

Information Sheet

WRP - Transition from Rehab Online to WorkCover WA Online

The following information will assist Workplace Rehabilitation Providers (WRP) in the transition from Rehab Online to WorkCover WA Online on 1 July 2018.

1. The Local Security Officer Function

To use WorkCover WA Online WRPs will need to maintain at least one Local Security Officer (LSO). The LSO will be responsible for associating staff with the WRP through WorkCover WA Online and maintaining a WRP's contact details.

LSO and user accounts currently in Rehab Online will not transfer to WorkCover WA Online.

To set up an initial LSO WRPs must:

- Have the person create a WorkCover WA Online account.
- Email WorkCover WA at scott.baker@workcover.wa.gov.au with the details of the person who will be your initial LSO.

Information on creating a WorkCover WA Online account and adding additional LSOs is available in the *WorkCover WA Online User Guide – Workplace Rehabilitation Providers*.

2. Referrals entered before 1 July 2018

All referrals, including closed referrals, will automatically transfer from Rehab Online to WorkCover WA Online.

WRPs are to ensure all current referrals are entered before 30 June 2018.

If you do not enter a referral into Rehab Online before 1 July 2018 you will have to liaise with the insurer/self-insurer to have them enter the referral into WorkCover WA Online.

Please review and close all open referrals that should be closed.

Refer to the *WorkCover WA Online User Guide – Workplace Rehabilitation Providers* for information on closing referrals that have transferred from Rehab Online to WorkCover WA Online.

3. Unmatched Referrals

Unmatched referrals are when the WRP is unable to lodge a referral in Rehab Online due to data accuracy issues or non-lodgement of the claim by the Insurer/Self-Insurer.

WRPs will not be able to enter unmatched referrals from 18 June 2018 and unmatched referrals will not transfer to WorkCover WA Online.

WRPs will be required to contact the insurer/self-insurer to confirm the referral information. If the insurer/self-insurer confirms the claim has not been submitted to WorkCover WA the insurer/self-insurer will have to:

- Submit the claim to WorkCover WA and advise the WRP to enter the referral into Rehab Online before 30 June 2018
- Enter the referral themselves into WorkCover WA Online after 1 July 2018

WorkCover WA will attempt to resolve all outstanding unmatched referrals that remain in Rehab Online between 18 June 2018 and 30 June 2018.

4. Referrals after 1 July 2018

Referrals received after 1 July 2018 will be entered into WorkCover WA Online by the Insurer/Self-Insurer.

WRPs are required to forward a copy of the Form 310 Workplace Rehabilitation Referral to the Insurer/Self-Insurer when the source of the referral is not the Insurer/Self-Insurer.

5. Contact Details

WRPs will now be responsible for maintaining their own contact details through WorkCover WA Online.

WorkCover WA will use this information when contacting WRPs on any issue so it is important that WRPs keep this information current.

WorkCover WA has made changes regarding how additional offices and regions serviced are recorded and displayed on WorkCover WA's website.

WRPs will need to enter their additional offices and areas serviced in WorkCover WA Online after 1 July 2018.

Please refer to the *WorkCover WA Online User Guide – Workplace Rehabilitation Providers* for how to maintain your contact details.

6. Further Information

Please contact Scott Baker, Senior Standards and Review Officer on (08) 9388 5662 or scott.baker@workcover.wa.gov.au if you require further information.

