

IWC Integrated Team Care (ITC)

ITC GP Process Quick Guide



*GP completes IWC ITC referral form via either Medical Director (BP Template) or Health Pathways (PDF online form). Where required, secure mail can be used.

*IWC ITC referrals can be received either via Medical Objects or by fax (07 3811 6467).

*GP to supply a current GP Management Plan or Team Care Arrangement (completed within last 12 months) with referral form.

*GP to supply date of last 715 Health Assessment. *Note: IWC ITC will allow sufficient time for GPs to follow up with this information where required.*

*GP to supply date registered with Indigenous Health Incentive IHI. *Note: IWC ITC will allow sufficient time for GPs to follow up on with this information where required.*



*GP to supply copies of letters of referral for access to Supplementary Services.

*IWC ITC will carry out an eligibility check and assessment and forward referral letters and quote approval/s on to Suppliers. GPs will be copied into quote approval correspondence.



*IWC ITC receives referral and sends an acknowledgement letter to GP (normally within 3 business days).

*IWC ITC completes a client eligibility check.

*IWC ITC responds to GP around eligibility status either as:

- Client eligible for services.
- Client ineligible for services.
- Require more information. *The eligibility may be conditionally approved pending the supply or required missing information.*

*IWC ITC sends eligibility status letter to clients

*IWC ITC completes an assessment with the client either by home visit or at centre.

*Through the assessment process, IWC ITC will also work with the patient to determine and agree upon health goals and priorities that align with the Care Plan.

*IWC ITC will commence either Care Coordination and/or access to Supplementary Services as determined by the agreed upon Care Plan.

*Approved Supplementary Services must be in line with client's Care Plan and IWC's ITC Budget.

*Once assessed and approved, IWC ITC will send a Quote Approval Letter both to the GP and Supplier. A Referral Letter is also sent to the Supplier.

