsw.gov.au

Mail: Care Expense Claim
GPO Box 4052
Sydney, NSW 2001

What happens next?

Your icare contact will review your expense claim to make sure the items you are seeking reimbursement for meet services related to your injury. You'll be advised if there are any items that can't be reimbursed.

Payment will be made by electronic funds transfer into the nominated bank account within 15 days.

icare
GPO Box 4052, Sydney, NSW 2001

Phone: 1300 738 586
Fax: 1300 738 583

www.icare.nsw.gov.au