

TAC and WorkCover — Happy Feet, Happy Face

TAC and WorkCover

So that Happy Feet Pedorthics can complete an assessment and fitting, and submit a quote to TAC on your behalf, please complete the following information:

Your Details

Mr/Mrs/Ms First Name _____

Last Name _____

Address _____

_____ Postcode _____

Phone (Home) _____

Phone (Work) _____

Mobile _____

Fax _____

Email _____

Date of Birth _____

Referrer _____

File / Reference Number _____

Organisation Name _____

Your Case Manager's Details

Name _____

Address _____

_____ Postcode _____

Phone (Work) _____

Mobile _____

Fax _____

Email _____

At Happy Feet Pedorthics:

- We expect to give you a complete assessment and fitting service that leads to quoting on the appropriate pedorthic footwear solution.
- We assume the agent has accepted liability for the accident and that your injury means you need pedorthic (medical) footwear.
- We will always quote on your complete footwear and/or orthoses needs, and supply these to you gradually.

The client making the claim is expected to provide a referral from an orthotist/prosthetist, podiatrist or orthopaedic surgeon:

- Please provide a current referral for each claim you are making to submit with your quotation for footwear and/or orthoses. The referral **must** always state that the incident occurred, that the injury is ongoing, and that you require pedorthic (medical) footwear and/or orthotics for the medical reasons indicated (link the incident to the current medical status of the injury). In our experience, it's best that the referrals come from an orthopaedic surgeon or podiatrist.
- Follow up with your Case Manager to have a decision made on the claim.

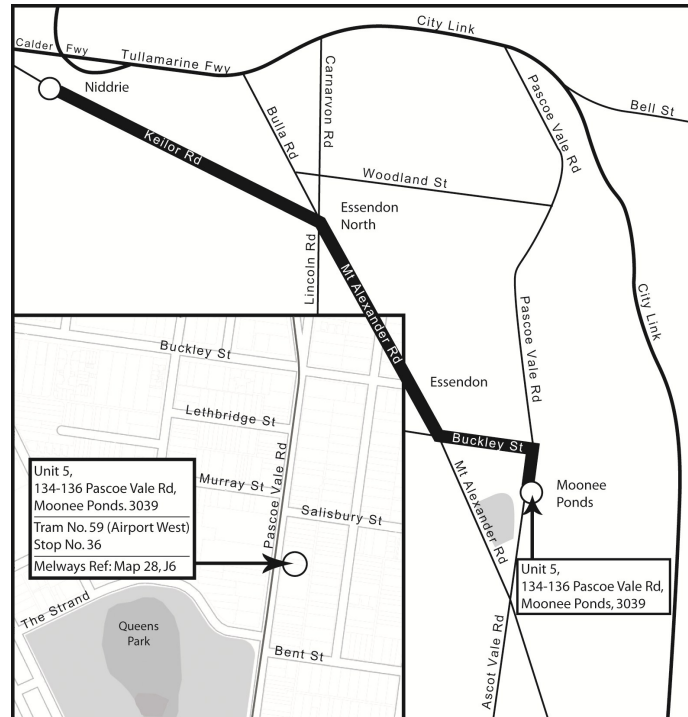
For TAC Claims

- The TAC's Standard of Service statement indicates that there will be prompt assessment of entitlements.
- The aim is to answer a call immediately and respond to a query within one working day.
- Written correspondence will be responded to within 10 working days.
- Difficult cases may take more time to resolve – TAC personnel will advise how long.
- Refer to the TAC Service Charter on TAC's website for the standard of service you can expect from TAC.
- Refer to TAC's website under Footwear in the Equipment (Rehabilitation) – Miscellaneous section – to identify what TAC will and will not cover.

For WorkCover Claims

- If there is enough information on the file, the agent has the responsibility to make the decision as soon as possible.
- If additional information is needed and the decision is pending, the agent has the responsibility to inform the client and the service provider within 14 working days of receiving the request.
- The agent must let the worker and the service provider know the decision in writing, within 28 days of receiving the request.
- Refer to Section 10 – Benefits – Medical and Like Services and, specifically, 10.5.2 –Aids and Appliances for more information about footwear and orthoses entitlements.

Where to find us



Opening Hours

Monday to Friday, 9am to 5pm
 One Saturday per month by appointment
 Other times by request
 Appointments DEFINITELY preferred
 Home visits available – fee applies
 Laybys welcome

Rebates, government subsidies and claims including TAC, DVA and WorkCover may apply

Accreditations

Member, Australian Pedorthic Medical Grade Footwear Association (APMGFA)
 Clare Nelson, Certified Medical Grade Footwear Practitioner Number 2515

What is a Pedorthist?

A Pedorthist assesses and fits clients for medical footwear, modifications and/or orthotic devices. This can include prefabricated and cast custom footwear.

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GIVE SORE FEET THE BOOT


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 Happy Feet Pedorthics

 clare-nelson

Regular Clinics

Wagga Wagga, Wodonga
 Wonthaggi – Bass Coast

