

Date: 20 December 2019

Email: [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au)

Dear Doctor,

**State Insurance Regulatory Authority (SIRA) 2020 medical fees schedules for  
General Practitioners**

I am writing to advise you of the gazettal of new maximum rates for medical practitioners, which are applicable for services provided on and after 1 January 2020.

The *Workers Compensation (Medical Practitioner Fees) Order 2020*, as well as a two page summary of the main item numbers used by General Practitioners is attached. The updated Fees Order will also be available on the SIRA website prior to 1 January 2020 via the [SIRA list of publications](#) webpage.

SIRA would like to highlight the following changes to the Medical Practitioner Fees Order;

- Further clarification regarding the provision of medical records:
  - where clinical/medical records are held electronically, a practitioner cannot bill for provision of hard copy records
  - fee for provision of documents in either hard copy or electronic format includes postage and handling
  - a fee for redaction can be billed in addition to the stated fee for provision of medical records.

SIRA has an increased focus on inappropriate servicing and billing practices and is currently investigating the billing behaviours of numerous health practitioners. Non-compliance with the Fees Orders is serious.

To avoid overcharging and complaints, we encourage medical practitioners to:

- familiarise themselves with SIRA's Fees Orders, including the maximum rates, billing rules and other relevant guidance material, available at <https://www.sira.nsw.gov.au/for-service-providers/A-Z-of-service-providers/doctors-and-other-medical-professionals>
- check whether their patient/s have an active workers compensation claim
- understand the service definitions in Fees Orders and for invoices to accurately reflect the service provided in accordance with those definitions
- charge no more than the maximum fee set out in the Fees Order/s for the service provided. Please note: Legislation prohibits a worker being billed a gap fee between the maximum fee stated in the Fees Order and any additional charge requested by the health practitioner.

The current health care review will undertake further research on options for fees regulation throughout 2020. There will be opportunities for stakeholders to provide input as part of that process.

If you have any enquiries about the medical fees, please email [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au) or call SIRA Customer Service Centre on 13 10 50.

Yours sincerely,



**Dr Petrina Casey**  
Director, Health Policy, Prevention and Supervision  
State Insurance Regulatory Authority