

Obtain your client's CTP claim number and the name of the insurance company.



Complete and submit a provider treatment plan. All sections must be completed.



The insurer will communicate a decision in writing within ten calendar days of receipt. The insurer will provide an explanation if the plan is declined in part or in full.



Account for pre-approved treatment expenses should be processed within 10 calendar days of the insurer receiving a valid tax invoice.



Contact the insurer if you have any questions or concerns regarding your client's rehabilitation.

Resources

- [MAiC guidelines for CTP rehabilitation providers](#)
- [Road to Recovery brochure](#)
- [Whiplash Injury Recovery booklet](#)
- [Outcome measures for treatment providers](#)
- [Insurer decision making tool](#)
- [Rehabilitation standards for CTP insurers](#)

Current subjective/objective assessment

Include specific range of motion, PBU readings and other relevant objective measures.

Provisional diagnosis

Your provisional diagnosis is based on your own assessment findings. Comment on relationship of the condition to the MVA.

Functional ability

Include details of the client's abilities and limitations in relation to undertaking daily tasks and provide outcome measure results if appropriate.

Factors affecting recovery

Note risk factors that are likely to be barriers to your client's return to social and occupational roles. Barriers may include those related to your client's physical, cultural and environmental situation. Note appropriate treatment strategies relevant to the claim.

Treatment progress

To be completed if treatment has commenced prior to submission of initial plan. Detail progress to date in terms of the treatment goals. What target problems and associated goals were agreed with the claimant? What treatment has been provided and what progress has been made in terms of goal attainment?

Details of treatment proposed

Include concise details of the target problems and associated treatment goals which have been agreed with the client, and how these goals will be achieved (the treatment method). Treatment goals should be SMART: Specific, Measurable, Achievable, Realistic and Timely. Include the timeframes for these goals to be achieved and how outcomes will be measured.

Self-management strategies recommended

Include details of self-management strategies recommended to your client to assist with their recovery at home.

Proposed treatment

Duration of the treatment plan during acute and sub-acute stages should be generally less than twelve weeks. Beyond twelve weeks, or in complex cases, it is appropriate to reassess progress and prepare a subsequent treatment plan. Other details of proposed treatment could include aids or medication.

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