

Medical, hospital and rehabilitation benefits

What treatments are covered?

The Motor Accidents (Compensation) (“MAC”) Scheme provides a wide range of benefits for the necessary and reasonable costs for medical, hospital and rehabilitation treatment of an injury sustained in a motor vehicle accident. Benefits may include:

- **Ambulance services:** Transport from the accident site to hospital in an ambulance and, where clinically required, from one hospital to another. This may include air ambulance services.
- **Hospital services:** Hospital admission and treatment within Australia for surgery, X-rays or other medical imaging, and other hospital costs.
- **Medical services:** Consultation and treatment costs for accident-related injuries by medical practitioners.
- **Medical rehabilitation (inpatient or outpatient):** Post-accident rehabilitation treatment.
- **Rehabilitation/Therapy services:** Including but not limited to physiotherapy, occupational therapy, chiropractic and psychological treatment.
- **Pharmacy expenses:** Medications to treat your injuries.
- **Dental services:** Dental treatment for teeth damaged in an accident.
- **Nursing services (not including attendant care services):** Home visits may be covered if you require nursing treatment after your accident.
- **Return to work:** Vocational Rehabilitation services are available when you need support to return to work with your previous or new employer. Services can include worksite assessments, job modifications and advice concerning job seeking.

- **Aids, Equipment and Modifications:** As recommended by a qualified health provider and approved by TIO to help you recover and manage your injuries, such as home or motor vehicle alterations.
- **Travel to and from medical and rehabilitation appointments:** Necessary and reasonable costs for travelling to and from your accident-related medical and rehabilitation appointments is covered. This includes travel by public transport, private vehicle or, in some circumstances, taxi if pre-approved by TIO.

Treatment for injuries

We understand it can be a difficult and challenging time after an accident. We will support and work with you to ensure that you get the right treatment as soon as possible to help you recover from your injuries.

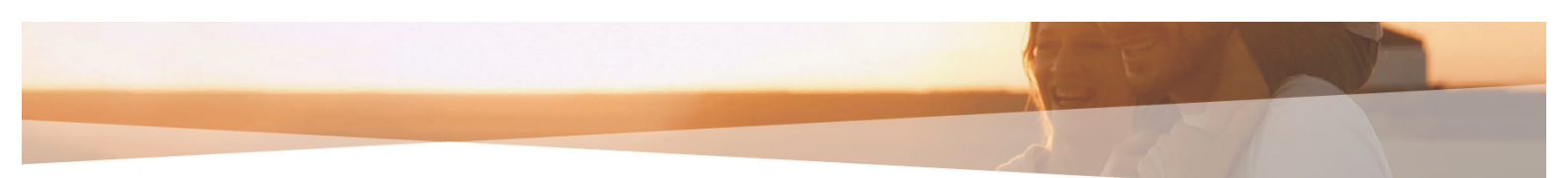
Once you have been advised that your claim has been accepted, TIO as administrator of the MAC Scheme, will cover the costs of all necessary and reasonable medical, hospital and rehabilitation treatment you need to assist in your recovery from injuries sustained in a motor vehicle accident.

A doctor will recommend the appropriate treatment for your injuries and refer you for medical and rehabilitation services.

A MAC Claims Officer will explain to you how to make the necessary appointments and arrangements with your treatment and/or rehabilitation treatment providers.

Payment for treatment and rehabilitation services

Please contact your MAC Claims Officer at TIO before starting any treatment. We will confirm the treatment and rehabilitation costs that will be



covered by the MAC Scheme. The medical, hospital and rehabilitation costs related to your accident cannot be claimed through Medicare.

When arranging treatment or rehabilitation most service providers will bill TIO directly if you quote your claim number. Alternatively if you need to pay for the services on the day, TIO will reimburse you when you provide us with a tax invoice receipt of payment.

Medical treatment providers must be registered with the Australian Health Practitioner Regulation Authority (AHPRA) or the relevant state or national regulator.

Costs for treatment by unregistered service providers or for any services outside Australia are not covered.

Reimbursement for Travel Costs

The MAC Scheme will cover necessary and reasonable costs for travel to and from medical and rehabilitation appointments. This includes travel by public transport and private vehicle. There is a set rate per kilometre for reimbursement for use of private vehicle.

In special circumstances where transport by taxi is necessary, this must be pre-approved by your MAC Claims Officer before travelling if you wish to seek reimbursement.

To claim travel costs, please complete a Travel Reimbursement Claim Form which you can request from your MAC Claims Officer.

Working together

To help you recover and achieve greater independence, it is important that we all work together. TIO will work with you and treatment and/or rehabilitation providers and we encourage you to actively participate in the treatment recommended.

If you are unable to attend any treatment and/or rehabilitation appointments please contact your MAC Claims Officer as soon as possible.

If your condition is not improving please talk to your MAC Claims Officer, your doctor or health professional about your concerns.

TIO will continue to pay the costs of the necessary and reasonable medical, hospital and rehabilitation services that are promote or maintain your recovery or independence.

Medical, hospital and rehabilitation benefits will cease if they are not reasonable or necessary, or when you recover. They may be suspended if you decide not to participate in the recommended treatment program without a reasonable excuse.

Contact

Phone: 1300 493 506

Monday to Friday, 8.30am-5pm

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