

GUIDELINE

Reimbursement for approved treatment, care and support expenses, or approved transport expenses

Background

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 NIISQ Agency. Before you pay for the services, you should check with your NIISQ Agency Support Planner so that you can be sure the expenses will be reimbursed and seek approval before paying.

To make a claim you must submit an *Application for reimbursement of approved treatment, care, and support expenses*, or if the expenses are travel related, an *Application for reimbursement of approved transport expenses*. You can submit it yourself or someone can submit it on your behalf. Your NIISQ Support Planner can give you a copy of the form, or you can find it on our website at www.niis.qld.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 Support Planner as soon as possible. If the expense is related to your injury and considered necessary and reasonable, you might still be able to submit a Reimbursement Form.

What expenses can I claim?

The types of expenses that can be claimed via a reimbursement form may include:

- 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.
- mileage for travel to approved treatment and rehabilitation services
- fares for travel to approved treatment and rehabilitation services

What information do I need to include in my reimbursement form?

You need to include all 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 reimbursement 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, 45km return, Dr Jones 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 a [NIISQ Bank Details form](#) so we know which account to reimburse the funds to. This form can be obtained from our website by [clicking here](#). Alternatively, you can request this form from your Support Planner.

How often should I submit a reimbursement form?

You should submit a reimbursement form 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 – one form can cover several expenses.

What the NIISQ Agency generally does not fund

NIISQ Agency will generally not pay for:

- Your travel costs for normal daily activities. (For example, travel to work, the shops or social functions.)
- Travel costs for anyone other than you, unless it has been identified that you require a support person to assist you to travel, such as your support worker.

Where do I send the reimbursement form?

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

Email: Requests@niis.qld.gov.au

Mail: NIISQ Agency
GPO Box 1391
Brisbane Qld 4001

What happens next?

Your Support Planner contact will review your reimbursement form 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 28 days.

The information provided in this document is a guideline only and is for general information purposes and is subject to change and does not constitute legal advice or recommendations. It should not be relied upon as constituting legal advice or a recommendation or as applicable to specific circumstances. Please refer to the *National Injury Insurance Scheme (Queensland) Act 2016* and *Regulation 2016* for more details about the National Injury Insurance Scheme, Queensland.

More information

For more information contact the NIISQ Agency:

 1300 607 566  enquiries@niis.qld.gov.au  niis.qld.gov.au