

Fast Track requests

Overview

The 'Fast Track' process exists for **simple and low risk** requests for Lifetime Care and Workers Care. The process aims to make it easier for service providers to submit requests and for us to make and communicate decisions. Fast Track requests can be made via email or phone to the icare contact of the participant or worker.

Please note:

- Fast Track is available to all participants and workers.
- Fast Track requests are NOT urgent requests. See table below for requests that qualify for Fast Track.
- Most Fast Track requests do not require a form. See table below for services that do and don't require a form alongside the request.
- The Fast Track process is in addition to, but does not replace, ordering via the equipment portals or the Easy Order equipment request process.

Submitting a Fast Track request

Information required

To ensure your request is processed without delay, include the following details:

1. Participant/worker name
2. Participant number/worker number
3. Details of request
4. Name of provider
5. ABN of provider
6. Cost
7. Service codes
8. Reasons supporting the request
9. Dates for service provision

Note: avoid using abbreviations. For example, 'PT' could be interpreted as 'participant', 'physiotherapy' or 'physical therapy'.

Submitting via email

- **Send to:** care-requests@icare.nsw.gov.au
- **CC:** the participant/worker's icare contact
- **Subject Line:**
 1. The words 'FAST TRACK' (not abbreviated)
 2. Participant or worker number
 3. Type of request

Example email subject line: FAST TRACK: Participant No. XX/XXXX Request for Initial Physiotherapy Assessment
- **Email body and attachments:** include the full details of your request, as specified in the "information required" heading above.

Processing timeframes

We aim to process Fast Track requests within 1 working day.

Requests that do and don't require a form

Some Fast Track requests may require a form due to the additional information needed for a decision.

Requests that DO NOT REQUIRE a form	Requests that DO REQUIRE a form
<ol style="list-style-type: none">1. Injury-related assessments requests, including functional, medical imaging and radiology requests2. Injury-related emergency services3. Interpreter services for injury-related appointments4. Equipment requests for low-cost, non-customised items with a quote5. Urgent equipment repairs6. Additions to pre-approved items on the Discharge Service Notification up to the pre-approved limits7. Only care amendments that satisfy the following conditions:<ol style="list-style-type: none">a. One-off or ad hoc requests to change the amount of care a participant or worker wishes to receive, up to their assessed level of care need that has been previously communicated by icare in a certificate or notice of approval,b. AND where no additional training is required for care staff and no additional staff need to be recruited for the care program.	<ol style="list-style-type: none">1. Continence and consumables which should be submitted via the relevant form(s):<ol style="list-style-type: none">a. Consumables prescription formb. Consumables order formc. Consumables prescription variation formd. Consumables order variation form <p>The continence and consumables forms are available on our website: Healthcare Consumables www.icare.nsw.gov.au.</p>

Fast Track enquiries



care-requests@icare.nsw.gov.au



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