

## About Fast Track

### What is Fast Track?

icare has an established 'Fast Track' approval process for simple and low risk requests for services for Lifetime Care participants and workers in the Workers Care program. The aim of this process is to reduce the time and effort for service providers in requesting these services, and for icare in making and communicating decisions.

### What requests can be a Fast Track service?

Fast Track services can be requested via email or phone call to an icare contact with no need to submit a form. These requests are:

- Initial continence and consumables scripts
- Variations to existing continence prescriptions
- Injury related assessments requests
- Injury related medical imaging and radiology requests
- Equipment requests for low cost, non-customised items with a quote, and urgent equipment repairs
- Care amendments – i.e., changing the amount of care a participant/worker wishes to receive (up to their assessed level of care need that has been previously communicated by icare in a certificate/notice of approval). Care amendments are able to be a Fast Track request only when there is no additional training required for care staff and no additional staff need to be recruited for the care program
- Additions to pre-approved items on the Discharge Service Notification up to the pre-approved limits
- Injury related emergency services
- Interpreter services for injury related appointments

### How to submit a Fast Track request?

The majority of Fast Track services do not require completion of a request form. They can be requested via email or phone call to an icare contact. These Fast Track request types do require a request form:

- Care requests – should be submitted on an Attendant Care Service Request Form (ACSR).
- Continence and consumables prescriptions – should be submitted via the relevant consumables forms.

### Information to include with a Fast Track request

Fast Track requests need to include:

- Name of participant/worker
- Details of request
- Name of provider
- Cost
- Service codes
- Reason supporting the request
- Date/s for service provision

All requests should be sent to [care-requests@icare.nsw.gov.au](mailto:care-requests@icare.nsw.gov.au)

- Enter the participant/worker number, type of request and 'FAST TRACK' in the email subject line AND
- Copy in the participant/worker's icare contact

This process is also available to participants/workers who no longer have a case manager.

## What are the timeframes for Fast Track requests?

Our aim is to give an approval of Fast Track requests (via phone and email) within 1 working day (if there are no circumstances or identified risks that prevent the decision being made).

icare are committed to reducing the time and effort for service providers in requesting services, and for icare in making and communicating decisions.

## Fast Track and Easy Order

The Fast Track process is in addition to but does not replace ordering via the equipment portals or the Easy Order equipment request process.

## Fast Track enquiries

If you have any enquiries about the Fast Track process, talk to an icare contact or email:

- [care-requests@icare.nsw.gov.au](mailto:care-requests@icare.nsw.gov.au)

icare

GPO Box 4052, Sydney, NSW 2001

Ph: 1300 738 586

Email: [care-requests@icare.nsw.gov.au](mailto:care-requests@icare.nsw.gov.au)

[www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)