

## About Fast Track

### What is Fast Track?

icare has been trialling a new 'Fast Track' approval process for simple and low risk requests for services for Lifetime Care participants and workers in the icare 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?

There are 8 types of Fast Track services that can be requested via email or phonecall to an icare coordinator with no need to submit a form. These requests are:

- Amendments to existing continence prescriptions
- Assessments requests
- Medical imaging and radiology requests
- Requests for specialists to conduct minor procedures
- Simple equipment requests with a quote and/or like-for-like replacement and 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 the Discharge Service Notification
- Emergency services

### How to submit a Fast Track request

The 8 Fast Track services do not require completion of a request form, they can be requested via email OR phonecall to an icare coordinator.

### 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
- Reason supporting the request
- Date/s for service provision

If you are emailing the request to a coordinator, you should:

- Enter the participant/worker name and type of request in the email subject line AND
- Copy in:
  - [requests.lifetimecare@icare.nsw.gov.au](mailto:requests.lifetimecare@icare.nsw.gov.au) (Lifetime Care) OR
  - [requests.workers-care@icare.nsw.gov.au](mailto:requests.workers-care@icare.nsw.gov.au) (Workers Care).
  - This is in case the coordinator is out of the office, a duty coordinator will be alerted and may be able to action the request instead

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, the EasyOrder equipment request process.

## Fast Track enquiries

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

- [enquiries.lifetimecare@icare.nsw.gov.au](mailto:enquiries.lifetimecare@icare.nsw.gov.au) (Lifetime Care) OR
- [enquiries.workers-care@icare.nsw.gov.au](mailto:enquiries.workers-care@icare.nsw.gov.au) (Workers Care)