

Have you been involved in a transport accident?

We will assist you in getting you back on your feet



Who can claim?

The TAC covers transport accidents directly caused by the driving of a car, motorcycle, bus, train or tram. You can lodge a claim for support if you are injured in a transport accident as a driver, passenger, pedestrian, motorcyclist, or in some cases, a cyclist.

The TAC is a no-fault scheme. This means that even if the accident was entirely your fault, you may still be entitled to a claim.

Do I need to lodge a TAC claim if I am involved in a transport accident?

If you have been injured in a transport accident, medical treatment and support services costs are funded by TAC.

If your attendance or admission at Melbourne Health is related to a transport accident injury, you are required to lodge a claim with the TAC.

The information you provide is important to support your current and future treatment requirements and assess your eligibility for entitlements, including loss of earnings and loss of earning capacity benefits.

What happens if I am transported to hospital by ambulance?

You must lodge a TAC claim to ensure your ambulance transfer costs are covered.

If you are not a member of Ambulance Victoria the ambulance costs will be billed to you.

How do I initiate a TAC claim?

To lodge your claim simply call the TAC on 1300 654 329.

TAC will give you a claim number. This is your unique number that helps identify your claim with the TAC. You will receive a claim form that needs to be completed as soon as possible and returned to the TAC.

Melbourne Health can offer you assistance in lodging a claim whilst you are admitted or attending Melbourne Health for services relating to a transport accident.

You will be asked to sign a Patient Election Form that will enable us to assist you with initiating this claim.

Who needs to know my TAC Claim Number?

Once you have your claim number, please call the Revenue Services team and advise the Patient Liaison Officers of your claim number details.

When you attend Melbourne Health for treatment for your accident injuries, you will need to have this claim number available to inform Melbourne Health staff, so that we can forward your associated costs to TAC for payment.

Do I need to pay for my medical expenses if I am admitted to hospital?

Failure to lodge a TAC claim may result in accounts being forwarded to you for payment.

If you have successfully lodged a claim, the TAC will pay for all reasonable costs (medical treatment, rehabilitation services, disability services, and income assistance) and other services that may be needed as a result of injuries sustained in a transport accident. This starts from the time of your admission.

What if I have only attended Emergency?

You are still required to lodge a TAC claim even if you are only making a claim for payment of any ambulance and hospital expenses incurred on the day of the transport accident.

What other services am I entitled to?

TAC can also pay for a range of other medical treatment, such as physiotherapy or pharmacy items, that you may need as a result of your accident injuries.

Need help or assistance?

We know that recovering from an accident can be both challenging and emotional. We are here to support you, so all you need to concentrate on is getting well.

If you have any questions, or need assistance, please contact Melbourne Health's Revenue Services unit to organise an appointment with our friendly Patient Liaison Officers:

Royal Melbourne Hospital
Office Hours are 8.00am to 4.30pm everyday excluding Public holidays

T: (03) 9342 8932

or (03) 9342 2521

F: (03) 9342 7048

E: RMH-FinanceRevenue
ServicesPLO@mh.org.au

Royal Park Hospital

Office Hours are 8.00am to 4.30pm Monday to Friday, excluding Public holidays

T: (03) 8387 2150

F: (03) 8387 2222

E: RP.Finance@mh.org.au

www.rmh.mh.org.au

Please visit the TAC website for further information:

www.tac.vic.gov.au



The Royal
Melbourne Hospital