

# If you need further treatment

## Your claim for emergency expenses

The TAC pays for reasonable treatment and certain other services you require as a result of your transport accident injuries.

You have made a claim for the payment of your emergency expenses. This means that if your claim is accepted, we will cover the costs of the ambulance transport and/or hospital treatment you received on the day (and the day after) your accident.

## Further treatment

If you need further treatment for your accident injuries, we will need to re-evaluate your claim. Under the *Transport Accident Act 1986* we are legally obliged to ensure that any treatment we fund is directly related to your accident injuries.

You can help us establish this by asking your treating practitioners to provide us with information about your injuries and how they relate to your accident. Alternatively, we may write to your treating practitioners requesting the information.

You may also need to:

- / Attend a medical examination where an independent doctor can assess your injuries
- / Be responsible for the cost of the first \$651\* of your private treatment, such as visits to your local doctor or physiotherapist, to meet the TAC's medical excess.

To find out more about the medical excess or about how the TAC works, please visit our website at [www.tac.vic.gov.au](http://www.tac.vic.gov.au).

\* This medical excess amount is for accidents that occurred between 1 July 2017 and 30 June 2018. This amount may change yearly, as it is usually indexed according to the Average Weekly Earnings (AWE).

## What you need to do

Contact the TAC if you need further treatment for your injuries. Please have your TAC claim number ready when you call.

You can call our Customer Service Centre on 1300 654 329 or 1800 332 556 (toll-free outside Melbourne metropolitan area) from 8:30am to 5:30pm, Monday to Friday.



1300 654 329



[www.tac.vic.gov.au](http://www.tac.vic.gov.au)



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