

Medical Support Panel fact sheet for health providers

What is the Medical Support Panel?

The Medical Support Panel (MSP) are a team of specialist Occupational and Environmental Physicians and Psychiatrists with the expertise to review case files and make medical recommendations to assist in faster decision making on treatment requests and decisions.

Why is icare and the MSP involved in my patient's claim?

Your patient's claim is referred to an MSP Specialist at icare at the request of the Case Manager or Injury Management Specialist managing the claim, when assistance is required surrounding the medical aspects of the claim, particularly if these are complex. The purpose of this referral is for the MSP Specialists to provide timely and expert medical advice to expedite decision making.

Will I speak to the MSP Specialist reviewing my patient's claim?

Once the MSP Specialist reviews the referral, the MSP Specialist may contact you directly to discuss your patient's claim and why it has been sent to the MSP for review. The MSP values effective communication and positive relationships between all relevant parties and stakeholders involved in an injured worker's claim to get the best possible outcome.

What are some the questions the MSP Specialist may have for me?

You may be contacted in situations where additional medical information may assist the claims decision making process, for example faster treatment approvals. Questions may relate to details regarding the history of the injury, pre-existing medical conditions, treatments to date, work capacity and other aspects that may affect decision making on the referral.

The MSP Specialist may want to discuss medical reports or seek to understand how the proposed medical intervention(s) will benefit your patient.

Can I invoice for the time spent talking to the MSP Specialist?

Yes, treating healthcare providers can invoice for the time spent discussing their patient's case. The item code for case conferences under the SIRA fees order is WCO002.

Do the MSP Specialists make decisions on the claim or decline treatments?

It is important to remember the role of the MSP is to provide medical guidance and make recommendations to assist Case Managers and Injury Management Specialists achieve the best outcomes for your patient.

The MSP provides recommendations that for example;

- » Support treatments as reasonably necessary and related to the injured worker on a case by case basis
- » Assist Case Manager/Injury Management Specialist in medical strategies and pathways to return your patient to health
- » Recommend referral to an Independent Medical Examiner (IME). In the event that there is insufficient medical information to provide a recommendation, the MSP specialist may recommend your patient be assessed by an IME.

What are the qualifications of the MSP doctors?

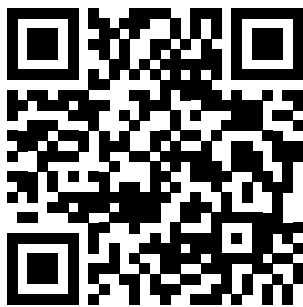
The MSP consists of a number of Occupational and Environmental Physicians and Psychiatrists, supported by an operational team, all of whom have a firm understanding of the workers compensation legislation, regulations and requirements as treating professionals and are experienced in Medicolegal assessments.



For further information regarding the MSP processes, please visit our website where you will find a helpful FAQ:

**The MSP process and
FAQ's from the icare website**

<https://www.icare.nsw.gov.au/msp>



**An innovative approach
to treatment for injured workers**

<https://www.youtube.com/watch?v=KcjmblcsQ5Y>

