

## Invoice payment definitions

| Status      | Reason                         | Definition                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| New Request | Invoice Received               | A new payment request has been received and is awaiting processing                                                                                                                                                                                                                                                                                                                           |
| In Progress | Awaiting Authorisation         | The payment request has been processed and is waiting to be authorised for payment                                                                                                                                                                                                                                                                                                           |
| Paid        | Payment Complete               | The payment request has been paid                                                                                                                                                                                                                                                                                                                                                            |
| Not Paid    | No Claim Cover                 | Claim liability has not been accepted - this means either a claim has been denied or cancelled, or has not been pursued as the employer was deemed to be self-insured or the worker has withdrawn their application or the claim was registered as report purposes only                                                                                                                      |
| Not Paid    | Outside Claim Cover            | The date of service is outside the accepted liability period or the service item does not relate to the accepted work-related injury. This means either a claim has been finalised administratively, closed by medical clearance, suspended or ceased as per legislative requirements, a third party or common law settlement has occurred or a permanent impairment assessment has occurred |
| Not Paid    | Not Payable as per TOCs        | This service or item number does not meet requirements outlined within the medical and allied health table of costs. E.g. Communication of administrative nature, incorrect item codes used for speciality, etc.                                                                                                                                                                             |
| Not Paid    | Prior Approval Not Obtained    | Prior approval was not sought or granted for this service item to be billed to WorkCover                                                                                                                                                                                                                                                                                                     |
| Not Paid    | Invoice Outside 60 Days        | The date of the invoice generated is greater than 60 days' post-date of service, which is outside legislative requirements                                                                                                                                                                                                                                                                   |
| Not Paid    | Duplicate Account Already Paid | The account is a duplicate request and has already been paid by WorkCover                                                                                                                                                                                                                                                                                                                    |

| Status   | Reason                   | Definition                                                                                                                                                                                                                           |
|----------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Not Paid | Maximum Fee Already Paid | The maximum payable amount in line with the medical and allied health table of costs from WorkCover has already been paid for this service item                                                                                      |
| Not Paid | MAIC Grant Service       | Claim circumstances reflect that a MVA has occurred where the worker was not at fault and as such, this account should be generated for payment via the MAIC grant (only applicable for Queensland Health service providers)         |
| Not Paid | Incorrect GST Charged    | Incorrect GST charged - new invoice required to be submitted for payment                                                                                                                                                             |
| Not Paid | Invalid Invoice          | The invoice received was missing information and deemed invalid. A new invoice is required to be submitted for payment                                                                                                               |
| Not Paid | Amount Amended           | Amount previously paid by WorkCover has been amended                                                                                                                                                                                 |
| Not Paid | Incorrect Payee          | An incorrect payee has been paid for this account and as such, WorkCover have reversed the payment line so to pay the correct payee                                                                                                  |
| Not Paid | New Invoice Required     | A new invoice is required to be submitted - only displayed when WorkCover or the stakeholder have identified an error with the submitted invoice outside incorrect GST being charged and outside the invoice being deemed as invalid |